

# ANNUAL REPORT

## 2015-16

### Vision

"A society in which everyone can enjoy a long and fulfilled life"

### Mission

"To work with and for local older people across our area of benefit to make a real and positive difference to their wellbeing and quality of life"

### Values

- Integrity
- Professionalism
- Team work
- Recognition
- Commitment



Registered charity number  
1127168

Company number  
06695518

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## Report from the Board

Another successful year of delivering much appreciated services, with thanks to all the Staff and Volunteers who make such an effort to provide the invaluable services we deliver.

The Board has been strengthened both in terms of numbers and expertise. We are now well positioned for the future where we will need to work in close partnership with a number of organisations. Here is a short introduction to each member of the Board:

Alan Rengger	<i>"My late Mother-in-Law used to attend Swan Mead and my background in the Information Technology sector helps keep the Charity up to date with developments in this area."</i>
Elaine McGloin	<i>"I am a solicitor who formerly ran a business in East Grinstead and now assists the Charity with legal matters."</i>
Jo Morcom	<i>"The Staff are fundamental to the success of the charity. My knowledge, skills and experience within HR help guide Staff on key issues."</i>
John Belsey	<i>"I was aware of the great work undertaken by the staff and volunteers and with my finance background joined as a trustee with an objective of seeking to keep the Charity on budget and able to cope financially in these potentially challenging times"</i>
John Bowers	<i>"When I discovered that the Company were lacking a Company Secretary I readily volunteered"</i>
Margaret Belsey	<i>"As a Town and District Councillor I am aware of the significant amount of charitable work undertaken in East Grinstead and want to support a local charity that keeps people independent in later life and to help with Council-related matters where appropriate"</i>
Mike Hollins	<i>"Since taking early retirement I have used my experience in private banking for the benefit of various charities, most recently with Age UK EG&amp;D".</i>
Victoria Dickinson	<i>"I have worked in the Charity sector for over 20 years and wanted to get involved in Age UK East Grinstead &amp; District in supporting local older people and have a particular interest in Dementia care."</i>

The future will require us to be more inventive in the ways in which we secure funding for our services as our traditional sources are being reduced. We are though, confident that we can continue to deliver the services required in our area of benefit to those who require them. In this we would encourage all our members who enjoy our services to spread the word as we know that we are not addressing everyone who could benefit.

## Chief Officer Report



2015/16 was a year of change, with a focus on improving the services we provide and addressing finances. We have been successful on both fronts, although there is still much work to do.

Looking at our governance in 2015/16, the Board is much more solid than it has been for some years, we have recruited some really high quality Trustees, have amended our Memorandum & Articles of Association and achieved the AUK Organisational Quality Standard.

All our services have grown and we have received some delightful feedback from clients and customers, so we know we are going in the right direction.

Help at Home is growing well and we have recruited several new Home Assistants. The Saturday Club goes from strength to strength. Trips and holidays are, as always, one of our most popular services. Rural outreach is beginning to grow and develop, lunches are as appreciated by members as always, and life in the centre continues to provide laughs, support, entertainment, knowledge and information for members.

We are looking forward to signing the new Age UK Brand Partner Agreement and launching our own Information and Advice service.

So specifically, 2015/16 was an amazing year - so many highs but still many concerns to challenge us in the forthcoming year.

A ConChord Big Band concert was planned to support us by Counsellor Frank Osborne. The concert was held at Chequer Mead and was not only hugely enjoyable but also a huge success, both in terms of profile and the money raised.

My thanks go to our long-standing fundraiser, Nicolas Castiglione, several Charityfeast events were also held in our honour this year. Thanks here too for the match-funded donation from Barclays Bank.

We were also lucky enough to secure £5,000 this year from the West Sussex County Council Prevention and Wellbeing Grant, which enabled us to start to run a series of weekend outings for people who live in our rural areas.

One of our 'highs' this year was Town Mayor Dick Sweatman nominating us as one of his two charities of the year. The mayoral year runs from May to May,

and in May 2015 we were all very excited for more than one reason - the prospect of a year of having our profile raised in the local community, but which charity could fail to also be excited by the thought of a year of fundraising to provide unrestricted funds to enable to us to continue our much-valued work.

Dick has been tireless in his energy and enthusiasm to support his two charities. One of the ways he has supported us is by organising events, including several Music Quizzes, one of which a team of staff and volunteers from Age UK East Grinstead & District actually won!



Our winning team!

All this has made our finances look much more healthy at the end of this financial year than they did last year. However, we are only too aware that we somehow need to maintain this level of donations regularly.

In spite of being in East Grinstead, in one guise or another, for some 45 years, some people still do not know the charity exists. Unbelievable but true.

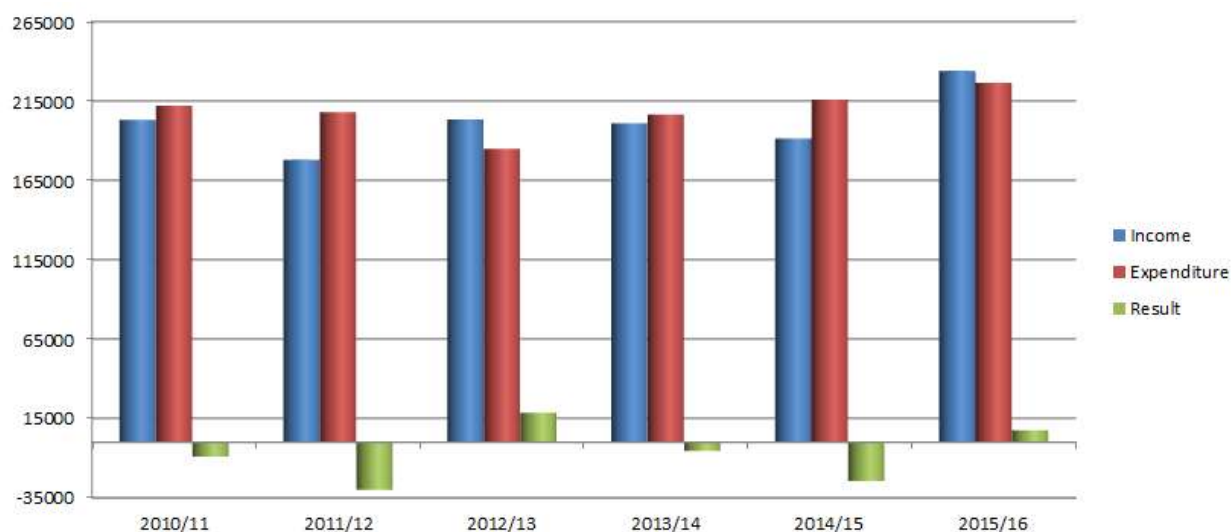
The other thing many people do not know is that we are not funded by Age UK nationally and that each local AUK service is an independent charity, responsible for its own survival and for raising its own funds. This is tough at the best of times and we try to encourage more donations to keep us in the community.

Huge thanks go to our staff, volunteers, trustees, members, funders, partners and other stakeholders who have supported us to go through such a huge period of much-needed change over the past 3 years or so. There is still a lot to do but we are clearly on the path to become a major player in local issues affecting the lives of older people in East Grinstead and the surrounding rural areas.

## Financial Review

Once again our accounts have been independently examined by the practice of Alexandra Durrant, Chartered Accountants and Registered Auditors and are presented in a separate document.

Summary comparative performance over the last 6 years:



From this it can be seen that we have increased our Income to the highest figure in the past 6 years whilst limiting the increase in expenditure as much as possible. We have returned the Accounts to deliver a surplus – the first time since the 2012/13 year.

## Financial support

Much effort always goes into our fundraising. All local Age UK services are independent charities, responsible for raising money for their own running costs, and not supported in this way by Age UK nationally, and as such we are always desperate for donations to help towards our running costs, whether this is a one-off donation, something more regular or a bequest in someone's Will.

All donations need to be made out to 'Age UK East Grinstead & District'. Please ask a member of our staff team for more information about how to help us, as well as how to add a Gift Aid contribution to your donation, which gives us an additional 25% of unrestricted funds.

Money from local councils is being cut dramatically and this is likely to make it harder for our small, local but vital charity to survive. Please help us if you can.

## Centre Activities by Sue Willox, Centre Manager

I am responsible for the management of the centre in terms of existing and new activities and making sure the members who come to us feel welcomed and entertained. In my time for the organisation (since 2011), I have enjoyed getting to know the members who use the centre regularly. I prefer to call our centre, “**Your Club**” and I am very open to suggestions for new activities.



We now open the centre for lunches and activities on all 5 days a week and want our members to have fun, make new friends and enjoy great, freshly cooked food. During the past year, we sadly said goodbye to our lovely chef Carole Blackmore whose food members have greatly enjoyed for 4 years. We were sad to see her go but wished her a long, healthy, happy retirement. Pat Owden, our Assistant Chef, kindly stepped in for a short while until we recruited a new permanent Chef (Bill Hughes subsequently joined us in April 2016).

Monday is “Challenge the Chef” Day. Members come along on a Monday to enjoy what is on offer that day and then sit and discuss with the chef what they would like produced the following Monday. We already have a group of members who come and enjoy this but we are looking to expand the numbers so why not give it a try?

We are now starting to run a Monday craft morning, with knitting, sewing, etc. This will be run by our very own Daphne Ayerst. Members will come along to learn, practice, teach others or just come for the company, and perhaps stay for lunch.



Art and craft in the centre

On Tuesdays from 4.30pm to 5.30pm we hold our IT hour, where members can come along with iPads, laptops, new phones, etc., to meet Caroline Halpin and her students from Outset Youth Action, who seem to have all the answers - well nearly all!! There is no need for members to feel 'out of the loop' anymore if they want to order their shopping from home, improve communication with family and friends through email, Skype or Facebook, or try out Ebay to see if they can get a fantastic bargain.



IT classes



Card games in the centre

A lot of the activities in the centre stay the same, in response to member request, although we do try and introduce new activities. Our invaluable volunteers introduced card games once a week, which has caught the interest of some of our members who like the excitement of gambling (no money changing hands!).

We hold 'Music Fridays', with Anna who plays in the morning and Liam who brings his keyboard in the afternoon. Both musicians have a vast variety of numbers for you to exercise members' vocal chords with. Last year we said au revoir to Robin Pocock, who has been playing the keyboard for members on Tuesdays for some time. Following Anna and Liam is Julie Nottingham, who uses music to entice members to exercise and remain active.



Music with Anna



Music with Liam



We are always looking for volunteers to help run the centre and join our excellent team. Without our friendly volunteers, we would find it difficult to survive. They all do a fantastic job and their help is greatly appreciated.

Thanks this year to:-

Daphne Ayerst – Naomi Bennett – Liam Bauress – Anna Cooper –  
Sam Cordes – Joyce Curd – Sarah Dockar – Rebecca Falzon – Kathleen Fletcher –  
Hannah Frewer – Di Giles – Nikki Harber – Liam Horsfield – Rosie Howell –  
Rosie Humphrey – James Lawson – Francesca Levings – Maria Stuijt –  
Philippa Tredgett – Ria Velterop – Steve White – Alan Young – as well as to  
Caroline Halpin & all the students from Outset Youth Action.

## VIP Club

**On the 2<sup>nd</sup> Monday of the month, the centre plays host to the East Grinstead VIP (Visually Impaired) Club. For more information about this service, please phone Ria Velterop on 01342 458125 or Joan Rees on 01342 323260.**

## **Trips, Outings, Holidays and Rural Outreach**

**by Lana Scott, Activities Manager**



Lingfield Races  
April 2016



Sinah Warren  
March 2016



The Posh Club  
March 2016

Our programme of trips and outings was as successful as ever and included:

- |                |   |
|----------------|---|
| May 2015       | The Sistine Chapel, Goring                          |
| June 2015      | Penshurst Place                                     |
| July 2015      | Hampton Court Flower Show                           |
| August 2015    | The Shard in London<br>Eastbourne Bandstand         |
| September 2015 | London Riverboat Trip from Westminster to Greenwich |
| October 2015   | Brighton Greyhound Races                            |
| November 2015  | Lakeside Christmas shopping                         |

Next year, we have many more exciting trips and outings planned:


May 2016            Tower of London and personal tour of the Crown Jewels

June 2016           Eastbourne

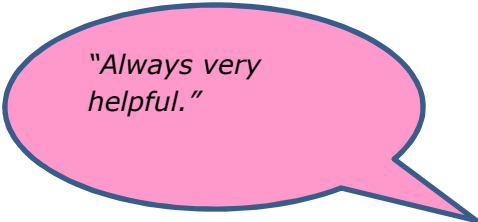
September 2016   River trip from Hampton Court to Richmond and visit to the  
British Legion Poppy Factory

October 2016       Brighton Greyhound Racing

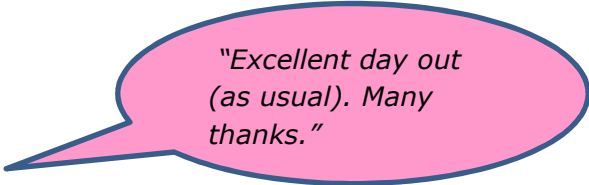
To demonstrate the success and popularity of trips, here are some comments from members:




*"Very well organised, very very friendly."*



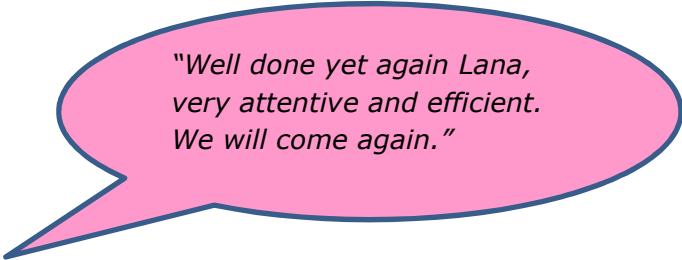
*"Always very helpful."*



*"Excellent day out (as usual). Many thanks."*



*"First class, friendly and courteous."*



*"Well done yet again Lana, very attentive and efficient. We will come again."*

I would like to say a huge thank you to all our members for making my job so enjoyable and fun. You are all amazing and inspiring people.

**LONDON RIVERBOAT OUTING  
HAMPTON COURT TO GREENWICH  
September 2015**



## Holidays

In 2015/6, we ran three holidays for members:

April 2015	Spring Holiday to Bembridge, Isle of Wight
November 2015	Turkey and Tinsel holiday at Alvaston Hall, Cheshire
March 2016	Spring Holiday to Sinah Warren, Hayling Island

These were so well-attended that next year we plan to increase to 4 holidays:

July 2016	Summer holiday to Bembridge, Isle of Wight
September 2016	Holiday in Blackpool to see the lights
November 2016	Turkey and tinsel holiday to Cricket St Thomas, Somerset
March 2017	Spring holiday to Bournemouth

Our members really enjoy the holidays. We have had so many members reporting that if it wasn't for us providing a safe and accompanied holiday, they wouldn't be able to go away and have such a fun time and make friends:

*"Good value for money, very friendly, well cared for."*

*"The staff did everything they could to make the holiday enjoyable."*

*"Lovely holiday, thank you to all."*

*"Very well organised. Don't have a bad word to say."*

*"So well organised – safe and comfortable."*

*"Lana as usual wearing more than one hat, sorting everyone out with a smile. She is so efficient, worth her weight in gold. A long trip, but worth it."*

*"Lana is so patient."*

## SPRING HOLIDAY TO BEMBRIDGE, ISLE OF WIGHT April 2015

We all had a wonderful time. The weather for April was amazing and we could really enjoy the outdoors with a beautiful sea breeze.



Some more holiday snaps .....

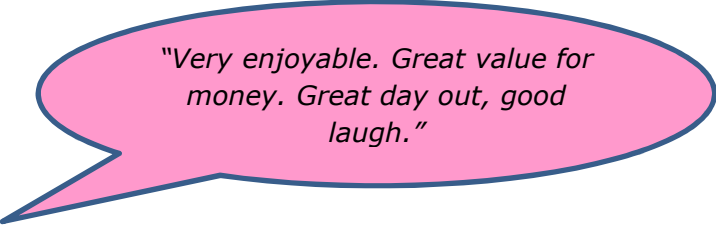


## Rural outreach


A new addition to my work has been the incorporation of rural outreach. Instead of holding all activities internally at Swan Mead, it is also important that we provide opportunities for older people in other parts of the community. In 2015/6, we were running tai chi and zumba classes at Chequer Mead, as well as a new board games initiative in partnership with East Grinstead Library.

We also started to plan the first of a new series of community gatherings, the first one entitled 'Cake & Company' in partnership with All Saints Church at Crawley Down at held at their facility at The Glebe. This work will develop in 2016/7.


We also secured some funding from West Sussex County Council to subsidise some weekend outings for people living in our rural areas. We budgeted for two trips each for people living in Ashurst Wood, Copthorne, Crawley Down, Turners Hill, West Hoathly and Worth. These trips for people living in rural areas have been a huge success. Some of the people that have joined us are people who normally cannot get out and about easily. Trips so far have been to Cats Protection and Brighton Greyhound Racing and these have been hugely valued:




*"Very enjoyable. Great value for money. Great day out, good laugh."*



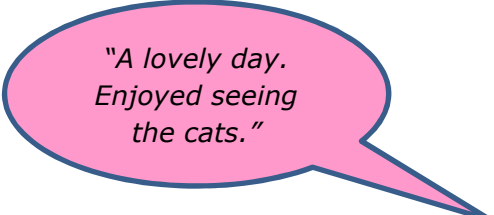
*"Very pleasant volunteers."*



*"Excellent. Wonderful. 100%."*



*"Great to be picked up locally."*



*"A lovely day. Enjoyed seeing the cats."*



## Community Exercise classes Tai Chi and Zumba at Chequer Mead



## Help at Home Review by Jackie Dowling, HAH Coordinator



Home Assistant Team as at 31.3.16:

Vivienne Barnes  
Cathy Barrett  
Marte Bauer  
Tricia Faulkner  
Katie Lucocq  
Janice Robinson  
Anna Rose  
Jodie Thornback  
Jenny Whiteside

Volunteer Admin Support:  
Vivien Brock

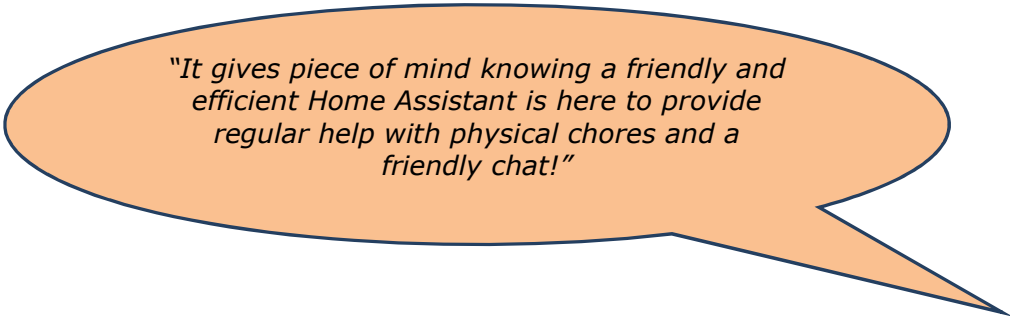
My Home Assistant is always friendly, helpful and does her work in a very professional way. I am completely happy with all she does and appreciate her help very much.

*"I am very happy with the assistance given and would not like to be without it now."*


- **46** Current Clients as at 31.3.16.
- **20** New Clients started Help at Home between 1.4.15 to 31.3.16.
- **2487.75** Hours Charged to Clients between 1.4.15 and 31.3.16.
- **6** new Home Assistants since July 2015.

## Key Decisions

- The Trustee Board completed its review of Help at Home and decided that we should continue running the Service under the 'Employed' model.
- Authorisation was given in July 2015 to recruit additional Home Assistants to facilitate Service development and growth. Prior to this a recruitment freeze had been in place since July 2014.
- Home Assistant pay rate increased to slightly more than the recognised National Living Wage to both reward existing Home Assistants and as an incentive to encourage good quality new applicants.
- Co-ordinator hours increased to support recruitment drive, additional Home Assistant supervision responsibilities and extra clients as the Service builds.
- Business Plan for Help at Home currently being formulated by Trustees.

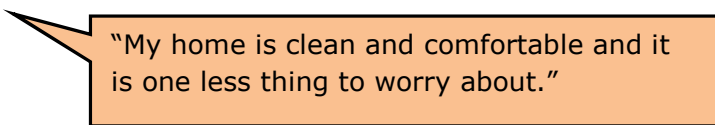


*"It gives piece of mind knowing a friendly and efficient Home Assistant is here to provide regular help with physical chores and a friendly chat!"*



Local help at a good price, friendly and accommodating to my needs.

- For the first time in three years Help at Home service charges were increased with effect from 1.7.15.
- Total amount billed 1.4.15 to 31.3.16 was £35,686.25



"My home is clean and comfortable and it is one less thing to worry about."

## Significant Achievements

- Enthusiastic and committed Home Assistant team in place with further recruitment in the pipeline.
- Help at Home Service leaflet redesigned and printed to support publicity initiatives.
- Procedures Manual for Home Assistants completed and in use.
- Work Plan re-assessment visits concluded for all existing clients and programme established for ongoing review on an annual basis.
- Individual personal review meetings now held between Co-ordinator and Home Assistants approximately every 3-4 months.
- Inaugural team meeting specifically for Help at Home conducted.
- Majority of Home Assistant team trained as 'Dementia Friends' and several have also undertaken a First Aid qualification.
- Home Assistant recruitment process and induction training completely reviewed.

## Acknowledgements

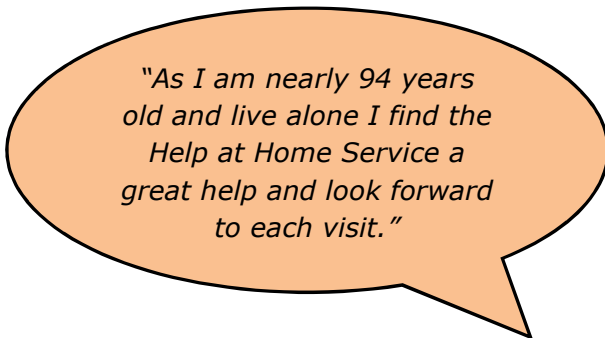
Thank you to the following:

Our wonderful clients who are a delight to support, and especially those who provided the feedback quotes included in this review.

Our brilliant Home Assistants who so often go the extra mile and frequently put client need in front of themselves.

Our Home Assistant leavers this year - goodbye to Brenda Lisney, Cora Newark and Sue Willox – your past contribution is very much appreciated.

Our Admin volunteer Viv who gives up a morning of her own time each week to help out in the office. Also our staff and volunteer colleagues across the organisation for your continued advice, support and interest.



*"As I am nearly 94 years old and live alone I find the Help at Home Service a great help and look forward to each visit."*

## The Saturday Club by Kate Strong, Saturday Club Coordinator



***"Enjoy who you are, now"***

### **Our Team**

**Saturday Club Coordinator** - Kate Strong

**Saturday Club Assistant** - Cathy Osborne

**Saturday Club Assistant** - Sue Willox

**Saturday Club Chef** - Patricia Owden

**Bank Staff** - Stella Osborne

**Cover for other periods of staff absence is provided by other AUKEG&D staff, specifically Anne Longshaw in this year**

**Saturday Club Volunteers** - Sandra Isted and Sarah Scamell

**Transport** - Provided by Blujebird Community Transport and Meridian Carz in 2015-16

### **Our Club**

The Saturday Club offers respite for people and families living with dementia or memory loss. This vital service allows carers/family members to have a break from caring for their loved one, whilst our friendly team offer stimulation, companionship and activities for those with dementia.

Our service runs on the 1<sup>st</sup> and 3<sup>rd</sup> Saturday of each month.

### **The last 12 months**

We are now in our second year of funding from West Sussex County Council Carers Short Breaks fund. This funding has enabled us to run the club without the fear of reapplying for funds annually.

We have been very privileged to use Glen Vue Day Centre over the last few years and although staff and members feel very much at home there, there are difficulties to operating a service out of two sites. In light of this, we aim to move our service back to Swan Mead Activity Centre in due course and are asking our funders for their support in this.

We have been very sad to say goodbye to some of our long standing Saturday Club members over the last year, some whom have been attending the club for over 8 years. We have however received many kind words from family members who hold the service in high regard.

We were also sorry to say goodbye to our trusted driver and volunteer, Ray Betts, when our partnership with Bluebird Community Transport came to an end in December 2015.

### **Feedback**

Our members and their families are very much at the heart of our service and we continue to receive high praise from both.

### **Our supporters**

We are very lucky to have the support of some very committed volunteers; these individuals deserve much recognition as their own lives have been touched by dementia and they still wish to 'give something back'.

The service is always looking for volunteers who are interested in working with people living with dementia, as well as individuals to undertake various roles within the service and people with a skill or hobby to share.

### **Dementia Friendly Mid Sussex**

East Grinstead is one of three towns currently in the process of becoming a dementia friendly community within Mid Sussex. This Alzheimer's Society campaign is actively working alongside other local organisations such as us, to encourage various businesses, charities and individuals to support this vision by becoming a Dementia Friend.

Figures from the Alzheimer's Society show that there are currently over 850,000 people with dementia in the UK. Two thirds of these people live in the community; while one third live in a care home. Becoming a Dementia Friend will give an insight into how it feels to live with dementia; how it can affect individuals and show how small things can make a huge difference to peoples' lives. The Saturday Club Coordinator has now successfully trained a number of Help at Home staff and Activity Centre volunteers as Dementia Friends.

Over the next year we plan to focus on developing the dementia service by increasing member numbers and therefore supporting more families and carers. We are also working alongside multi-agency partners to achieve their goal to

become a Dementia Friendly Mid Sussex District. This work has already begun with our participation in the Dementia Friendly East Grinstead partnership initiative.



## Cake & Company"

### A new partnership project in 2015-16



## Cake & Company

A new partnership between **Age UK East Grinstead & District** and **Crawley Down Church**

**Come along - eat cake and make friends**

*There will be games and activities including jigsaw puzzles, crafts, board games, books and the day's newspapers*

**Starting Tuesday 12th April  
and every second Tuesday of the month at 2pm**

**at The Glebe Centre, Vicarage Road, Crawley Down, RH10 4JJ**

*We also need help with providing transport, running activities and making cakes. If you can help, please let Liz know.*

For further information, please contact  
Liz Logan on **01342 713338**  
or Jon Hale on **01342 714922**



Age UK East Grinstead & District started work in 2015 on a new partnership with Crawley Down Church at The Glebe Centre, Vicarage Road in Crawley Down.

The project was set up to provide a monthly meeting place for people in Crawley Down to "come along, eat cake and make friends".

There are games and activities, including jigsaw puzzles, books, the day's newspapers, as well as board games, art and craft, etc.

Cakes were initially provided by the Chef at AUKEG&D but it is hoped members will volunteer their cake-making skills.

Meetings are coordinated and run by staff from both organisations.

The project was a result of several partnership working group meetings and is due to be launched on Tuesday 12<sup>th</sup> April 2016 and then run every second Tuesday of the month at 2pm.

Once established, it is aimed to run this group more frequently and roll out the idea to other parts of our rural area.



## Staff, Trustees and Volunteers

### Staff

Vivienne Barnes	Home Assistant (from 12/1/16)
Cathy Barrett	Home Assistant
Marte Bauer	Home Assistant (from 1/12/15)
Ray Betts	Bank staff for Premises
Carole Blackmore	Head Chef (to 23/9/15)
John Clark	Head Chef and Kitchen Manager (to 18/3/16)
Joyce Curd	Bank staff for Kitchen
Jackie Dowling	Help at Home Coordinator
Tricia Faulkner	Home Assistant
Mick Hernandez	Centre Cleaner
Brenda Lisney	Home Assistant (to 31/10/15)
Anne Longshaw	Finance Officer
Katie Lucocq	Home Assistant
Pam Mitchell	Chief Officer
Cora Newark	Home Assistant (to 12.6.15)
Cathy Osborne	Saturday Club Assistant
Stella Osborne	Bank staff for Saturday Club
Pat Owden	Assistant Chef
Janice Robinson	Home Assistant (from 30/11/15)
Anna Rose	Home Assistant (from 12/11/15)
Lana Scott	Activities Manager
Kate Strong	Saturday Club Coordinator
Jodie Thornback	Home Assistant (from 24/7/15)
Jenny Whiteside	Home Assistant (from 2/9/15)
Sue Willox	Centre Manager and Saturday Club Assistant

## Trustees

John Belsey (co-opted from 19/6/2015)

Margaret Belsey

John Bowers (Company Secretary)

Victoria Dickinson (co-opted from 13/7/2015)

Mike Hollins (co-opted from 19/6/2015)

Elaine McGloin (co-opted from 15/2/2016)

Jo Morcom (co-opted from 1/11/2015)

Alan Rengger

## Volunteers

Daphne Ayerst

Liam Bauress

Naomi Bennett

Helen Bonnick

Alison Brown

Vivien Brock

Wendy Burkhill-Prior

Anna Cooper

Samantha Cordes

June Crome

Len Donoghue

Di Draper

Sue Draper

Stephen Fallowell

Rebecca Falzon

Kathleen Fletcher

Hannah Frewer

Di Giles

Annie Greenfield

Olivia Hannaford

Nikki Harber

Liam Horsfield

Rosie Howell

Rosie Humphrey

Sandra Isted

James Lawson

Francesca Levings

Sam Moseley

Jo Nutland

Nikki Robson

Sarah Scammell

Philippa Siguencia-Winnings

Maria Stuijt

Philippa Tredgett

Ria Velterop

John Walton

Steve White

Alan Young

## List of Needs

Although this report reflects back on the past year, as the charity faces a new year (our 46<sup>th</sup>), we need to think about the challenges that lay ahead for us in 2016-17:

### Finance

Although we have been lucky in securing funding from being one of the Mayor's charities this year, and some of this funding is still to come next year, we need to remember that this is the first year for a while that our finances have begun to look healthy. The Mayor has held several events in our honour and we need to find a way to continue to 'earn' this type of unrestricted funding in the future. As a charity, we now need to apply for much of our 'restricted' funding (currently the money to continue to run our centre) by completing on-line applications. This is a new venue for us and one where we are having to learn fast. If anyone is interested in helping us to raise the much-needed money to enable us to survive, please let us know. This could be by helping with tenders, completing grant applications, helping with fundraising events, running stalls, shaking tins, or anything else you can think of.

### Membership

Our passion to improve the lives of all older people and our commitment to our members remain central to our work. Members are very complimentary about the services we provide but we are always looking for new avenues of referral and new ways of meeting people we can offer these services to. We publicise our work in a variety of ways but the best way will always remain word of mouth.

### Trustees

Although the Board has grown substantially in the past couple of years, and although we are now lucky to have several Trustees with specific experience to help govern our work, maintaining the Board and developing its skills to run the organisation is still a challenge. If anyone is interested in volunteering for the Board, particularly in the role of Treasurer, but also if you have business or marketing skills, please let us know.

### Volunteers

We are so grateful for the hard work of all our volunteers but are constantly looking for people who could give us some of their time, whether as a trustee, in offering other specific skills (and may want to run classes for us) or just by being in the centre to help our members. We are also looking for a volunteer to help get the office into shape, by setting up new systems, sorting out our filing, etc.

### Premises

As most people will know, we have long outgrown our existing premises in Queens Road and are always on the lookout for new spaces, not only in East Grinstead but also in our rural areas.

**Thank you for reading our Annual Report for 2015-16.**

**Please contact us if you would like more detail.**

**We look forward to many more successes in the next year, to meeting many more challenges, to more highs and lows, to providing more services for older people and to making many, many new friends.**