

Age UK East Grinstead & District

Annual Report
2020-2021



2020-2021 a year of challenges

It is not easy to sum up the challenges and changes that have happened across the world and the effect it has had on one small charity tucked up in the corner of West Sussex.

However, as always, when adversity and difficult times do arise, organisations like ours, founded some 70 years ago come to the fore. We have had to find new ways of supporting, assisting or simply “being there” for the most vulnerable and isolated people within our community over the past few months. Throughout this report there is just a flavour of how we adapted to the ever increasing desperate situation as the pandemic and subsequential lockdowns created more and more issues for those in most need.

Small shopping item deliveries

During the first few days we received requests for very basic things;- toilet rolls, bread and milk, in some cases we even ran out a made up round of sandwiches as some people had nothing to eat at all.

As the first few weeks passed, we had several offers of donations of food from the supermarkets *Aldi and Sainsburys* to *Greggs* and even *McDonalds* who had closed suddenly and had a large supply of burger buns. Age UK National also secured several items of food and other items like sachets of shampoo, hand cream and even puzzles. We also had several pies and quiches donated by *Higgidy Pies* on more than one occasion which we delivered in conjunction with the East Grinstead Action Group.

Grocery shopping, medicine drops and other requests

As the calls for medicine pick ups began to rise, we provided an emergency pickup service. Larger grocery shopping requests were signposted to the Action Group. Benefit enquiries, rent arrears, care homes and other financial enquiries were passed on to our sister Age UK Brand Partner West Sussex and Brighton & Hove’s Information and Advice service together with any Help at Home or hospital discharge enquiries.

Rainbow Hot Meals Service

From the regular wellbeing calls that we made, one theme was clearly becoming an issue. Several restaurants, cafés and Public Houses had moved into the takeaway or hot food delivery service. However, for older people this was either too late in the evening, expensive or at worst not nutritious. This resulted in them not having a hot meal during the day, because they could not cook themselves or make use the takeaway services.

So, Rainbow Hot Meals was created. As this was a completely new service, several items had to be purchased, volunteer drivers recruited, advertising arranged, costings produced, and staff returned to work from furlough. We also had to produce a logistical plan to deliver the food, prepare, cook and serve into various containers all ensuring that strict Food Hygiene regulations were being adhered to and temperature controls in place. All this with a backdrop of a kitchen with limited oven space and electrical power.

Financial information

Total income for the year 2020/21 -	£ 276,062
Gross surplus for the year 2020/21 - <i>before allocating support costs</i>	£ 132,029
Support costs for the year 2020/21- <i>(including Governance)</i>	-£ 139,438
Net operating position for the year 2020/21 -	-£ 7,409
Investment gains 2020/21	£ 82,000

The net surplus for the year of £74,591 comprises a restricted surplus of £ 801 and a surplus on unrestricted funds of £73,790



Donated items

Bags of donated food & non food items together with medications were delivered to vulnerable people's homes. Over 2,000 bags were delivered within the community.

Our first day of operation—
delivering Rainbow Hot Meals to vulnerable older people



Rainbow Hot Meals Service
Delivered fresh to a member's front door. Over 2,800 meals including Christmas Dinners

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