

# Annual Report 2017-2018

**Celebrating 70 years of making East Sussex a great place to grow older**



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# Introduction

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Our vision is that East Sussex is a great place to grow older. We celebrate the fact that the county has one of the largest populations of over 65's in the UK; a quarter compared to a national average of 18%. As we approach our 70th birthday, we recognise that an ageing population requires health and care services that are fit for purpose and properly resourced. For eight years we have witnessed austerity measures bring cuts to vital services and funding for people's individual care.

2017/18 was a tough year for older people; across the UK, across the county and for **Age UK East Sussex**. It's in this context that our annual report seeks to show how we, as an independent local charity, are:

- Responding to challenges by doing more
- Helping more people than ever before
- Testing new ideas and innovations
- Finding new ways to fund our work
- Engaging and collaborating with others to ensure local services are planned in the most appropriate and cost-effective way

In 2017/18, we continued to deliver excellent value for money and innovative services on behalf of NHS, Public Health and Adult Social Care partners, and to be trusted providers and an independent voice for older people.

Our social enterprise Foot Care (pg 6) and Home Support service (pg 13) are positive steps in responding to individual and community need. The new Information and Advice Resource Centre vehicle (pg 4) will enhance vital services and give increased access to vulnerable clients in hard to reach locations. The opening of our new HQ at Faraday House (pg 19) and the continuing success of our shops and warehouse

(pg 15/16) evidences our commitment to finding sustainable solutions to our funding needs. Our partnership with Macmillan (pg 7) continues to expand our reach and impact. **Age UK East Sussex** continues to focus on making a success of these and all our work in the local community despite the challenging times we are in.

In 2017/18 we supported 16,240 older people; an increase of 6% on 2016/17 and the highest number in our 70 year history. Due to earlier piloting of new approaches in our services and development activity that enabled greater self-reliance, there was a small year-on-year reduction in episodes of care. For example, our Healthy Living Club (pg 5) members now take increased responsibility for arranging their activities such as walking football resulting in less direct staff time. We worked even harder to:

- Influence policy and decision makers in health, social care and housing
- Represent older people and their interests
- Work with older people, carers and a network of partners to ensure resources available are put to best use
- Make the case for protecting and increasing funding for these vital services wherever and whenever possible

As we prepare for our 70th Anniversary it is with sincere thanks that we acknowledge the vital contribution made by our funders and supporters (pg 21) and our volunteers (pg 14).

**16,240** individual older people were directly supported (compared to 15,301 in 2016/17)

**41,915** episodes of care (compared to 44,076 in 2016/17)



# Information and Advice

This service provides free, confidential, independent and impartial advice for those over 50 and their families, friends and professionals helping to care for older people.

We provide information on a range of topics including finance, health and housing. We help with form filling, local information and signposting to other services. The largest proportion of enquiries relate to support in claiming age related social welfare benefits.

## What did the service set out to do?

- Increase access to health and wellbeing opportunities to reduce isolation
- Increase access to eligible benefits and financial assistance to improve financial health and reduce poverty
- Support access to appropriate supported accommodation and housing
- Provide signposting to voluntary and statutory adult social care services
- Support access to **Age UK East Sussex** and Age UK services
- Support carers/families in accessing information about health, wellbeing and financial assistance

The service works with a broad range of stakeholders and partner agencies to ensure we support clients in accessing the most appropriate information. The team work to support and empower people in later life and where necessary advocate on their behalf.

The service is run by our dedicated staff team and trained volunteers (pg 14) and is based in Hastings and Newhaven. It can be accessed face-to-face or by telephone and email (pg 22).



On 15th January 2018, our Hastings Information Centre was named a Dementia Haven by Hastings & St Leonards' Dementia Alliance. A plaque presented by the Deputy Mayor Nigel Sinden (third left) recognises the centre as a place where people who feel lost, confused or distressed can find patience, empathy and support.

## What things of note happened in the year?

- We helped our clients access £191,286 of eligible benefits
- We raised over £100,000 for our new resource centre vehicle (pg 18), which will deliver the service across East Sussex in 2018/19, ensuring those most at risk of isolation have equal access to advice and services

**2,828** clients supported

**7,436** episodes of care

**£191,286** benefits claimed

**92.4%** client satisfaction\*

*"I came in feeling apprehensive about an issue on my mind and left feeling informed and elated."*

# Healthy Living Clubs

This service is designed to help those over 50 who are at risk of health inequalities to be more active, more aware of healthy living and more socially integrated. Sessions run alternate weeks for two hours at three clubs: Rye, Polegate and Hastings, where our club also involves members of the LGBT community.

## What did the service set out to do?

- Encourage older people to be more active by taking part in regular sports such as walking football
- Provide information and advice on making informed choices about healthy eating and healthy lifestyles
- Provide a welcoming and safe environment for older people to get out and meet people
- Provide new activities in a relaxed atmosphere such as Boccia (indoor bowls played from a seated position) and New Age Kurling (done on a carpet)
- A number of volunteers are involved in this project (pg 14)

## Walking Football, Cricket and Netball

Walking football sessions (see picture) take place weekly at Bexhill Leisure Centre and more than 25 players attend each week. The team are called the Old Bexhillians and compete with other Walking Football Clubs across the county. They also participate in golf days and an annual awards competition.

Following the success of our walking football sessions and input from our beneficiaries, some of our volunteers helped set up walking cricket and walking netball sessions.



## What things of note happened in the year?

Following the success of our healthy living clubs we were contacted by HMP Lewes to run a similar service there. A pilot project, which began in September 2017, was a great success and continues to expand.

Beneficiaries are provided with regular exercise classes and stress relief techniques which they teach fellow inmates.

**134** clients supported

**6,700** episodes of care

**68%** of beneficiaries reported increased satisfaction with their social life\*

**95%** of beneficiaries maintained or improved health\*

*"It's made me aware that exercise is important. I have lost weight by exercising regularly."*

*"Everyone is very friendly. I have made new friends. It's like a happy family."*

# Foot Care

This service is designed to provide all levels of care to those over 50, from basic toenail cutting through to qualified podiatrists who are able to attend to more complex needs.

It aims to maintain and improve mobility, independence and control. It also seeks to reduce social isolation and the risk of falls.

This paid for service can be provided at home or at community venues and is delivered by trained Foot Care workers.

## What did the service set out to do?

- Recruit additional staff in order to better meet increasing client demand
- Increase our work in GP surgeries
- Increase the number of local community venues we work from
- Increase the number of clients being seen in community venues
- Increase the financial viability of the service

## What things of note happened in the year?

- We have recruited several new Foot Care workers to meet increased demand
- With the reduction in NHS funding for podiatry we have supported more clients with diabetes
- We introduced a referral link on our web site which has been very popular with clients accessing the service online
- One of our clients was referred to us whilst in hospital who were unwilling to discharge her due to her foot care needs. We were able to provide a Foot Care worker so she could return home, which pleased client and hospital.



**1,081** clients supported

**3,922** episodes of care

**100%** client satisfaction\*

**96%** of clients said the service helps them to keep active\*

**92%** of clients said the service helps them to maintain their independence\*

*"Value for money service which keeps me mobile, a great help."*

*"I am grateful for the service provided, it is a great help. Everything is done to the customer's request and advice given is very helpful,"*

*"Very nice, friendly and caring service and badly needed."*



# Macmillan Home Support

This service is run in partnership with Macmillan Cancer Support and is tailored for older people over 55 living with cancer who would benefit from some help with domestic duties. The aim is to help beneficiaries complete treatment plans and remain independent in their own homes after a diagnosis and/or whilst going through treatment.

## What did the service set out to do?

- Provide practical and emotional support
- Provide companionship and help to reconnect people with the wider community
- Provide access to information and advice about support services, including signposting and referrals
- Help users to apply for Macmillan grants
- Provide regular steering groups meetings for users to share their experience

## What things of note happened in the year:

- We received additional funding for an extended service from Macmillan Cancer Support
- We developed close working relationships with cancer specialist nurses, Adult Social Care, occupational therapists and discharge teams
- We have given numerous talks, participated in events and visited a significant number of GP surgeries to provide our information display units, which are now in five GP surgeries
- We celebrated Volunteers Week by hosting an afternoon tea for volunteers and presenting certificates of appreciation for their contribution



## Fundraising for our services

We are grateful to our fabulous volunteer, 87 year old Brian Harper, who raised more than £1,000 for our Macmillan Home Support service by taking part in a charity Sky Dive.

**If you would like to take part in a charity event to raise money for Age UK East Sussex and our services, see pg 23.**

**106** clients supported

**978** episodes of care

**100%** client satisfaction\*

*"I would like to know how I can give something back to **Age UK East Sussex**. I was so grateful to hear your voice on the phone offering support. I had tears in my eyes. It meant a lot, to be treated with dignity. All I can say is, keep this up for others."*

# Home From Hospital

The service is for older people over 55 or their friends and relatives who are concerned about how they will cope at home when leaving hospital. The service provides practical and emotional support at home following discharge from hospital to help prevent admission or readmission and enhance independent living.

The service involves many volunteers and is delivered in Hastings, St Leonards, Rother, Bexhill, Lewes and Wealden

## What did the service set out to do?

- To provide task centred, time limited practical and emotional support
- To help enhance recovery and reduce unnecessary readmissions
- To offer short term volunteer help which compliments other services
- To provide information on accessing complementary support and services

We work with Joint Community Rehabilitation (JCR) teams to provide the support needed for older people to remain safe and independent in their own homes. We sit on the Falls and Fracture Clinical Commissioning Group which helps link our services with JCR, Crisis Response and occupational therapists.

## What things of note happened in the year?

We assisted in many complex cases such as a husband caring for his wife with dementia who had a fall which required hospitalisation. We were able to support both husband and wife when he returned home and link them with our Home Support service (pg 13) and other local support to address their multiple needs.



We celebrated Volunteers Week (see picture) by hosting an afternoon tea for volunteers and presenting certificates of appreciation for their exceptional contribution.

Volunteers are a vital part of the success of this service. **If you would like to volunteer please see pgs 14, 23/24.**

**572** clients engaged

**2,399** episodes of care

**3,560** volunteer hours

**100%** client satisfaction\*

*"It enabled me and my husband to achieve the necessary outings when neither of us were able to drive and not have to depend on asking friends all the time."*



# Take Home and Settle

Following admission to A & E at the Conquest Hospital (Hastings), Eastbourne District General Hospital, Tunbridge Wells or Maidstone Hospitals, this service supports older people over 55 to return home rather than be admitted to hospital. Our service helps prevent admission or readmission with an emphasis on supporting those who are vulnerable, live alone or who are carers.

## What did the service set out to do?

Older people often remain in hospital for non medical reasons; it is not possible or safe to discharge them even though they would prefer to be home. This could be because they:

- Live alone and there is no transport
- Need specialist equipment fitted
- Need food for the home

The service operates seven days a week, 363 days of the year. We are committed to meeting someone at hospital within one hour of contact by an appropriate medical professional.

The key elements of the service are to:

- Support older people to maintain their independence
- Promote physical and mental health and rebuild confidence
- Provide basic support to reduce the stress of early discharge; shopping, light housekeeping and bed making
- Ensure clients are safely settled at home
- Ensure appropriate medication and care plans are in place



## What things of note happened in the year?

The key development has been the continuation of a new evening service.

In order to provide safe pathways for patients being discharged from hospital outside normal working hours we were commissioned to run a service in the evening. This enhanced service has been popular and successful with our clients and NHS partners.

**2,464** clients engaged

**2,690** episodes of care

**100%** client satisfaction\*

*"Talking to me gave me the reassurance I needed. Great service."*

*"Helped with the shopping and kindness when I needed it. Thank you."*

# Day Clubs

Our Day Clubs for older people at Peacehaven, Newhaven and Horam aim to reduce social isolation. They seek to improve physical health and psychological well-being, promote independence and confidence and support people to live in their own homes for as long as they wish.

## What did the service set out to provide?

The clubs provide older people with the opportunity to socialise, participate in stimulating activities and enjoy a freshly cooked meal. The service is person-centred and clients are regularly consulted on healthy food and activity choices.

The clubs provide a range of information, advice and support and are skilled at meeting the needs of people with memory loss and the early stages of dementia. They offer support and respite for clients' carers and families.

We work closely with Adult Social Care, mental health services, carers' and housing organisations, residential settings and support services such as the Alzheimer's Society to provide further advice and support.

We deliver a varied programme of activities:

- Quizzes, games and singing
- Reminiscence
- Chair Based Exercise to music
- Baking
- Flower arranging
- Arts and craft
- Tai chi
- Billiards



## What things of note happened in the year?

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

The clubs celebrated the Royal Wedding and in Newhaven, Nigel Enever, the Chair of Lewes District Council, sang to club members.

The Heathfield Day Club was re-located to Horam, running for three days per week.

**2,454** episodes of care

**100%** of clients reported that the service enabled them to maintain or improve social relationships, health, independence and control\*

*"The Havens has changed my life and given me back the reason to go out."*

*"I love going to the centre and it's the only time I see anyone."*

# Community Navigator

Working in conjunction with local GP surgeries in Lewes, the Weald and the Havens, this service provides non-medical support and advice to older people over 50 and their carers.

This social prescribing service works with patients who visit GP surgeries regularly because of general issues around wellbeing rather than because of clear medical concerns.

## What did the service set out to provide?

The service aims to reduce pressure on GP surgeries by helping to manage a patient's non medical needs. Referred patients receive support from our trained staff who assess their needs and agree a support plan.

We inform, signpost and proactively support clients to navigate their way round, health, social care and voluntary sectors services

This may be as simple as working with them to find respite from caring duties or supporting them with the help of a volunteer to attend local clubs, which they would not have the confidence to do on their own.

## What things of note happened in the year?

- We expanded this service in Rowe Avenue and Quayside GP surgeries.
- **Age UK East Sussex** played a leading role in collaborating with voluntary and statutory sector partners to increase the consistency and effectiveness of community navigation services and promote awareness across East Sussex.



**Non Clinical Navigator** - this one year pilot at Eastbourne District General Hospital aimed to support A & E by providing non-medical support to those attending A & E for non-medical emergencies, including signposting to volunteer groups, help to register with a GP and referring to secondary care services.

**761** clients supported

**2,720** episodes of care

**68%** felt the service helped them build links within their community\*

**100%** client satisfaction\*

*"The Community Navigator was very responsive to my needs and I found this support most valuable at a time when I needed it. To have someone tailor advice to individuals is the most pertinent answer I can give as this was most beneficial."*

*"This has been helpful so my confidence has been restored. I now attend a regular activity, once a week at a stroke club."*



# Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention

This service supports older people over 50 who have been scammed or are at risk of being scammed by providing them with support to reduce the risk of them becoming a victim.

Anyone can fall prey to a scam, regardless of background. The average age of victims is 74 as criminals tend to target older and often more vulnerable members of society. Scammers are organised, predatory criminals who gain trust in order to exploit victims and steal money. Over a three month period victims of scams in Sussex lost an average of £23,000 each.

## What did the service set out to provide?

- Our trained staff and volunteers visit vulnerable clients to provide information and advice and, where necessary, agree a support plan
- Fit phone blockers where nuisance calls are causing stress and concern
- Support with benefit advice when money concerns are a factor increasing risk of succumbing to a scam
- Provide volunteer support when loneliness and isolation is a contributing factor in their vulnerability
- Provide information sessions at group meetings such as the Women's Institute

As well as supporting individuals we are a key partner with statutory bodies such as Sussex Police and Trading Standards who we work with to provide the pastoral care and support required, which other agencies may not be able to provide.



## What things of note happened in the year?

We engaged with a number of clients who would benefit from a phone blocker to stop nuisance calls but were not eligible for the equipment from Sussex Police. We obtained funding which allowed us to buy the equipment for our most vulnerable clients.

**247** clients supported

**1,375** episodes of care

**100%** client satisfaction\*

**69%** of clients reported the service had enabled them to maintain independence\*

*"The support you provided has stopped those terrible nuisance calls we got."*

*"The Women's Institute talk was full of information - made me much more aware."*

# Home Support

The aim of our new paid for service is to support older people living in East Sussex to remain independent in their own home. When the usual chores and everyday tasks start to become more difficult, our service provides practical help with a range of tasks.

## What did the service set out to provide?

- Assessment - free home visit to discuss client needs and agree a support plan
- Cleaning - such as vacuuming carpets, dusting, cleaning bathrooms and kitchens and changing bedding
- Companionship – for clients who would like someone to accompany them to appointments or just sit with them and enjoy a chat over a cup of tea
- Shopping
- Snack preparation
- Collecting prescriptions
- Laundry and ironing
- Dog walking

This service is currently being delivered in the Hastings and Eastbourne area only. The aim is to become a county wide service.

## What things of note happened in the year?

- Due to increased demand we increased our service team
- We developed our induction training programme
- We built stronger links with partners such as Adult Social Care



**48** clients

**1,352** episodes of care

**100%** felt independence had improved\*

**100%** client satisfaction\*

*“Very happy with the service. My worker is a lovely lady who ‘makes my day’ when she visits.”*

*“Very happy with the service, my worker has made things much better, she is always very helpful and does things I am unable to do myself.”*

\* Client satisfaction is recorded on evaluation forms circulated regularly to our clients

# Volunteers

Volunteers make a vital and valuable contribution to the charity and its work, offering enthusiasm, commitment and a diverse range of experience, knowledge and skills. **Age UK East Sussex** is committed to ensuring our volunteers have rewarding and enjoyable experiences.

Our accreditation from *Investing in Volunteers* provides external validation of our commitment to meeting clear standards of good practice.

This accreditation recognises the value and importance the charity places on volunteers whilst having the right approaches and systems in place to ensure all volunteers feel welcome, included, involved and appreciated.

The majority of our volunteers are retired. This brings unique public benefit in terms of services to older people.

## Eight Week Work Placement Programme

Our programme to support the long term unemployed offered the opportunity to gain work place skills by volunteering with the charity. After eight weeks participants receive a certificate, a reference and support with CV writing. In 2017/18, 87 people participated in the scheme with a fantastic 60% successfully gaining employment!

**Volunteers are a vital part of the success of our services and retail outlets. If you would like to volunteer please see pgs 14, 23 & 24.**



**212** active volunteers

**64,987** volunteer hours

**£568,636** the value of volunteer's time

**83%** felt their work and achievements were recognised and appreciated by the charity\*

**94%** felt they enjoyed their role\*

**80%** felt volunteering with us helped them have a positive outlook on life\*

*"I was widowed two years ago and had not worked since I married at the age of 29. I was alone in the world. A year into my bereavement I was referred to **Age UK East Sussex** and worked in a shop locally and also received help to look for work and with my CV. I was working in the shop with younger and older people. I got used to dealing with customers and computers and money. My confidence grew. After seven months on the programme I got a full time job at B&Q. **Age UK East Sussex** changed my life."*



# Income generation

## Shops

Our shops generated more income to support the charity than in any previous year on record. All locations experienced increased sales which, in a competitive retail market, is a fantastic achievement. The success is down to the hard work and dedication of the team of staff and volunteers who run them.

We experienced a significant increase in the number of wonderful volunteers who give their time to support our charity. 110 individuals across East Sussex volunteered their time to help us with a variety of tasks in our retail environment.

There were 87 successful work placement candidates, whereby we were able to assist those looking for paid work to gain valuable experience, training and a work reference.

In addition to selling great donated goods the team provided help and information to the local community regarding our services. They also provided NHS hearing aid batteries!

All of our shops rely on the generous donations of items made by the local community. Many of these donations can be Gift Aided, a Government scheme whereby the tax paid by the donor can be claimed back from HMRC.

This enables us to increase funds raised and in 2017/18 Gift Aid was a fantastic £57,089!

*giftaid it*



You can find our shops in Hastings, Battle, Bexhill and Lewes, and in partnership with Age UK Brighton & Hove; at Lewes Road and Kemptown. **Our shops sell a wide range of quality products including clothing, bric-a-brac, jewellery, books and collectables. To donate, please visit our shops when open or call 01273 476704 to arrange a collection.**

**110** volunteers engaged

**£57,089** Gift Aid claimed

*"I really enjoy coming into the shop at Bexhill, the people there are so friendly and patient. They also stock hearing aid batteries so I can get my replacements without having to travel into Hastings. I have managed to get some good quality items for a great price and brought a brand new bed which was delivered very quickly and is perfect for my new bedroom."*

# Income generation

## Social Enterprise

**Age UK East Sussex** has a Furniture Warehouse and Donation Centre in Newhaven and a Homestore in Langney. Our teams had a fantastic year providing quality affordable furniture to our local community. Customer collections, deliveries and numbers instore increased by 12%, showing we are now serving a wider community than ever.

We started a new project in 2017/18, called Deep Clean, working with local hospitals to support the safe and timely discharge of older people back to their own homes.

Research identified that one of the reasons why people were having to stay in hospital when they could otherwise be discharged was due to the lack or type of suitable furniture in their homes. For example, items needed removing to make space for hospital equipment or relocating due to mobility issues.

We set up a decluttering referral service where hospitals are now able to contact us to visit the person's home and make the relevant alterations for the client allowing them to return home from hospital.

**We welcome your generous donations to our outlets in Newhaven and Langney and offer a free of charge collection service for all sellable goods. We also offer a wide range of new mattresses, beds and furniture at affordable prices (pg 17).**

*giftaid it*



## House Clearance and De-clutter service

Our House Clearance and De-cluttering service continues to offer an affordable option for people needing to clear a property. This can help families deal with difficult times such as probate, relocation, downsizing or when a relative is moving into sheltered accommodation or a care home.

**7,100** collections / clearances completed

**99%** customer satisfaction

**75** volunteers engaged

*We helped a couple in their 80's replace things and try to rebuild their lost treasures after a fire gutted their property. The day came when we were able to deliver their items purchased in our warehouse. It was wonderful to see the couples' faces, who were showing signs of illness due to the stress. as we helped turn the new shell into a home again.*

# FREE furniture collections\* and house clearance



**Moving, Down-sizing, Landlords, Agents**

**We can clear you property and recycle any unwanted furniture, white goods and homewares**  
**Available across East Sussex and Brighton and Hove**

## Call 01273 646800

[ageuk.org.uk/eastsussex](http://ageuk.org.uk/eastsussex)

 **NewhavenFurnitureWarehouse**

**Age UK East Sussex Furniture Warehouse**  
**Units D1 and E**  
**Ranalah Trade Park**  
**New Road**  
**Newhaven**  
**BN9 0EH**

**Age UK East Sussex Homestore**  
**Units 11 and 12**  
**The Langney Shopping Centre**  
**Kingfisher Drive**  
**Eastbourne**  
**BN23 7RT**

\*We offer this service for free based on the re-saleability of your items. Should the costs be higher than the items potential resale value we will provide a free no obligation quote for this service.



# Fundraising

## Trusts and Foundations

In 2017/18, our private funders were particularly engaged by a new project; a mobile Information and Advice Resource Centre. The aim of this new vehicle is to increase access to our services by older people living in isolated and hard to reach areas of the county.

## Legacies and In Memory gifts

Legacies are a vital source of income to help support **Age UK East Sussex** and its work. We are grateful to those who chose to leave a gift in their Will to help support our work; now and in the future. We are equally grateful to the friends and families who made a donation to us in memory of a loved one (pg 21).

## Donations

In 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.

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

## Events

In August staff and volunteer teams worked tirelessly at Eastbourne's International Airshow, Airborne, with our popular Tombola.

The team sold Christmas cards and ran a Tombola over two Saturdays during the festive season at Marks and Spencer in Bexhill. Our sincere thanks to them and all our corporate supporters (pg 21).



On 23rd March 2018, our Chair of Trustees, Roger Howarth (centre), accepted a cheque for £53,495 toward the costs of our new resource centre vehicle (pg 4) from Tony Flint (left) and Colin Dann (right) of the Masonic Charitable Foundation; Sussex Freemasons. They were interested to learn about our charity, the project they funded and how it will improve the lives of older people in East Sussex.

**£244,284** in voluntary income (£52,805 2016/17)

**£25,123** from legacies (£44,049 2016/17)

**£69,423** from donations (£9,211 2016/17)

*"Funding from the Wolfson Foundation is awarded following rigorous and independent expert review. This grant recognises the quality of your project, and we hope that it not only acts as an endorsement of your activities but may also help you to secure funds from other sources."* Wolfson Foundation

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## Faraday House

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On Friday 13th October 2017, Stephen Lloyd MP, Eastbourne and Willingdon, cut the ribbon that officially opened our new HQ and social enterprise at Faraday House (see picture).

The official opening was attended by Trustees, staff, volunteers and other stakeholders. The news story was reported in local press, which was vital in promoting the opportunities at Faraday House for the local community.

Faraday House is a unique social enterprise at the former site of the East Sussex Disability Association. It provides high quality, affordable and accessible business facilities to voluntary and community groups and business partners.

The centre consists of serviced offices to rent on a short or long term basis, conference and meeting rooms for hire by the hour, a lovely garden event space and fundraising and business resources for hire.

Centrally located, it benefits from fantastic public transport links with train station and bus stops adjacent. Convenient for the A27, there is a car park with free parking and additional free roadside parking.

In November 2017 **Age UK East Sussex** Central Services and the Fundraising and Marketing teams moved in to Suite Seven of Faraday House and benefit from the fabulous and professional office space and facilities.

**To find out about serviced offices to rent, conference and meeting rooms for hire, a lovely garden event space and fundraising and business resources for hire please call 01323 476704 for further information.**



**37** separate organisations booking space

**201** room bookings of which 83 were by Age UK East Sussex

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*"It was a pleasure to open Faraday House, Age UK East Sussex's new investment in Eastbourne. A wonderful social enterprise developed for use by other organisations and charities across our town. Very impressive."*  
Stephen Lloyd MP

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*"Faraday House is a fantastic facility to work from. The staff are always warm, friendly and helpful, whilst the actual office makes for a modern, well maintained and bespoke space for our service needs. The option to hire out top quality training/meeting rooms is a much welcome feature, and such arrangements are always delivered to a high quality standard by the team at Faraday House"*

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# Financial review

During 2017/18 total incoming resources increased by 16.2%. The charity is pleased to report an increase in both income from its charitable activities and trading activities – increasing by 25.7% and 20.4% respectively.

Charitable activities have benefited from new pilot services 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.

In face of public spending austerity and rising demand for the charity's services from older people locally the Board of Trustees continue to pursue its strategy for financial sustainability through investment in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income fundraising continue and trustees ensure performance in terms of impact and return on investment is effective.

Charitable expenditure increased by 15% which reflects increasing demand for the charity's services. As a result a surplus for the year arose of £101,994 compared to a deficit of £69,485 in 2017. The information is taken from the full financial statements which have received an 'unqualified' auditors' report, approved by the trustees on 12 October 2018. 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 available from the charitable company.

## Income and expenditure

### Expenditure

Expenditure on raising voluntary income	£ 953,182
Expenditure on fundraising trading	£ 111,871
Charitable activities	£ 1,273,688
Governance costs	£ 30,046
<b>Total</b>	<b>£ 2,368,787</b>

### Income

Voluntary income	£ 244,284
Activities for generating funds	£ 1,126,592
Investment income	£ 5,723
Incoming resources from charitable activities	£ 1,026,521
Other incoming resources	£ 67,661
<b>Total</b>	<b>£ 2,470,781</b>



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## Gratefully Received

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### **Legacies kindly bequeathed by**

P Brown  
P Chamberlain  
E Clark  
K Craven-Green  
J Hatcher  
N Prebble  
E Newell  
M Thurley  
M Webber  
A Wicks

### **Many thanks to all those family and friends who have donated Gifts in memory of a loved one**

### **Thank you to our funders**

Age UK  
Ian Askew Charitable Trust  
Aviva Community Fund  
Awards For All  
Chalk Cliff Trust  
Charities Trust  
Clothworkers' Foundation  
Collins Honda, Herstmonceux  
Co-op Local Community Fund  
Drays Electrical, Bexhill  
Dunhill Medical Trust  
East Sussex County Council  
Foreshore Trust  
Fox and Sons, Bexhill  
Francis & Eric Ford Trust  
Green Hall Foundation  
Groundworks  
Roy Hudson Trust  
Edna Johnson Wills Trust  
Mrs A Lacy-Tate Trust  
Lewes Riverside  
Lund Trust  
Lynn Foundation

Macmillan Cancer Support  
Malling Service Station, Lewes  
Marks and Spencer, Bexhill  
Masonic Charitable Foundation  
Mitchell Dean Solicitors  
Morrisons Foundation  
Valerie Emily Munday Will Trust  
Newhaven Town Council  
NHS Eastbourne, Hailsham and Seaford CCG  
NHS West Kent CCG  
Simon Palmer Hair Design, Bexhill  
Pannett Charitable Trust  
Parkhurst Dental Surgery, Bexhill  
Austin and Hope Pilkington Trust  
Elise Pilkington Trust  
Rampion Trust  
RBS/NatWest Skills and Opportunities Fund  
Santander  
Dorothy Betty Simpson Charitable Trust  
Smyth & Barrie, Hailsham  
Sussex Community Foundation  
Sussex Community NHS Trust  
Sussex PCC Community Trust Fund  
Tesco  
The Allsorts Singers  
The Original Factory Shop, Bexhill  
Sir Jules Thorn Trust  
Waitrose, Heathfield  
West St Leonards Townswomen Guild  
Wolfson Foundation  
Yorkshire Building Society  
Zedra Trust

### **Many thanks to all those individuals and or- ganisations who have donated to Age UK East Sussex**

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# Accessing our services

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## Information and Advice

Accessed either face-to-face or by telephone from our office in Hastings on 01424 426162, 9.30am-5.00pm, Monday to Friday and our office in Newhaven on 01273 476704, 10.00am to 3.00pm, Tuesday and Wednesday.

## 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.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex)

## 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.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex) 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.

## Home Support

For information about help for you or your loved ones to live independently at home please call 01273 476704.

## House Clearance and Decluttering

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

## Faraday House

To find out about serviced offices to rent, conference and meeting rooms for hire, a lovely garden event space and fundraising and business resources for hire please call 01323 476704 for further information.

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## Could you support our work?

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To provide our services across the county it costs around £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**

To make a one-off or regular donation visit our Website at [www.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex)

#### **Donate by text**

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

And don't forget to Gift Aid it!

*giftaid it*

### **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.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex)

#### **Age UK East Sussex**

54 Cliffe High Street  
Lewes  
East Sussex  
BN7 2AN

**t: 01273 476704**

**w: [www.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex)**

### **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 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 help us carry out our work including delivering services to older people, admin support, working at our retail outlets and taking part in fundraising events.

**To find out more about our current volunteering opportunities or to discuss your charity fundraising event, please call 01273 476704 or visit our website at [www.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex)**



# Would you like to make a difference?

Volunteering with Age UK East Sussex is incredibly rewarding.

If you'd like to join passionate, committed and dedicated people who work hard to make a difference to people who need it most then please get in touch. We have opportunities across the organisation to join great teams, meet new people and help improve the lives of local older people.

For more details visit our website  
[www.ageuk.org.uk/eastsussex](http://www.ageuk.org.uk/eastsussex) or call  
01273 476704

