

Annual Report 2016-2017

How we helped make East Sussex a great place to grow older.



Age UK East Sussex is a registered charity (1139470) and company limited by guarantee. Registered in England and Wales number 7216053.
Registered office: 54 Cliffe High Street, Lewes, East Sussex, BN7 2AN

Annual Report | 2016-17



Contents

Introduction.....	3
Information and Advice.....	4
Healthy Living Clubs.....	5
Foot Care.....	6
Macmillan Home Support.....	7
Home From Hospital.....	8
Take Home and Settle.....	9
Day Clubs.....	10
123.....	11
Community Navigators.....	12
Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention.....	13
Volunteers.....	14
Income Generation.....	15
Fundraising.....	17
Financial Review.....	18
Gratefully Received.....	19
Accessing our Services.....	20
Could you Support our Work?.....	21

Introduction

Our vision is that East Sussex is a great place to grow older.

Our mission is to enhance the quality of later life for people in East Sussex by:

- Working with people in later life to identify and respond effectively to their expressed needs and aspirations.
- Representing people in later life.
- Promoting a positive image of later life.
- Being a sustainable charity and social enterprise.
- Working in partnership with other relevant organisations with complementary aims and values.

2016/2017 was the first year of our new three year strategic plan. Our aim is that we will be a financially sustainable charity and social enterprise; achieved through investment for growth, impact and efficiencies in cost. Our main focus is:

- Promoting independence, choice and control for people in later life.
- Reducing age discrimination, poverty and social isolation.
- Supporting healthier lifestyles.

2016/17 was a challenging year for older people across East Sussex. The shape of the county's Health and Social Care services and budget cuts were of major concern. In response to this we increased our influencing activities.

We worked in partnership with the NHS, County Council and a wide range of statutory, voluntary and community agencies. Ensuring services met the needs of older people and where possible were delivered locally.

The charity helped influence the design of local NHS and Care services; contributing to the development of new forums to represent the voice of older people. Piloting and launching new services of its own, there is still much more to do...

Despite a rapidly changing and financially challenging environment, the charity was able to innovate, develop new partnerships, find new ways to fund services and meet the increasing needs of local older people.

With the valuable support of its supporters and amazing volunteers the charity was able to help more people and work towards longer-term sustainability.

15,312
older people were directly supported through accessing our services (compared to 13,369 in 2015/2016)

44,162
episodes of care (compared to 39,189 in 2015/2016)

Information and Advice

The Information and Advice service provides a free resource for people aged 50+ and their carers about benefits and money, social care, housing options and local services. Specialist local information and advice is offered and the service incorporates relevant resources from other national sources. A large proportion of enquiries relate to help with claiming benefits.

What outcomes was it trying to achieve?

- To assist people to understand how they can improve their financial situation, housing or social care; providing help as necessary.
- To help people claim eligible benefits.
- To provide information on a wide range of local issues and where appropriate, undertake active signposting and referrals.

Clients can be anxious and confused about their situation and the team ensure that people are given the time and support they need to understand their options and make informed choices. The service works in close contact with other professionals and organisations working with older people throughout East Sussex to maximize support for its clients.

This free service is delivered through a mix of telephone advice, face-to-face meetings and online.



Age UK East Sussex developed a partnership with Care for the Carers, another locally based charity, as the majority of carers are older people. This led to the two organisations opening a joint Information Centre in Hastings. Launched in February 2017, within the Priory Meadow Shopping Centre, the charities have been able to reach more people and provide more support for them.

6,610
episodes of care

£178,250
of benefits claimed for our clients

98%
client satisfaction

“The help I received could not have been better. Even had assistance filling in the forms. I don’t know what I would have done without your help.”

Healthy Living Clubs

Healthy Living Clubs are designed to help older people become fitter, more aware of healthy eating and more socially integrated. They run alternate weeks, normally lasting about two hours.

In a relaxed atmosphere clients can try out activities such as Boccia, New Age Kurling (done on carpet) and many others. As well as sharing a cup of tea and making great friends.

Supported by volunteers our existing three clubs:

- Central St Leonards.
- Walking Football in Bexhill.
- Sidley.

Were joined by three new clubs in 2016 :

- Hastings working with older members of the LGBTQ community.
- Rye.
- Polegate.

Further developments this year:

- Walking Football has expanded in size and ambition and the club is now taking part in competitions.
- The success of Walking Football and Walking Netball inspired the development of Walking Cricket in Bexhill.



79
clients supported

82
sessions delivered

62%
of beneficiaries reported increased satisfaction with their social life

“Regular structured support and motivation provides what I need to protect me from lapsing into depression”

“I feel more relaxed and part of the community.”

“It has helped me so much to look at what I eat and exercise to keep me active.”

Foot Care

The Foot Care service aims to maintain or improve mobility, independence and control. It also seeks to reduce social isolation and the risk of falls. This is done by providing a toenail cutting and podiatry service.

Clients can be seen at thirteen community venues throughout East Sussex or in their own homes. As toenail cutting is classified as personal care, the home visiting service is registered with the Care Quality Commission.



What did the service set out to do?

The service had five key aims this year to:

- Expand the team to meet client demand.
- Forge closer links with the NHS.
- Work in more venues.
- Deliver foot care awareness sessions.
- Become financially viable.

What things of note happened in the year:

- We opened a new venue at Age UK East Sussex's Langney Homestore.
- We had an overall grading of 'good' from our CQC inspection.
- We provided support to other Age UKs to help them to develop their service from a simple toenail cutting service.
- We built stronger links with professional services such as Adult Social Care and the NHS so we now get significant referrals from these sources.
- The jump in client numbers has resulted in us starting another three foot care workers.



802

clients engaged

3,512

episodes of care / clients visited

"Value for money service which keeps me mobile."

"Excellent! Everything is done to the customer's request and the advice given is very helpful and sensible."

Macmillan Home Support

The service provides support for older people with tailored practical and emotional help to enable them to complete their cancer treatment and remain independent in their own homes. The service is delivered by volunteers for up to eight weeks in a flexible way to suit individual needs.

The charity leads the county-wide delivery of this service. Directly delivering the service across the county and partnering with another provider in the Eastbourne, Seaford and Hailsham Clinical Commissioning Group area.

What did the service set out to do?

The service set out to support local people diagnosed with cancer to help them complete their treatment and maintain their independence by:

- Providing practical support including shopping, light housekeeping and collecting prescriptions.
- Providing emotional support.
- Providing companionship and helping reconnect people with the wider community.
- Providing access to information and advice about support services, including signposting and referrals.
- Helping apply for Macmillan grants to ease financial pressures.

What things of note happened in the year:

We built stronger links with a specific Cancer Nurse Specialist in the Eastbourne District General Hospital and the Conquest Hospital in Hastings. We are now getting significant referrals from this source.

The team have benefitted from various training sessions this year:

- Listening and responding.
- Carer awareness.
- Understanding mental health.
- Volunteer professional boundaries.
- Lone working.
- Safeguarding.

Positive outcomes for clients together with the service's previous performance and evidence of on-going need have helped the charity to work with Macmillan Cancer Care to agree an additional three years funding to continue this service.

102
clients supported

816
episodes of care / client visits

£400
financial benefit

"I looked forward to seeing my volunteer, he is a lovely chap."

"I have anxieties and they were worse after my diagnosis. Carol calmed me down and it was good to confide in her."

Home From Hospital

The service provides practical and emotional support for older people following discharge from hospital. The aim is to help prevent admission or readmission and support older people to remain independent in their own home. The service is delivered by volunteers.

What did the service set out to do?

Provide up to six weeks of personalised, home-based support for people after they have either stayed in hospital or attended Accident and Emergency.

What things of note happened in the year:

- The service involved sixty three volunteers during the year.
- Quarterly volunteer meetings ensured they had access to important information and training on subjects such as mental health and wellbeing, lone working, and safeguarding.
- The service enjoyed excellent relationships with the NHS, Adult Social Care staff and voluntary sector organisations across East Sussex who refer clients to the service.
- The national charity Age UK ‘No One Should Have No One’ campaign on tackling isolation resulted in an increased interest in volunteering, which helped build capacity across the service.



574
clients supported

2,178
episode of care / client visits

2,929
volunteer hours given

“This service was a life saver, I really felt as though I was a person again.”

“Very kind and helpful support. Lovely to have somebody to sit with my husband. Excellent service.”

“I have found everyone very friendly and helpful and have passed my expectations.”

“Mrs Georgina was a delight to have as a helper; her cheerful disposition brightened my day .”

Take Home and Settle

The aim of the Take Home and Settle service is to provide support for older people being discharged from hospital. The service currently runs out of the Conquest Hospital in Hastings, the Eastbourne District General Hospital and Pembury and Maidstone hospitals.

The Take Home and Settle service enables older people entering hospital via Accident and Emergency:

- To be discharged home rather than be admitted on to a ward.
- Facilitates a timely discharge from a ward where otherwise this might be delayed.

The service in particular targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties.

Clients are supported to ensure:

- They are properly discharged from hospital.
- Safely taken home and settled in.
- Appropriate medication and care plans are in place at the point of discharge.
- Staff drive the older person home and stay for a few hours to reassure them.
- The home is safe and undertake any practical tasks that may be needed including making beds, dealing with urgent correspondence, and shopping for basic supplies.

The main focus is on maintaining independence, reducing social isolation and setting up informal support networks through



family and friends. There is also an objective of preventing hospital re-admission. Support largely focuses on enabling self-care and building confidence.

Developments

The charity was awarded a contract for a pilot to operate the service in the evenings between 6pm and 10pm.

1,905
clients engaged

100%
client satisfaction

“You all do a great job. We would be lost without your help. Thank you so much.”

Day Clubs

We offer Day Clubs at Peacehaven, Newhaven and Heathfield. The clubs provide the opportunity for older people to socialise, participate in stimulating activities and enjoy a freshly cooked meal. The service is person-centred and clients are regularly consulted on food and activity choices.

Following consistently low attendance at the Brede Day Club we re-located it to Heathfield; expanding this service from two to three days per week. Nearly all Brede clients moved to the new location with transport from the charity's minibus.

The clubs provide a wide range of support, information and advice and are expert at meeting the needs of people with memory loss and the early stages of dementia. The service offers support and respite for clients carers and families. We work closely with Adult Social Care, mental health services, carers' organisations, housing organisations, residential settings and support services such as the Alzheimer's Society.

We delivered a varied programme of activities including:

- Quizzes, games and singing.
- Reminiscence.
- Baking.
- Flower arranging.
- Arts and craft.
- Tai chi.
- Billiards.

External organisations were invited to update members on issues such as health, personal safety, scams prevention and local history.



All clubs celebrated the Queen's 90th Birthday. In partnership with the Parish Council at Brede. In Newhaven the Mayor, local councillors and the vicar attended. The Heathfield group went to a dementia friendly screening at Hailsham cinema followed by a picnic at Bexhill seafront which was greatly enjoyed.

2,552
episodes of care

98%
of clients reported that the service enabled them to maintain or improve social relationships, health, independence and control

"Going to the club gives me a reason to get up in the morning."

"We have such fun and the staff are so lovely and helpful."

123

The service helps people in later life to feel less isolated.

The aim is for a volunteer to help support an older person to build up their own network of contacts and friends. As well as companionship the volunteer reviews support available locally and will work with the older person to encourage attendance at local events. This could include driving to a lunch club or going on a bus trip together.

Who can it support?

- Anyone aged 50+.
- Living in East Sussex.
- Living alone, or as a carer.
- Available to a client for up to a year.

What things of note happened in the year:

The biggest challenge has been dealing with an increasing number of referrals. With limited befriending services in the county the 123 service has become a popular choice. To manage the demand we have:

- Improved our triage system to ensure the service reaches those it is able to support and that sign-posting delivers the best outcomes for those whose needs cannot be met.
- We have maintained strong links and partnerships with diverse communities including Family Mosaic, Hastings and Rother Rainbow Alliance and the Alzheimer's society.



120
clients supported

1,629
support sessions provided

100%
client satisfaction

"I have appreciated the friendship of my visitor."

"Sasha who comes to see me once a week is perfect. She and I have become good friends."

Community Navigators

New this year, Community Navigators offer a free social prescribing service for people aged 50+ and their carers. It has been developed for a five year period in partnership with Sussex Community Foundation Trust for the High Weald, Lewes and Havens Clinical Commissioning Group area.

The service aims to increase the wellbeing and confidence of people aged 50+ and their carers. Clients may have complex physical needs or be geographically isolated; making heavier than expected demands on primary care services for non-clinical support. The service aims to reduce demand on GPs, other health professionals and out-of-hours services for social and non-clinical matters.

What outcomes was it trying to achieve?

- To support older people and their carers to access services and meet their needs.
- To support self-management of health related issues and promote well-being and confidence.
- To reduce social isolation and encourage people to access local social, leisure or support groups.
- To help people to live independently for longer.
- To reduce demand on primary care services for non-clinical matters.

Launched in February 2016, the Community Navigator service operates from GP surgeries in Lewes, Uckfield, Crowborough, Forest Row, Buxted, and Newick. Our team of navigators receive referrals for people in the higher age



range, 80+, with complex issues. Clients are seen at GP surgeries or if housebound at home.

323
clients supported

2,337
episodes of care

100%
client satisfaction

“Since I was introduced to you from my GP I have had a lot more information and been put in touch with various associations which have all made my life easier. I have had help using the computer which has given me much pleasure. It was very helpful to have Romanie coming to our house to visit as it is not always possible to get my husband out for appointments. Keep up the good work. It is invaluable so people do not feel so on their own to cope.”

Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention

This service aims to support older people who have been scammed or are at risk of being scammed by offering support to reduce the risk of them becoming a victim in the future. This support includes:

- Awareness raising sessions at group meetings throughout the county.
- Targeted information and advice through home visits.
- Fitting phone blockers which block calls from unknown sources which can cause stress and concern.
- Benefits advice when financial concerns are a risk factor.
- Volunteer support when loneliness and isolation is a contributing factor in their vulnerability.

As well as supporting individuals we are a key partner to statutory bodies like Sussex Police and Trading Standards who we work with to provide more holistic support.

What things of note happened in the year:

- We became a signatory to the Scams Prevention Charter.
- We hosted a high profile launch event with Sussex Police, East Sussex Trading Standards, National Trading Standards Scams Team, Santander and East Sussex Fire and Rescue.
- We developed good links with Sussex Police's Project Signature.
- The team went through the Scams Friends training.
- The project has been enormously successful.



190
older people helped

65%
of clients feel the information and support given made them less worried about being scammed

85%
of clients said they had greater awareness of Cyber Crime

"Thank you for fitting Tru Call. We now have no unsolicited calls which were causing my husband such concern."

"I would just like to say how I feel the pressure has been taken away - lovely lady."

"Thank you for the information and explaining how easy it could be to be a victim. Info was clear to understand."

Volunteers

The majority of the charity's volunteers are retired. This brings unique public benefit in terms of services to older people, the health and well-being of volunteers, community cohesion and the development of social capital.

Volunteers make an extraordinary contribution to the charity and its work; offering great enthusiasm, commitment and a huge range of experience, knowledge and talent. The charity is committed to ensuring volunteers have rewarding and enjoyable experiences.

During the year we retained the Investing in Volunteers Quality Mark. The award provides external validation of our commitment to meeting clear standards for good practice. It recognises the value and importance the charity places on volunteers and that we have the right approach so that they feel welcome, included and involved.

188
volunteers supported the activities of Age UK East Sussex helping local older people

49,900
hours given in kind.

£404,250
the value of the volunteers time based on a Living Wage rate at £8.25 per hour

90%
of volunteers felt that volunteering with Age UK East Sussex kept them healthy and active.

84%
of volunteers felt that volunteering with Age UK East Sussex helped them feel they were part of the community

8 Week Volunteer Work Placement Programme

We developed our own programme to support long term unemployed people. They are given the opportunity to gain work place skills by volunteering with the charity. After eight weeks they receive a certificate, a reference, and support with CV writing.

It is well known that long term unemployment can lead to poor physical and mental health. After time spent with us people feel part of a community, make friends, grow in confidence and take part in a truly intergenerational initiative.

86
people participated in the programme

43
participants gained employment or went on to fulltime education

Income generation

Shops

Our retail shop teams have had an excellent year thanks to the dedication of our staff and volunteers and the support of the local community who have generously donated goods to support our work with older people.

Many of our supporters kindly Gift Aided their donated goods which has increased income year on year.

We were honoured that the Deputy Mayor of Hastings, Councillor Nigel Sinden, cut the ribbon officially opening our new shop in Hastings at the Priory Meadow Shopping Centre. Thanks to the support from local people this shop has quickly established itself as a real focal point for the town.

In addition to selling great donated goods the team also provide help and information to the local community and offer a destination to collect NHS hearing aid batteries.

You can find our shops in Battle, Bexhill-on-Sea, Brighton (2), Hastings and Lewes. Open seven days a week from 9.30am through to 4.30pm all our shops provide high quality second hand clothing, books, media, collectables and bric-a-brac.

All the money raised through our shops helps us provide vital charitable services supporting many local older people. Our two shops in Brighton are managed in partnership with Age UK Brighton and Hove with money raised through these outlets supporting the work of both charities.



All our shops rely on the generous donations kindly made by the local community. If you would like to donate to our shops please take your items to your local Age UK East Sussex shop when they are open, or call 01273 476704 to arrange a collection.

For full location details visit www.ageukeastsussex.org.uk

91
volunteers engaged

£30,798
Gift Aid claimed

"I come to this shop every week, the staff are so lovely and the shop is always filled with really nice items at really great prices. It's also nice to see my donations being well treated and sold to help a great local charity." Mrs S, Battle.

Income generation

Furniture Warehouses

Our Social Enterprise sites in Newhaven and Langney have had an excellent year. They both continue to be popular with the local community and are well supported through volunteers, customers and those who generously donate furniture and homewares to support the work of our charity.

We have taken on two brand new vans which saves our charity money and provides excellent advertising. This has resulted in people calling us for collections and House Clearances which helps fund the vital charitable services we provide to help local older people.

Open seven days a week our Newhaven Furniture Warehouse and Donation Centre is open 10am to 5pm and our Langney Homestore is open 9am to 5pm.

We welcome your kind donations of furniture, white goods, electricals and garden items across East Sussex.

In addition to our huge range of donated items we have exclusive deals on new beds, mattresses and furniture at both sites too.

House Clearance and De-clutter service

We offer a full House Clearance and De-clutter service and help families during difficult times, such as dealing with probate, relocating, downsizing or when a relative is moving into sheltered accommodation or a care home.



For more information visit our website at www.ageukeastsussex.org.uk or search Newhaven Furniture Warehouse on Facebook. Alternatively contact the Newhaven Team on 01273 646800 or the Langney Team 01323 403111.

6,200
collections / clearances completed

99%
customer satisfaction

60
volunteers engaged

"I'd like to thank Emma and the team at Newhaven for clearing our property, they were so helpful, professional and nothing was too much trouble. They made the whole experience easy and are great ambassadors for your charity." Mr F, Seaford

Fundraising

Donations

We are so grateful to the friends and families who chose to make a donation to our charity in memory of a loved one who benefited from the charitable services we provide.

During the winter months our supporters are particularly concerned about the well-being of local older people. Their generous donations support our work combatting the social isolation and loneliness felt by vulnerable older people.

In April we were thrilled to receive a cheque from Eastbourne Waitrose as winners of the Community Matters green token scheme.

Throughout the county companies, retailers, and their customers generously raise funds through donations in our collection pots.

Legacies

Legacies are important in funding the vital work of our charity. We are profoundly grateful for those who chose to leave a gift in their Will to help support our work in years to come.

Trusts and Foundations

The team had a fantastic year working with Trusts and Foundations. More applications were made compared to the previous year which resulted in an increase in the number and value of grants kindly awarded in recognition of the hard work that our charity does to support local older people.



Events

Throughout the spring and summer months the team attended local events fundraising with our Tombola. This provided an opportunity to engage with the local community about our charitable services and how we can help them or their loved ones.

For four days in August the staff and volunteer teams worked tirelessly at Airbourne with our infamous Tombola and Wheel of Fortune.

We continued to develop our relationship with Bexhill Marks and Spencer. The team had success selling Christmas cards and running a Tombola at a prime location in the foyer.

Press and PR

The official openings in Hastings of a new shop and later the Information Centre and the launch event for the Edna Johnson Wills Trust Scams Prevention service provided the opportunity for stakeholders to find out more about our charity and our work with local older people. Through coverage in the local press of these events we reached a larger audience; growing awareness our work in the local community.

Financial review

During 2016/17 total incoming resources increased by 7.3%.

The charity is pleased to report an increase in both income from its charitable activities and trading activities in the year – increasing by 20.5% and 11.9% respectively.

Charitable activities have benefited from new pilot services which have been started during the year and existing pilots which have transitioned into mainstream services.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful although it is pleasing to note that by continued diversification and investment the charity is moving towards self-sustainability.

Charitable expenditure increased by 37% which reflects the increasing demand for the charity's services. As a result a deficit for the year arose of £69,485 compared to a surplus of £3,013 in 2016.

The summary financial information shows the income raised for our activities, the cost of raising the income and the amounts spent on our charitable activities.

The information is taken from the full financial statements which have received an 'unqualified' auditors' report and were approved by the trustees on 13 October 2017. In order to gain a full understanding of the financial affairs of the charity, the full audited financial statements, trustees' annual report and auditors' report should be consulted. Copies can be obtained from the charitable company.

Income and expenditure

Expenditure

Expenditure on raising voluntary income	£ 962,557
Expenditure on fundraising trading	£ 95,940
Charitable activities	£ 1,103,362
Governance costs	£33,121
Total	£ 2,194,980

Income

Voluntary income	£ 52,805
Activities for generating funds	£ 1,075,505
Investment income	£ 9,128
Incoming resources from charitable activities	£ 988,057
Other incoming resources	£ 0
Total	£ 2,125,495

Gratefully received

Legacies kindly bequeathed by

Pamela Hobden
Doris Cunnington
Albert Moore
Andrew Dick
Edith May Newell

Gifts in memory of dearly departed

Irene Florence Howell
Kathleen Thompson
Audrey Dennick

Thank you to our donors

Age UK
Catherine Cookson Trust
Friarsgate Trust
Seedcorn Fund
Yorkshire Building Society – M and W
Associates
Pannett Charitable Trust
Friday Club at Concordia
Macmillan
W G Edwards Charitable Foundation
Foreshore Trust
Roy Hudson Trust
Chalk Cliff Trust
Valerie Munday Day Centre Trust
Lund Trust
Edna Johnson Wills Trust
Sussex PCC Community Trust Fund
Sir Jules Thorn Trust
Big Lottery Awards for All
Aviva Community Fund
Newhaven Town Council
Morrisons Foundation
Santander
East Sussex County Council

NHS West Kent CCG
Sussex Community NHS Trust
Sussex Community Foundation
Fox and Sons
The Original Factory Shop
Drays Electricals
Malling Service Station
Simon Palmer Hair Design
Seahaven Academy

Match Giving

Santander

Thank you to all the other individual donors and organisations that have supported our work.

Accessing our services

Information and Advice

Accessed either face-to-face or by telephone from our office in Hastings—01424 426162 (9.30am-5.00pm) and by telephone from our office in Lewes—01273 476704 (9am-5pm.)

Healthy Living Clubs

For details of locations and activities please call 01273 476704.

Foot Care

Self-referral or by a third party such as a GP, Health Visitor, District Nurse or a friend or relative. For more information call 01273 476704 or visit the Foot Care page on our website at www.ageukeastsussex.org.uk

Take Home and Settle

Referrals come from the Hospital Intervention Team at the Conquest Hospital, Hastings and Eastbourne District General Hospital. Referrals from wards and self-referrals also accepted with prior agreement from the Hospital Intervention Team.

Home from Hospital

Self-refer or alternatively through a ward nurse, social worker, GP, friend or relative on someone's behalf. To make a referral call 01424 440333 in Hastings and Rother and 01273 476704 in Lewes and Wealden.

Day Clubs

For a full list of locations, days and times visit our website at www.ageukeastsussex.org.uk or call 01273 476704.

Macmillan Home Support

For information about support for older people living with cancer please call 01273 476704.

Community Navigators

Referral from the relevant GP surgery.

Age UK East Sussex and Edna Johnson Wills Trust Scam Prevention

For information about support for people who have been or are vulnerable to being scammed please call 01273 476704.

Help@Home

For information about help for you or your loved ones to live independently at home please call 01424 236257.

House Clearance and Decluttering service

From either our Newhaven depot on 01273 646800 or Eastbourne on 01323 403111. Our vans collect throughout the county.

Faraday House

Business centre consisting of serviced offices to rent on a short or long term basis, hot desk spaces for hire by the day, conference and meeting rooms for hire by the hour, a lovely garden event space and fundraising and business resources for hire. Please call 01323 404510 for further information.

Could you support our work?

To provide our services across the county it costs over £1 million per year. Much of this comes from the kind support of individuals. If you would like to make a difference to the lives of older people in East Sussex you can support our work in the following ways:

Make a donation

Donate by cheque

Please make cheques payable to 'Age UK East Sussex' and return to: 54 Cliffe High Street, Lewes, East Sussex, BN7 2AN.

Donate online

Visit our website at www.ageukeastsussex.org.uk to make a one-off or regular donation.

Donate by text

Text AUES12 and the amount (£5, £10, £15, £20) to 70070.

Leave a gift in your Will

Legacies are really important to us. For more information about remembering Age UK East Sussex in your Will, please telephone our fundraising team on 01273 476704 or visit our website at www.ageukeastsussex.org.uk

Age UK East Sussex

54 Cliffe High Street
Lewes
East Sussex
BN7 2AN

t: 01273 476704

w: www.ageukeastsussex.org.uk



Our shops

We have shops in Battle, Bexhill, Brighton, Hastings and Lewes. Open seven days a week, selling a wide range of donated goods including clothes and collectables. We love your quality donated items. Drop off in store or call us on 01273 476704 to arrange a collection.

Newhaven Donation Centre and Furniture Warehouse

Open seven days a week selling second-hand and new furniture, electrical and household items. If you have good quality furniture items to donate please call us to arrange a free collection on 01273 646800.

Langney Homestore

Open seven days a week selling second-hand and new furniture, electrical and household items. If you have good quality furniture items to donate please call us to arrange a free collection on 01323 403111.

Volunteer

We rely on a wonderful team of volunteers to carry out our work including delivering services to older people, admin support, delivering information and advice, working at our retail outlets and taking part in fundraising events. To find out more about current volunteering opportunities, please call 01273 476704 or visit our website at www.ageukeastsussex.org.uk