

ANNUAL REVIEW 2013 -2014



With thanks to our Members



Our Core Area

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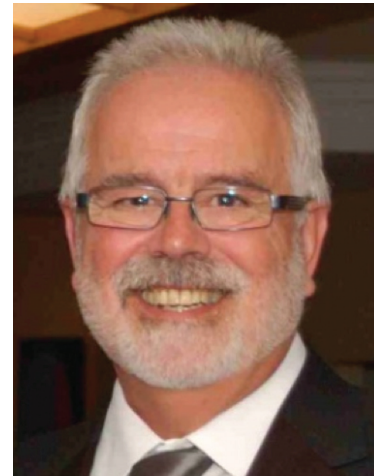
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“Age UK East Grinstead & District is an independent charity that relies on donations to provide local services. All money we raise remains in our local area. Our running costs are not funded by Age UK.”

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Our Mission Statement

Age UK East Grinstead & District's mission is: ***"To work with and for local older people to make a real and positive difference that contributes to your wellbeing and quality of life."*** When reviewing each of our services we always remember our Mission Statement and its aims, which enable us to focus on our core work.

Summary of the Year 2013-14

We continue to value the financial support received from our principal funders, West Sussex County Council, Mid Sussex District Council and East Grinstead Town Council. However, they are under increasing pressure from National Government to ensure that any service they contract delivers value for money. Equally, as David Cameron reminds us, we are all in it together. All of us have pressures financially and emotionally and it is incumbent upon us to ensure that the services we deliver are both the services that you, our members, want us to deliver, and that we deliver them at a cost that you see as good value.

This is challenging.

As Chair, I am supported by a Board of Trustees who give their time generously to bring expertise and wisdom to governing the strategic direction of Age UK East Grinstead and District.

We are additionally fortunate to have a Chief Officer who generously works over and above her contracted hours. In turn she has a team of dedicated staff who are known to you all as they have been loyal to us for some time now.

It is totally appropriate to record here, a massive vote of thanks on your behalf to all our staff and volunteers who make it all happen.

You are all local residents and so you will have followed the Wallis Centre journey. We were excited about the prospect of moving from Swan Mead to the Wallis Centre, even though it would have provided many challenges. But for reasons beyond our control this is no longer on the immediate horizon.

Swan Mead is like many of us, showing the signs of age. However, it is perhaps more akin to a comfy pair of slippers. You know that the welcome will always be warm and the environment friendly. It can also be vibrant and active with our range of activities spanning the alphabet from Afternoon Bingo to Zumba, with Computer classes, Lunches, Quizzes, and more in between.

One notable event during the year was the move of our Saturday Dementia Support Club to Glen Vue and it is comforting to report that our members have made the move seamlessly as have our staff and volunteers.

In this report you will find individual reports on each of our major activities. I hope you enjoy reading them.

Financial Summary for the year April 2013 - March 2014

The year ended 31st March 2014 represented yet another year of difficult economic conditions. Like any organisation, our key priority must be to balance our operating costs against income and yet still provide the best service possible.

The Annual Accounts have been prepared as a separate document as they need to be lodged with Companies House once they have been independently examined. However some significant figures are shown below.

Financial highlights:

- There was a deficit on unrestricted funds of £9,123 this year. This arose primarily due to the reduction in the area of operation of the Help at Home service, which resulted in a loss of income of over £12,000.
- Unrestricted reserves were £73,349 at 31 March 2014, of which £70,203 comprised bank and cash balances. Of the unrestricted reserves, £46,294 has been set aside by the Trustees as designated for various purposes as set out in Note 17 to the Financial Statements. The remaining £27,055 are general funds, of which £23,909 is bank and cash balances.

Financial Extract:

- Total income: £200,932
- Gross Surplus £48,527
- Support Costs £53,983
- Net Operating Deficit £5,456
- Final Surplus after allowing for forward commitments - £9,123

Looking ahead

Life remains tough both for our members who benefit from our services and for us as an organisation.

For you, our members, we plan to keep providing the services and activities that you've enjoyed in the past 12 months, but where possible and appropriate, to extend these. Our Funders require us to provide greater traceability and transparency in our use of Funds which we are achieving through increased separation in our Accounts processing and recording systems.

Alan Rengger

Chair

Chief Officer's Report

Pam Mitchell

It's certainly been a challenging year in so many areas and everyone here has been working very hard to make the much-needed changes happen as quickly as possible. I want to say a big thank you to all staff and volunteers for being so helpful and so supportive. We couldn't manage without you.

I wanted this year's review to focus specifically on external partnership work. This is an area where we were lagging behind our competitors. We still need to improve internal structures and procedures, but we have learned that unless we look up from our desks and make ourselves known to the local community, we will remain unknown to the very local people we are trying to support.

One of our biggest challenges is highlighting the misconception that we are funded by Age UK nationally, whereas actually we are responsible for securing all our own funding to maintain services locally. People also think that any money given to Age UK comes to local services so we need to make sure that donations, bequests, legacies, etc., specifically name 'Age UK East Grinstead & District'.

Achievements for the year include:

- Completing our first partnership tender (for Saturday Club funding).
- Securing £4,000 from Age UK to review some of our procedures.
- Better links with the Proactive Care and Prevention Assessment Teams.
- Improved publicity, including our Library stall the 1st Tue of each month.

Our challenges for 2014-15 continue, for example:

- We are looking for funding to secure our core services as well as setting up new services for older people, such as information and advice.
- We need to find new premises to enable us to expand and develop (following the sad loss of the Wallis Centre).
- We need to fill our vacancies for trustees to develop our business skills.

Finally, we would like to do more to put ourselves at the centre of our local community, not only in terms of members, volunteers, funders, etc., but also in terms of being able to approach our local community to support its older people. We have therefore decided to set up a database of local supporters to support our members and our work. If you would like to know more, please let me know.



*Presentation from Yorkshire Building Society,
March 2014*

'Quote, Unquote'

We started this year with membership beginning to drop and feedback that we were relatively unknown locally. Therefore, a big focus of our work has been to develop partnerships and raise awareness of who we are. I end my review of last year with a selection of the very supportive quotes from people we are working with locally. Hopefully this demonstrates that we are beginning to succeed in our aims to work more openly:

"In a society that is often branded as uncaring of the elderly, the range of activities and companionship that Age UK EG&D gives to so many residents is an exemplar to all"

Julie Holden, East Grinstead Town Clerk

"AUKEG&D has created a special place in my heart, it was really great and worthwhile experience, I did enjoyed working with our wonderful team, trustees, staff, volunteers and members. I learnt so much but there are still more to learn. I am proud that I was given the chance to be part of this important and valuable service to the community. It was indeed an honour and privilege for me to be able to contribute something that can make a difference to the lives of our members, most especially our elderly and people with dementia. God willing and if opportunity arises I shall still endeavour to continue doing this in my own little capacity as public servant. Hope and pray that this very important community service will stand still, continue to prosper and widen its services."

ClIr Danny Favor, East Grinstead Town Council

"The service provided by AgeUK East Grinstead and District provides a lifeline for many older local residents. It provides companionship and lively activities as well a hot meal, and the Saturday Respite sessions give Carers of dementia sufferers an essential break from their caring duties. The Help at Home Service gives elderly people peace of mind when engaging cleaners or someone to help with other household chores. Age UK EG&D is well known and highly valued by local people."

Christine Hardisty, Manager, East Grinstead CVS

"During my time as President of The Rotary Club of East Grinstead Meridian (2012/2013) it was most rewarding to witness and support the achievements of AgeUK in their care for the elderly and needy in our community."

Chris Smith

"Age UK East Grinstead works hard to provide companionship, respite care, social interaction and home care. These valuable services improve everyday life and encourage independence amongst older residents. I am delighted our local Age UK has a clear plan for the future, but they need our generous community's support to ensure their plans are delivered."

ClIr Norman Webster, Town & District Councillor

"Since I became involved with AUK the organisation has made enormous progress. It is a very professional organisation which has the best interests of its clients at heart. It has come to terms with the change from a grant based structure to the more difficult tendering regime that is demanded by WSCC. It is working closely with MSDC ,WSCC and the local community to obtain the best possible outcome for its frail and elderly clients."

Edward Belsey, District Councillor

"Thank you so much for inviting me to your excellent Christmas party, it was great fun acting as wine waiter and thank you for all you do for the [older people] of East Grinstead, of which I'm one, with your lunches and trips. I understand that everybody had a great time in the Isle of Wight, I only wish I could have been there. Best wishes to you and your team and keep up the good work."

Peter Reed, Vice Chair, Mid Sussex District Council

Administration and Operations

Ali Hawkins

Whilst I may have the title of Office Manager, my role encompasses so very much more. I am integral to the day to day running of the organisation and am involved with various areas relating to administration, finance, premises, purchasing, training and day to day queries and decision making.

Premises

This year has been disappointing for all the staff and members when we learnt that we were no longer to be given the Wallis Centre as our new Activity Centre, despite continued promises, in writing and through the local press, from the town council that the building was to be made available to us.

We do desperately need new premises to be able to provide the services we want to offer. We are fortunate to have excellent staff and committed volunteers but have serious issues over desk availability. We share the desks wherever possible but this does prove to be problematic. This also brings up the question of how the salon is utilised, the income from which for this past year has been minimal.

The arrival of the parking restrictions outside the centre has been an issue and this has restricted our parking options greatly. In December Mid Sussex only agreed to renew our 6 parking passes for six months. In the past we were given six passes every six months, each one valid for a year.

Our energy contract has been renewed with EDF and the phone contract.

We have been very fortunate to have received funding for a new fridge, projector, guillotine and shredder from the Lions and sincerely thank them for this. The Rotary have also donated money for the purchase of a tablet. Our water heater has been replaced thanks to the generosity of the Lingfield Lodge Trust.

We have had several repair issues to the building with regard to plumbing and general maintenance which have been resolved. We have now contracts in place for maintenance of equipment, e.g. fire alarms and cookers.

Publicity

We have now committed ourselves to two quarter page adverts in the RH19 for six months. The first adverts were in the March edition.

Miscellaneous

The DBS system is up and working online and proving to be a much smoother, and cheaper process than previously used.

Finance

All the accounts were swiftly brought up to date after the year end. Anne and I work closely together to ensure we have a good cover of knowledge between us. New reporting structures are now in place for Trustees to have accounting information before each month end. The procedures put in place are working with added improvements.

The bank signatories have all been updated and online access is available.

Activities, Outings and Trips

Lana Scott

Our activity centre continues to provide a haven and hub for our members to socialise and interact with each other and the world.

We always offer delicious lunches and snacks. Our main activities during this past year have been bingo, Chair Zumba, Zumba Gold, chair exercise, computer classes, quizzes and games.

We would not be able to provide all these essential services without the continuous support of our wonderful volunteers. They are a true asset to our organisation, working to the highest standards, making the activity centre a very friendly, kind and caring place.

Once again, our trips were hugely successful, with most of them being sold out. These included our holiday to the Isle of Wight, Kew Palace and Gardens and the Ice Show.



One of our most loved trips is to the Greyhound Stadium in Hove and, due to popular demand, we went twice! Our members enjoyed a beautiful two course meal, overlooking the racetrack. Many bets were placed and money won. The day was enjoyed so much that this trip is definitely a hot favourite and being repeated later in the year.

The Winter Isolation project was funded by West Sussex County Council but completed in partnership with Age UK West Sussex.

True Tales

Lana Scott

'It's good to talk'

Sandra recently moved to the area, to be nearer to her son, Sandra heard about the day centre, from posters we had put around the town, she came in to see us for a trial day.

Sandra said she really enjoyed her day, chatting and playing bingo with great company.

Sandra has now become a member.

Sandra comes to the centre by bus, and one morning on her way in she met a lady, who like herself, had just moved into the area, they got chatting and Sandra told the lady all about the day centre, the lady said she would love to come along and give it a try, so she did, she was really happy and said she really enjoyed it,

I am happy to say this lady has joined and her name is Wendy.

The wonderful thing that has come out of this is; Sandra and Wendy are now great friends.

'In the Swim'

This year we went to Bournemouth on our members' holiday.

I helped two of our ladies go swimming.

One of the ladies had a fall a month before going on holiday, so felt more confident to have me with her.

The other lady hadn't been swimming for 15 years, so with a lot of encouragement she came with us. She really enjoyed herself, so much so she asked if we could start a swimming club. She said she would love to go regularly, but wouldn't go on her own.

I am hoping to sort something out as not only would this mean so much to this lady, it would help more people that are in the same situation.

As we got out of the swimming pool there was a couple in the water, one of our ladies over heard them say; ***"isn't that lovely of that girl taking her two grannies swimming."*** The lady that heard thought it was so funny...

Help at Home Review

Jackie Dowling

East Grinstead Area

No. of Clients as at 1.4.13:	42	(63 client hours per week)
New Clients during period 1.4.13 to 31.3.14	23	(40.5 client hours per week)
Cancelled Clients during period 1.4.13 to 31.3.14	20	(28 client hours per week)
No. of Clients as at 31.3.14	45	(75.5 client hours per week)

Burgess Hill/Haywards Heath Area

No. of Clients as at 1.4.13:	33	(55 client hours per week)
New Clients during period 1.4.13 to 31.3.14:	0	
Cancelled Clients during period 1.4.13 to 31.3.14:	20	(35 client hours per week)
No. of Clients as at 31.3.14:	13	(20 client hours per week)

Key Points

In both areas the current number of hours per week includes any changes existing clients have made to their agreed hours during the reporting period. Our charges remained unchanged during this financial year and a new 1.5 hour appointment slot was introduced in March 2014.

Almost 75% of the Burgess Hill/Haywards Heath cancellations result from two Home Assistants leaving and not being replaced. This also reduced our overall client base by approximately 25%.

As in previous years, it is an inevitable fact that two thirds of all other cancellations occurred because clients either moved to some form of residential care or died. Short-term help has been provided to several people who just needed extra support for a few weeks following illness or a spell in hospital.

In the East Grinstead area, a total of 2600 hours were billed during the year, compared with 2469.5 in 2012-2013.

In the Burgess Hill/Haywards Heath area, a total of 1543 hours were billed during the year, compared with 2806 in 2012-2013.

The total amount billed was £53,335.40 compared with £65,966.84 in 2012-2013.

Client Quotes

"I find [my Home Assistant's] help invaluable – particularly with tasks I would not attempt on my own. It is very reassuring to know that she is coming on a regular basis to give willing and very helpful service."

Burgess Hill client

"I cannot do much housework these days and [my Home Assistant] provides a good clean once a week doing the more energetic jobs I find it difficult to do."

Cophorne client

"I look forward to seeing [my Home Assistant] every week – she is friendly and cheerful."

East Grinstead client

"The service provides an enormous help to me and I look forward to my visit every week. My son feels reassured with the care and service given."

East Grinstead client

Significant Achievements

- New client assessments now always undertaken by two members of staff working together, with some experienced Home Assistants starting to be involved and trained as part of the team who conduct these.
- A programme of existing client re-assessments has commenced to update work plans, evaluate current needs and enhance customer relations. Once again Home Assistants are involved in recognition of their critical knowledge, experience and expertise.
- Internal paperwork for Help at Home enquiries/referrals, client assessments and resultant work plans has been reviewed, adapted or designed as necessary providing better focus and greater operational efficiency. Work has also commenced on developing a Home Assistant service handbook.
- Regular personal review meetings with Home Assistants have been introduced. Home Assistants have been issued with mobile phones for use in their Help at Home roles to aid communication with the office and for their personal safety. In the past individuals used their own private phones and received no reimbursement for doing so.
- Our Help at Home feedback questionnaire has been redesigned and issued to all existing clients or their representatives to aid current service evaluation and development.

The Biggest Challenges

- We need to continue expanding Help at Home and provide even more people with the level of support and service that our current clients enjoy. In addition to our existing marketing and publicity ventures, we need Age UK supporters, members and Help at Home clients and their families to spread the word amongst friends, neighbours and colleagues, and encourage others to try our service.
- Recruiting and retaining Home Assistants is especially difficult when working hours cannot be guaranteed due to client fluctuations and the pay rate is poor.
- Inadequate space and office overcrowding at Swan Mead is as much a problem for Help at Home as it is for the other areas of Age UK East Grinstead & District.

2013/14 Help at Home Team

Our committed and hugely dependable team is currently made up as follows:

Home Assistants for East Grinstead Area: Cathy Barrett, Caroline Brenchley (Bank staff), Brenda Lisney,

Cora Newark, Kira Sadler, Sue Willox

Home Assistant for Burgess Hill/Haywards Heath Area: Tricia Faulkner

Help at Home Co-ordinator (since May 2013): Jackie Dowling

Development Co-ordinator (since May 2013): Kate Strong

Volunteer Admin Support (since July 2013): Becca Cachia

Leavers during this year: Jane Chart, Jan Deller, Abby Frankhuijzen, Teresa Goulden, Jo Vincent (Co-ordinator) and Allison Whitmore

The Saturday Club

“Enjoy who you are now”

Cathy Osborne and Kate Strong

This year

We have seen many changes over the last year at The Saturday Club and have embraced opportunities to develop the service. We currently have 12 members and they feel that the club, offering respite care for people and families living with dementia, is vital to their wellbeing and a positive part of their lives.

We continually receive praise for the work we do and feel the service is flourishing due to the unshakeable positive input from our members. Our session days are filled with fun and laughter and all staff/volunteers feel privileged to be a part of this special service within East Grinstead. We look forward to a bright future.

“I would like to comment on the Saturday Respite Club which I feel provides an invaluable service for those with dementia and their ‘carers’. Anybody with dementia is eligible; it does not require prior social services assessment or means testing. Weekends without Saturday club are a challenge to be got through.”

Our Club

We successfully secured funding from April 2013 to March 2014 from West Sussex County Council Carers Short Term Break Fund. One of the conditions of this funding was that we moved the service to the WSCC Glen Vue facility in Station Approach. This was because it was felt this facility was better structured to support people with dementia than Age UK East Grinstead & District’s current, somewhat outdated facilities at Swan Mead. This move has been very successful. We have more space, which means we are looking for more volunteers to enable us to support more members and give more breaks to more carers.

We now operate at Glen Vue Day centre in Railway Approach, on the 2nd and 4th Saturday of each month. The facilities & equipment within the centre, owned by WSCC, are specifically tailored towards people living with a physical, sensory or memory impairment and people with an acquired brain injury. Although we have had some issues surrounding catering facilities at Glen Vue, we are very happy with how the move went. Members have accepted their new surroundings and are pleased with what the building has to offer. The staff at Glen Vue have been very accommodating and have also introduced some of their members to the Saturday Club.

The Development Role, undertaken by Kate Strong, has made a huge difference to how the Saturday Club works. An extra £5,000 of funding was awarded not only to encourage the club to develop but to allow for vital additional hours for the administration and promotion of the service - something that was previously completed within staff’s own time. This extra time out of session hours also permits staff to reassess members, provide support and guidance where required as well as improve records and procedures.

Our Future

We have many ideas for the future of the service, and ways in which we can develop it. We are building strong links between other bodies such as Age UK West Sussex and Crossroads. We hope that by working together, and being involved in the East Grinstead Dementia Forum, we will be able to help improve the lives of individuals and families living with Dementia.

Our Team

Saturday Club Coordinator - Cathy Osborne

Saturday Club Assistant and Development Coordinator - Kate Strong

Day Care Assistant - Sue Willox

Chef - Patricia Owden

Bank Staff - Anne Longshaw, Stella Osborne

Bluebird Bus Driver/Saturday Club Volunteer - Ray Betts

Saturday Club Volunteers - Sandra Isted, Elin Harrison, Nikki Robson

This year has seen a steady increase in our volunteer bank; we now have 4 volunteers at the Saturday Club - Ray, Sandra, Elin & Nikki. Elin, with years of experience within healthcare, is assisting us as a volunteer, which is very positive. Ray continues to supervise our much loved percussion session!

We rely heavily on the time and input from our volunteers and we feel privileged to have such dedicated individuals supporting our club. If you wish to become part of our team, or if you have a skill or hobby that you could share with us, we would love to hear from you.

Our supporters

We are very lucky to have the support of individuals and organisations within the local community. Once again we have received some tremendous support from fundraisers over the last year; August saw Julian Spencer successfully undertake a sponsored 10k run, with the full proceeds being donated to the Saturday Club. Danny Favor and his fellow members of the British Filipino Nurse East Grinstead group continue to support us, as well as the Justice & Peace Group East Grinstead. We are also most appreciative of the support from individual donations, Mill View Care home, regular visits from the Alzheimer's Society and the team at Glen Vue Day Centre.

Dementia is a progressive disease currently affecting around 820,000 people in the UK. The Alzheimer's Society predict that this figure will rapidly increase over the coming years. The Saturday Club, although small in size, is of huge significance to those living with dementia in East Grinstead. If you feel that you are able to help by way of fundraising, donation of funds, time or expertise, please get in touch.

Donations Received 2013 - 2014

Date	From	Service Specific?	Amount £.pp
Apr-13	Mrs L Wood		10
Apr-13	St Marys After Eights Club		100
Apr-13	Ladies of St Lukes	SATURDAY CLUB	20
1.6.13	Filipino British Nurses Extra Care East Grinstead Fundraising Event,	SATURDAY CLUB	1200
3.7.13	Carol Blackmore's mother's birthday		155
3.7.13	Mr & Mrs Thompson		25
9.9.13	Mrs Penfold		20
9.9.13	Care UK	SATURDAY CLUB	500
7.10.13	Brenda Potts	for Xmas party	100
Nov	Julian Spencer sponsored walk	SATURDAY CLUB	437
18.11.13	Mr & Mrs Birch	SATURDAY CLUB	100
18.11.13	Lions	Fridge, projector, shredder, guillotine	873.23
18.11.13	Rotary - to buy a tablet	SATURDAY CLUB	150
6.11.13	Justice of peace group	SATURDAY CLUB	460
16.12.13	Keir		300
16.12.13	Ed & Margaret	SATURDAY CLUB	261.04
18.12.13	R Knight		10
20.01.14	Gillfillan		200
30.01.14	Nick Zambuni		30
			£4951.27

***Please note that this report can be provided
in a large print version if required.***

***If you have any other requirements for the provision of
this information, please let us know and we will
happily do our best to accommodate these needs.***



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