

Annual Report 2015-2016

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



Contents

Introduction	3
Information and Advice	4
Healthy Living Clubs	5
Foot Care	6
Take Home and Settle	7
Home From Hospital	8
Macmillan Home Support	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 & 16
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.

Our main objectives for 2015/2016 were:

- promotion of independence, choice and control for people in later life
- challenging of age discrimination, poverty and social isolation
- promotion of healthier life styles

Meeting these objectives the main charitable services we delivered were:

- information and advice
- preventative health projects and services
- post-hospital discharge support
- day opportunities

Delivering Representation

The integration of the county's Health and Social Care services and cuts to Adult Social Care budgets remained a major concern for local older people. In 2015/16 we strengthened our influencing activity in response to this.

From October 2015 to February 2016 East Sussex County Council conducted a consultation on budget proposals including severe cuts to the majority of our grant funding. Through

campaigning against this we successfully helped to overturn some cuts and ensured that our services for older people continued.

Facing the Future

Despite this reprieve the charity continued to face a difficult financial landscape. To meet this challenge the charity's trustees developed a new strategic plan for the period 2016/17 to 2018/19.

The strategic aim for 2019 is: "We will be a financially sustainable charity and social enterprise achieved through investment for growth and impact, and a focus on efficiencies in cost."

To achieve this there are four strategic goals:

1. We will understand our customer's needs and deliver the right services, products and outcomes to them.
2. We will identify and appraise opportunities for social enterprise and invest where these advance our charitable purpose and our strategic aim.
3. We will engage with the integration of Health and Social Care services locally and successfully realise opportunities for service provision and the representation of older people.
4. Our internal business systems and capacity will be fit for purpose, efficient and support excellent customer relationships and service.

13,369

older people were recorded as being directly supported through accessing our services

39,189

recorded episodes of care

Information and Advice

The service provides free information and advice 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 provided by Age UK and other national sources. A large proportion of enquiries concern help with claiming benefits. The aims of the service are to:

- assist people to understand how they can improve their situation regarding money, housing or social care
- help people to claim eligible benefits
- provide information on a range of local issues and undertake active signposting and referrals

Clients can be anxious and confused about their situation or present with complex issues. 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 maximise the support to the client and ensure accurate signposting.

This work is funded through the charity's fundraising activities and the use of its reserves. Four staff members and nineteen volunteers provided the service in 2015/2016 through a mix of telephone advice, face-to-face meetings or email. The service operates from offices in Lewes and Hastings, and there is also a programme of outreach advice surgeries which take place at locations in Newhaven, Peacehaven and Crowborough.

During the year a key area of work involved the participation in Age UK's initiative to encourage older people to claim warm home discounts on



their fuel bills and provide advice on saving energy and reducing expenditure.

2,292

clients received advice, information and guidance

9,355

episodes of information, advice and guidance

£348,680

of benefits claimed for clients

92%

client satisfaction

"I came in feeling apprehensive about an issue and left feeling very informed and elated."

"Excellent help with form filling. I just didn't know where to start. Thank you."

Healthy Living Clubs

Healthy Living Clubs are designed to help older people become fitter, more aware of healthy eating and more socially integrated. Clubs run fortnightly for about two hours and are a great place for older people to get out and about, meet people in a similar situation to themselves and try things they have never done before. In a relaxed atmosphere older people can try out activities such as Boccia, New Age Kurling, share a cup of tea and find out about healthy eating.

This year we ran three clubs: Walking Football in Bexhill, and two regular clubs in Central St Leonards and Sidley.

Developments this year

The first key objective and the biggest success of the year was giving all three clubs a sustainable future, something which is notoriously difficult to do within the voluntary sector.



Bexhill to set up a Walking Netball Club.

The second key objective was to mobilise three new clubs. This involved a lot of work from the team as it had to be completed while running the existing clubs. The result of the hard work was a LGBT club in Hastings and clubs in Rye and Polegate ready to open in April 2016.

84

clients engaged

8

volunteers engaged

5,645

episodes of care

100%

client satisfaction

"I enjoy the banter and competition – we all enjoy playing other teams!"

"Walking football is the highlight of my week"



Walking Football has been the most successful with over thirty members and at least twenty turning up to each session. With the support of some active volunteers the club now has quiz nights, golf days and they attend football tournaments.

As a result of the success of Walking Football we have been able to support a volunteer in

Foot Care

The service provides basic toe nail cutting as well as qualified podiatrists who are able to attend to more complex needs. Foot care is provided for people 50+ either in their own homes or at community venues. The service is delivered by trained foot care workers, in the main every six to eight weeks.

As toenail cutting is classified as personal care, the home visiting part of this service is registered with the Care Quality Commission.



What did the

service set out to do?

The service had five key aims this year:

- have more staff so we can meet client demand
- work in partnership with GP surgeries
- work in more venues
- see more clients in venues
- become financially viable

What things of note happened in the year:

- recruited three new foot care workers to deal with increased demand
- built stronger links with professional services such as Adult Social Care and the NHS. We now get significant referrals from these sources
- set up a clinic in Herstmonceux Integrative Health Centre
- provided support to Age UK Lewisham helping to move their service on from a simple nail cutting service
- added the ability for clients and their families to make referrals directly from our website,



896

clients supported

3,054

single foot care episodes. An increase of 48% compared to the previous year

"I am grateful for the service, it is a great help."

"The staff are very polite and helpful."

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, Eastbourne District General Hospital and Pembury and Maidstone Hospitals.

Older people often remain in hospital for non-medical reasons because it is not possible or safe to discharge them. This could be because: they live alone, there is no transport, they need specialist equipment fitted or it may be because they need food for the home. Often the patient is desperate to be at home where they feel happier. The Take Home and Settle Service allows for a safe discharge from hospital by supporting the patient with exactly these types of services.

Take Home and Settle works seven days a week, 363 days of the year and we are committed to meet someone at the hospital within one hour of being called by an appropriate medical professional.

The key elements of what we do are:

- supporting older people to maintain their independence, promotion of physical health and mental well-being and rebuilding of confidence
- providing basic support to reduce the stress of early discharge. This involves providing support with services like shopping, light housekeeping and bed making
- taking people aged 50 and over home from hospital



Developments

As an established service, our focus remains on better integrating the Take Home and Settle Service with the professional practitioners within the A&E Hospitals in East Sussex. This has been achieved through regular presentations and attending team meetings.

1,524

clients engaged

1,525

episodes of care / client visits

100%

customer satisfaction

"I think it is amazing and after being in hospital it was very comforting to be brought home in a lovely warm car with a very friendly kind person and then settled in my flat. Very efficient service."

Home from Hospital

The aim of the service is to provide support for older people being discharged from hospital. It aims to support and enhance recovery and help reduce unnecessary readmissions.

Older people discharged from hospital may often feel anxious and nervous about returning home and managing on their own after a spell in hospital. This could be because they live alone and/or have no friends or family to support them. The Home from Hospital service provides peace of mind for clients, informal carers, families and friends by providing task centred, practical support for anyone aged over 55 years after a hospital stay.

The service operates Monday to Friday, volunteer support is available 52 weeks a year and we are committed to respond to an enquiry within 48 hours.

The key elements of what we do are:

- supporting older people to maintain their independence, promotion of physical health and mental well-being and rebuilding of confidence
- providing person-centered practical support to reduce the stress of coping post hospital discharge. This involves providing support with tasks including shopping, light housekeeping, bed making and collecting prescriptions
- liaising with other professionals; providing information and advice and effectively referring or signposting people to other support services

Development

As an established service our focus remains on better integrating the service with the professional practitioners within the both public and private sectors in East Sussex. This has been achieved through regular presentations and attending team



achieved through regular presentations and attending team meetings. The service is highly regarded and clients who live alone often look forward to volunteer visits which may be their only form of contact that week.

563

clients supported

95

carers supported

60

volunteers engaged

3,300

home visits

100%

satisfied or extremely satisfied

"Sarah was a Godsend doing my weekly shopping for me when my friend who usually helps me was ill. I would have found it practically impossible without her."

Macmillan Home Support

The service provides support for older people with tailored practical and emotional support to enable them to complete their cancer treatment and remain independent in their own homes.

The key parts of the service are:

- older people diagnosed with cancer may struggle to come to terms with their diagnosis and manage their day to day life because of deteriorating health or lack of social connections for support
- the side effects of cancer treatments may leave them with little strength to manage their day to day living and as a result may withdraw from their treatment
- older people often live alone or have no friends or family for support. This service relieves the pressures of day to day living and gives them the time they need to recover well at home
- the service offers companionship. It may be easier to speak to a third party about their condition and needs than their own family
- the service supports family and friends
- the service works 7 days a week. Office hours are 5 days a week
- clients are contacted within 48 hours of receiving a referral



The key elements of what we do are:

- support older people to maintain their independence, promote physical health and mental well-being and rebuild confidence

- provide practical and emotional support in clients' homes to relieve daily living pressures, enabling people to complete their cancer treatment.

Developments

In the last quarter of its second year of operation, it is only a few clients away from reaching its annual target. With increased demand we are reviewing the original aims and will support clients going through cancer and the early stages of cancer treatment and effectively signpost any end of life care clients to Hospices where they will be best placed and supported. With a good relationship with ACE and Macmillan Cancer Support we hold steering group meetings quarterly to report on progress and discuss areas of support.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

69

clients supported

27

volunteers engaged

552

home visits

100%

client satisfaction

"The cancer treatment puts large amounts of pressure on relationships. Thank you for your support, I feel a lot better after treatment."

Day Clubs

We continued to offer Day Clubs at Newhaven, and Peacehaven, (known collectively as The Havens), Heathfield and Brede. Management of the Isabel Blackman Centre continued until July, when the contract with East Sussex County Council ceased. Between May and January a pilot club was offered in Seaford but due to the relatively low level of demand we took the decision to merge the service with our Newhaven Day Club.

The clubs provide opportunities for people aged 65+ to get the most out of their day and contribute to enhancing the quality of their lives. Levels increased to a maximum at Heathfield and at The Havens, November-March levels increased significantly. Numbers at Brede were below expected levels and we reviewed the future direction of the club towards the end of the year.

The clubs offer warm, welcoming and supportive venues for older people to socialise, engage in activities, have fun and keep in touch with their local community.



We provide a person-centred approach to meet the needs of our clients who require a little help

to enjoy their day.

Almost 60% of our clients live with dementia and nearly all have long term health conditions or mobility issues. For many the only time away from home is when they attend our clubs.

The aim of the clubs is to:

- improve quality of life by reducing social

- and mental health
- provide respite for carers
- offer care and support and signpost to a range of supporting services for clients or their carers

Events of note this year:

- a Fashion Show held at The Havens
- poetry, art and colour therapy, a Robert Burns night celebration and a shadow puppet show at Brede and Heathfield
- a coffee morning organised by The Havens at the Meridian Centre

Support is given to carers who are immensely grateful for the difference the service makes to their quality of life and that of their loved ones. Staff work in partnership with other agencies, including adult social care, primary care services and dementia support agencies to ensure that the needs of their clients are met as far as possible.

Satisfaction levels for the service remain high and staff receive many compliments and expressions of thanks from clients and carers.

157

clients used the service

3,825

episodes of care delivered at the clubs

100%

customer satisfaction

"We would like to take this opportunity of thanking you all for the love, kindness, support and respect shown to our dear father by all the staff and people he met."

123

The 123 Service has been launched to help people in later life 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.

Apart from companionship, which is crucial, the volunteer will research what support is 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.

The service supports the over 50's living alone or as a carer for up to twelve months.

New developments this year

- the biggest challenge faced is managing partner expectations as there is an enormous demand for any service that has an element of befriending in it. To manage this we have built up strong links with local church and community groups who accept referrals for people who are not suitable for the 123 Service as they only want or need befriending
- we have linked up with our new Edna Johnson Wills Trust Scams Prevention service as some victims of scams are susceptible to fraud due to issues around loneliness and isolation
- we are working more closely with the Alzheimer's Society and their dementia befriending services



138

clients supported

.....

1,526

support sessions provided

.....

100%

client satisfaction

.....

"I have appreciated the friendship of my visitor."

Community Navigators

This pilot service operates in the High Weald, Lewes and Havens area. Commissioned by Sussex Community NHS Foundation Trust, service delivery commenced in February 2016. The aim is to help reduce the increasing demand on primary care services by:

- identifying and meeting the broader, social and wellbeing needs of patients
- giving GPs information about the non-clinical support patients are receiving ensuring consultations more focused on medical matters
- reducing the number of times people visit the GP or use Out-of-Hours services for non-clinical matters

Aimed at patients aged 50+ and their carers who:

- visit the surgery regularly with minor complaints suspected to be as a result of loneliness
- have a high attendance at A&E, fail to attend hospital appointments and contact Out-of-Hours services on a regular basis
- may benefit from taking up a physical or social activity
- may be vulnerable due to having extra care needs
- the surgery believes may be experiencing domestic violence or any other form of abuse
- have housing issues
- have welfare benefit issues
- have financial issues
- are showing signs of depression for example after bereavement or being made redundant
- patients/carers with a physical or learning disability

Visits to housebound patients will be assessed on an individual basis and subject to resources available.



The benefits to patients include:

- simplifying the means of accessing services
- providing flexible and personalised support
- greater integration of services to support patients' needs
- signposting to appropriate services
- supporting self-management
- helping older people live independently for longer

35

patient referrals between 1 February and 31 March 2016

70

Episodes of care

"Since I was introduced to you from my GP I have had a lot more information and been put in touch with various associations and services which have all made my life easier. I have even had help using the computer which has given me much pleasure. 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

The Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention service with the Sussex Police and Crime Commissioner has been set up to support people who have been or who are at risk of being scammed.

The aim of the service is to raise awareness of scams and the effects they have on people's lives and to support those who have been scammed and those most at risk of being scammed.

The service aims to address these issues by drawing up an individual support plan together with a service co-ordinator to meet clients needs, including referring them to activities to encourage reintegration and prevent social isolation. Trained and vetted volunteers are aware of scam activity and provide advice and support when necessary, allowing potential victims to be identified and scam victims to be supported.



Our benefits advisor can conduct a benefits check and process relevant applications in order to maximise clients' income by claiming their entitlements.

Outcomes

- greater awareness of scams and measures to prevent and/or tackle them
- reduced risk of being a victim of scams
- improved sense of confidence for living independent lives and having choice and control
- less social isolation and greater integration with wider community through encouragement and assisted attendance at local opportunities including lunch clubs and activities groups
- improved financial situation by income maximisation through benefits checks and applications

Developments

The scams team are now working with the local Trading Standards team visiting people who have been identified as having been scammed. Training has been delivered by Sussex Police to new volunteers; people having reported being scammed to the police can now be referred on to our service for further support. East Sussex County Council safeguarding team will be providing training to both volunteers and staff; referrals from this team will follow.

"Operation Signature have now visited me after you reported my problem to the police. Leaving my calls to go to answerphone is working well and I now have a private cleaner having been given the details of Support With Confidence. I feel like a big weight has been lifted from my shoulders."

Volunteers

Volunteers make an extraordinary contribution to the charity and its work, offering great enthusiasm and commitment and a huge range of experience, knowledge and talents. The charity is committed to ensuring volunteers have rewarding and enjoyable experiences, and that its volunteering support structures are effective.

Once again, during the year, we successfully gained the Investing in Volunteers quality mark following an in-depth external audit of the charity's volunteering programme. The award provides external validation of the charity's commitment to meeting very clear standards for good practice. The accreditation also recognises the value and importance the charity places on including volunteers, and in having the right approaches and systems in place so that they feel welcome, included and involved.

90%

volunteers felt that volunteering with us kept them healthy and active

91%

volunteers felt that volunteering with us helped them have a positive outlook on life

84%

volunteers felt that volunteering with us helped them feel they were part of the community

188

volunteers supported the activities of the charity supporting local older people

49,900

hours given "in kind"

£411,675

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



Volunteer Work Placement Programme

Alongside our existing volunteer activities we launched an eight week Volunteer Work Placement Programme in March 2016, funded by the Social Business Investment Fund from East Sussex County Council. Our experienced, friendly and supportive team aim to provide the long term unemployed the opportunity to gain return to work skills by volunteering with the charity. After eight weeks the participants receive a certificate, a reference and support with CV writing. They feel part of the community, make friends and take part in a truly intergenerational initiative. We are particularly proud of those who go on to gain employment as a result of this Programme.

To find out more about volunteering please contact our volunteer co-ordinator on 01273 476704.

Income generation

2015–2016 was a very busy year for our Income Generation Team. The dedication of our staff and the fantastic support of our volunteers meant that our Income Generation activities contributed a significant amount to covering the costs of the charity. Overall our existing Retail, Trading and Social Enterprises performed in line with budget.

Retail

Across our retail estate our shops ended the year ahead of budget. Our traditional charity shops at 81 High Street, Battle and 26 – 28 St Leonards Road, Bexhill both performed very well. As well as a traditional charity shop the team also provide help and information to the local community and a destination to collect NHS hearing aid batteries.

This year we opened a new shop at 194 Lewes Road, Brighton, in partnership with Age UK Brighton and Hove. As with our Kemptown shop this supports the work of both charities.

We refurbished our popular store at 54 Cliffe High Street, Lewes, which has been well received by the local community.

All our shops provide high quality second hand clothing, books, media and bric-a-brac; which has been kindly donated by the public to support our work. Most of our shops open seven days a week from 9.30am through to 4.30pm. If you would like to donate to our shops please take your donation to your local Age UK East Sussex shop when they are open, or call 01273 646800 for a collection.



hop when they are open, or call 01273 646800 for a collection.

Social Enterprise

Our social enterprise House Clearance and De-clutter service in Newhaven had its most successful year with increased client visits and sales through our Furniture Warehouse. In February we completed the move from our old Shipyard site, closing for redevelopment of the land, to our new extended site in Newhaven at Avis Way.

Income generation



We were honoured that the Town Mayor of Newhaven, Councillor Steve Saunders, cut the ribbon officially opening the new Age UK East Sussex Furniture Warehouse and Donation Centre. Open seven days a week, 10am–5pm, the team collects all types of furniture, white goods, electricals and garden items donated by people across East Sussex. These items are re-sold through our Warehouse or professionally recycled.

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 care. For more information about our services visit our website or contact the Newhaven Team on 01273 646800.

Our social enterprise in Eastbourne, The Langney Homestore, is very popular with the local community. Last year we supported more clients than ever with their House Clearance and De-cluttering needs and generated more funds from these kind of donations to support our local work.

The Homestore is open seven days a week within the Langney Shopping Centre. They offer house clearance and furniture collections in Eastbourne,



to Heathfield and surrounds and across Hastings. For more information contact the Langney Team on 01323 403111 or visit our website.

Finally, we opened a pop-up discount homestore at Lewes Road, Brighton, in a vacant shop unit. Instantly popular with the local community it was a great success. This has now closed as the site has been let on a long term basis. Watch this space for more pop-up homestores soon.

Overall the fantastic work of our Income Generation Teams have produced results in line with our planned strategy and we end the year in a positive position with solid foundations for the future.

6,615

clients / home collections were undertaken

99%

customer satisfaction

"I was so happy with the work of your team I just had to call you to tell you what a wonderful experience it was." - House Clearance customer

Fundraising

Summer Fayre

On 5th July 2015, Western Lawns in Eastbourne was transformed to host the Age UK East Sussex Summer Fayre. Around 5,000 visitors were kept entertained by a dog show, live music including charity favourites Recycled, a Walking Football tournament, stalls selling local goods and promoting local services, owls and falcons from Falconry 1066, East Sussex Fire and Rescue with their fire engine and fun fair rides.



The event was a huge success and made possible by the tireless efforts of our team of staff and volunteers.

Local Events

Event fundraising rolled out during the summer season with great successes including the Heathfield Show, Crowborough Fun Day and venturing to Ardingly for the South of England Show and the Autumn Show and Game Fair. Four days at Airbourne broke all records raising over £8,000.

We further developed our relationship with Marks and Spencer in Bexhill. The team spent two days selling Christmas cards and running a tombola at a prime location in the foyer at the front of the store.

Trusts and Grants

Income from Trusts and Grants finished the year above budget. With grants most notably from the People's Post Code Trust and the Chalk Cliff Trust in addition to funds raised in 2014/2015 we were proud to unveil our new minibus.



The remainder of the year focused on funding for the notoriously difficult running costs of our charity. Of note a grant from the Childwick Trust towards the running costs for two of our Day Clubs was successfully negotiated.

Press and PR

A huge marketing campaign for the Summer Fayre included free, four weekly press releases in the Eastbourne Herald, two weeks on Heart FM, lamp post banners and further banners throughout Eastbourne and daily posts on social media.

The opening of the Lewes Road Shop and the Newhaven Donation Centre and Furniture Warehouse were opportunities to generate press interest and invite stakeholders and local dignitaries to find out about our vital work supporting local older people.

Financial review

During 2015/2016 incoming resources increased by over 11% (£199,173). This was largely due to an increase in trading activities (7.9%), as well as an increase in incoming resources for charitable services (12.25%). There was an increase in voluntary income as a result of a large legacy bequest for which we are profoundly grateful.

Charitable expenditure increased by 14.5% (£251,078).

Overall there was a surplus of £3,012 compared to a surplus of £54,917 in the previous year.

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 21st September 2016.

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 on request from the charitable company.

Income and expenditure

Expenditure	
Costs of generating funds	£1,004,715
.....	
Fundraising expenses & other costs	£138,190
.....	
Charitable activities	£803,526
.....	
Governance costs	£31,229
.....	
Total	
£1,977,660	
.....	
Income	
Voluntary income	£117,668
.....	
Activities for generating funds	£982,027
.....	
Investment income	£9,250
.....	
Incoming resources from charitable activities	£819,728
.....	
Other incoming resources	£51,999
.....	
Total	
£1,980,672	
.....	

Gratefully received

Funders

Age UK
Childwick Trust
ESCC
Edna Johnson Will Trust
Sussex Police & Crime Commissioner Victim
Services Fund
Girlings Retirement Rentals
GRS Catering Equipment
Macmillan
NHS West Kent CCG
Sussex Community NHS Trust
Sussex Community Foundation
Catherine Cookson Charity
Hastings Borough Council
Ian Askew Charitable Trust
Francis and Eric Ford Charitable Trust
Peoples Postcode Trust
Tesco Community Awards
PCC for Sussex
Chances for Change - 3VA
Chalk Cliff Trust
Francis Winham Foundation
Wealden CAB
Audrey Clements
Valerie Munday Trust
Sir Jules Thorn
Waitrose
Barbara Bird
Cellular Solutions
Paul Power

Legacy

In Memoriam Mr James Solari
June Cooper Forster
Peggy Pleasance
E J Gibson
A Starley

Match Giving

Allison Gray—Santander Hastings
Ian Harrison—Santander Hastings

Supporters

Marks and Spencer Bexhill
Mr Simon Palmer—Fringe Hair Design
The Factory Shop Bexhill
M and W Associates

Accessing our services

Information and Advice

Accessed either face-to-face or by telephone from our office at the Creative Media Centre, 45 Robertson Street, Hastings and by telephone from our office in Lewes. To access this service and find out about face-to-face outreach surgeries please call 01273 476704.

Healthy Living Clubs

For details of clubs in your area 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 to make referral visit the Foot Care page online at 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 are 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 01273 476704.

Day Clubs

For list of locations, days and times visit our Day Club page on our website at ageukeastsussex.org.uk or call 01273 476704.

123

To enquire about our service that supports older people who may be feeling isolated or lonely please call 01273 476704.

Macmillan Home Support

For information about our service that supports older people living with cancer call 01273 476704.

Community Navigators

Referral from the relevant GP surgeries in the High Weald, Lewes and Havens area.

Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention

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

Help@Home

Help to live independently from November 2016. For further information please call 01273 476704.

Trading Products and Services

Our Trading Team can be accessed by Freephone 0800 012 6356 or face-to-face from our office at WRVS, Russell Centre, 24 Hyde Road, Eastbourne, BN21 4SX. (9.30am-3.00pm.)

House Clearance, Furniture Collection and Decluttering Service

A professional and convenient way of clearing your property or assisting with downsizing and decluttering. From either our Newhaven depot on 01237 646800 or Eastbourne on 01323 403111.

Could you support our work?

Age UK East Sussex has been working in the local community since 1948 and every pound given to the charity supports our work within the county. Every penny raised in East Sussex stays in East Sussex. You can make a difference to the lives of older people in your local area by supporting our work in the following ways:

Making a donation:

Donate by cheque – please make cheques payable to ‘Age UK East Sussex’ and return to: 54 Cliffe High Street, Lewes, BN7 2AN.

Donate online – visit our website ageukeastsussex.org.uk to make a one-off or regular donation.

Donate by text – AUES12 £2/£5/£10 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 646808 or visit our website ageukeastsussex.org.uk

Age UK East Sussex

54 Cliffe High Street
Lewes

East Sussex

BN7 2AN

t 01273 476704

ageukeastsussex.org.uk



Give more with Gift Aid – if you’re a UK tax payer, Gift Aid can increase your donation by 25% at no extra cost to you. Gift Aid makes a huge difference to our charity and can be used on gifts of money or goods. For more information or to complete a Gift Aid declaration form please telephone 01273 646800.

Our shops – we have shops in Battle, Bexhill, Brighton and Lewes, open seven days a week, selling a wide range of donated goods including clothes and collectables. They always require good quality stock. Drop off in store or call us on 01273 646800 to arrange a collection.

Newhaven Donation Centre and Furniture

Warehouse – open seven days a week selling brand new and second-hand furniture, electricals, white goods and household items. If you have good quality furniture items to donate please call us to arrange a free collection on 01273 646800.

Langney Shopping Centre Homestore – open seven days a week selling second-hand and nearly new furniture, electricals, white goods 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 contact our volunteer co-ordinator on 01273 476704 or visit our website at ageukeastsussex.org.uk