

# Annual Report 2018-2019

**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 (7216053). Registered office: 54 Cliffe High Street, Lewes, East Sussex, BN7 2AN**

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# Introduction

Our vision is that East Sussex is a great place to grow older. Our main objectives for 2018/19 were the promotion of independence, choice and control for people in later life; challenging age discrimination, poverty and social isolation; and the promotion of healthier life styles.

The strategies to meet our objectives included:

- providing a range of services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at health, social care and economic committees, networks and forums.
- developing effective partnerships with older people and organisations interested in improving their quality of life.

2018/19 saw the charity deliver the third and final year of its three year strategic plan. While fully focused on ensuring excellent delivery and innovation within its existing services, the charity continued to respond to need and opportunity, and undertake preparatory work for up-coming local commissioning processes.

There continues to be an urgent and expanding demand for our support and services. At the same time the needs of our average client are becoming more complex as evidenced by the increase in our episodes of care.

The proportion of the county's population over pensionable age is 25.4%, substantially higher than the regional (17.8%) and national (17%) averages with those over 75 years higher than in any other county in England and Wales.

Against this challenging landscape Age UK East Sussex has continued to provide a range of high quality and popular services and support.

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) has enhanced vital services and given increased access to vulnerable clients in hard to reach locations.

The growth of our new HQ at Faraday House (pg 17) and the continuing success of our shops and warehouses (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.

It is with sincere thanks that we acknowledge the vital contribution made by our funders and supporters (pg 21) and our volunteers (pg 14).

**15,428** individual older people were directly supported (compared to 16,240 in 2017/18)

**47,785** episodes of care (compared to 41,915 in 2017/18)

## Information and Advice

This service provides free, independent advice on finance, health and housing for those over 50, their families, friends and professionals.

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 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. This year we have seen a marked increase in the complexity of the work we do to support older people in East Sussex.

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



### What things of note happened in the year?

In October we launched our Information and Advice Outreach Service Vehicle (see above) which has allowed us to expand our service to clients in more isolated areas.

We visited Hailsham, Herstmonceux, Battle, Bexhill, Polegate, Rye (see above), St Leonards, Camber, Golden Cross, Crowborough, Heathfield and helped secure £90,000 in unclaimed benefits.

**4,767** clients supported

**7,182** episodes of care

**£342,000** benefits claimed

**96%** client satisfaction\*

*"I never thought I'd be homeless at my age but I've had help every step and I've now got a place of my own. I couldn't have done it on my own"*

# Healthy Living Clubs

This service supports the over 50s to be more active, more aware of healthy living and more socially integrated through nine clubs; Hastings; Lewes; St Leonards for LGBTQ+; Sidley; Rye; Polegate, Bexhill (walking football, walking cricket & walking netball).

## What did the service set out to do?

- Encourage older people to be more active by taking part in regular exercise
- Provide information and advice on making informed choices about healthy lifestyles
- Ensure a safe, welcoming 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)
- Enable members to join other groups and clubs locally
- Recruit and train volunteers (pg 14)

We tailor every session to the needs and preferences of our members.

The service initiates health improvement related clubs run by members, building on individual/local resources, which are sustainable when we are no longer supporting them directly.

We prioritise locations where inactivity amongst over 50s is high.

Members were signposted and took part in the activities of our partner organisations such as University of The Third Age, NHS woodland walks, Tai Chi classes and singing clubs.

We will be opening a new club in Hampden Park in April 2019.

## What things of note happened in the year?

From January our Polegate club was successfully run entirely by our trained volunteers. Membership rose to an average of 35 attending every fortnight.

Our Rye club celebrated its third anniversary in March and increased membership attendances.



**134** clients supported

**9,282** episodes of care

**69%** 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 and I have lost weight by exercising regularly."*

*"I am more physically active. I do more exercise now."*



## Foot Care

This service provides all levels of care to those over 50, from basic toenail cutting to qualified podiatrists attending 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 or Podiatrists, depending on medical needs.

### What did the service set out to do?

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

The service aims to support those unable to self care, those who may be dependent on carers and offer a safe and competitive service. It targets those who are unable to 'self-care,' who may be dependent on untrained carers or who might otherwise have had to pay far higher rates with private practitioners.

As a result of NHS cuts the service worked with people who previously would have been eligible for NHS podiatry but who were no longer eligible owing to changes in NHS criteria.

Operational innovations supported increased efficiency. An online referral form was introduced which linked directly to the charity's database and the service piloted a tablet to record data directly into the database at the time of treatment.



**996** clients supported

**3,563** episodes of care

**100%** client satisfaction\*

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

**94%** of clients said the service helps them to maintain their independence\*

*"An excellent service. A great help to my well-being."*

*"I am fit and independent without the nail care but it is so painful to cut my toenails that the service is a god send."*

*"Good appointment times. Feel good factor."*

# 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
- Help clients feel less socially isolated
- Provide regular steering group meetings for users to share their experience

## What things of note happened in the year:

- Service provision increased from 12 weeks to 24 weeks for those clients who would benefit from this additional support.
- Weekly visits increased from one to two per client to support a Carer.
- 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

## Volunteering for our services

We are always on the look out for volunteers to help support our clients. If you would like to volunteer with **Age UK East Sussex** or find out more about our opportunities for volunteers please get in touch (see pg 14, 23 & 24)



**114** clients supported

**1,368** episodes of care

**100%** client satisfaction\*

**78%** reported the service had helped them to feel confident in managing on their own \*

*"My volunteer completed every task cheerfully, which made my day brighter."*

*"The service was very good. My volunteer assisted me with my correspondence."*

# 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. It provides practical and emotional support at home following discharge from hospital to help prevent admission or readmission and enhance independent living.

The service involves over 90 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
- To help clients feel less isolated and more integrated and connected with the wider community

## What things of note happened in the year?

The service maintained and strengthened its working relationships with other organisations such as Steps, Home Works, Living Well, Age Concern Eastbourne and Care for the Carers.

We developed a new relationship with Brighton and Sussex Medical School. The service, in combination with MacMillan Cancer support, hosted two cohorts of year 2 medical students on student placements. This contributed to their course and allowed the students to gain knowledge of the voluntary sector which will inform their future practice as Doctors.



**560** clients engaged

**5,887** episodes of care

**3,301** volunteer hours

**100%** client satisfaction\*

*"She cheered me up with good conversation and was very aware of my hearing problems."*

*"The service I received was very good. I could not have asked for a better service. In every way, my volunteer was so kind and friendly. What an angel. She was perfect."*

*"A big thank you for providing such a wonderful service."*



# Take Home and Settle

The service enables older people entering Hospital via A & E to be discharged to their home rather than be admitted on to wards.

Following admission to A & E at the Conquest Hospital (Hastings), Eastbourne District General Hospital, Tunbridge Wells or Maidstone Hospitals, 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 targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties.

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?

This year service times changed from a 12pm start to an 11am start in an effort to accommodate early discharges and to enable the service to support more clients.

In Kent we have started supporting the smaller Community Hospitals on the service's quieter days.

**2,181** clients engaged

**2,275** episodes of care

**100%** client satisfaction\*

*"She chatted in a friendly manner and picked up a few bits of shopping on the way home."*

*"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.

### What did the service set out to provide?

Our clubs provide safe, friendly environments with care, support and companionship for people in later life.

The clubs provide older people with the opportunity to socialise, participate in a range of stimulating activities and enjoy a freshly cooked meal. It is person-centred and clients are 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
- Cake decoration
- Jewellery making
- Arts and craft
- Outings
- Local entertainers



### 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. Following a service review, the Horam Day Club was closed. We are looking at new opportunities for Day Clubs in the future.

**31** clients

**851** episodes of care

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

*"I live on my own and coming out to the club has given me a new lease of life."*

*"Coming to the club on Tuesday/ Wednesday is the highlight of my week."*

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# Community Navigator

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Working in conjunction with local GP surgeries in Lewes, Uckfield, 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 sector 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 collaborated with voluntary and statutory sector partners to increase the consistency and effectiveness of community navigation services and to promote awareness of these countywide. We helped create an alliance of local charities to secure funding for a project to create an East Sussex Social Prescription Pathway. A project manager (hosted by a partner agency, Southdown Housing) was recruited in February to support delivery.



We ensure patient experience is seamless through a coordinated approach, working alongside GPs as a team member to promote joined up care and support, thus improving the quality of patient care following the attendance at the Surgery.

**301** clients supported

**4,107** episodes of care

**90%** felt the service helped them improve access to other services\*

**100%** client satisfaction\*

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*"It's not always easy to find out about services and access them, but when you can and do, they are a true lifeline that lets you know you are not alone and it's OK to admit you need help; someone to really listen to you and help with feelings and ways to alter your way of life and deal with your emotions and thoughts."*

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# 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?

In January the service was integrated into the Information and Advice Service. This allowed us to provide further support to those affected by SCAMS by assisting them to access other services or support, whether these are related to care, housing, finance or isolation issues.

**419** clients supported

**782** episodes of care

**100%** client satisfaction\*

**40%** of clients reported the service had enabled them to maintain independence\*

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

*"I'm relieved we've put an end to this situation. It's been causing us immense stress."*

# Home Support

The aim of our 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

## What things of note happened in the year?

- We built stronger links with partners such as Adult Social Care, resulting in an increase of referrals to the service via other agencies
- We used our social media channels to promote the service
- Further development activity including research and preparation for the inclusion of garden services which the charity intends to launch during the summer of 2019.
- Currently looking to expand the service to Lewes and surrounding areas, as well as Seaford and Newhaven



**75** clients

**2,258** episodes of care

**90%** 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."*

*"I have been helped by the fact that my Home Support Workers have been so friendly, cheerful and adaptable. They are currently helping me de-clutter my home."*



# Volunteers



**"I love volunteering, assisting older people to get the benefits they are entitled to and providing with the support they need"**

Information & Advice Volunteer

**203** active volunteers

**67,913** volunteer hours

**£531,758** the value of volunteer's time

**203** active volunteers supported the charity's services and activities for older people in East Sussex. Our volunteers contributed an estimated economic value of **£531,758** in social capital. This figure is calculated using the Government's National Living Wage rate of £7.83 per hour. This equates to an estimated **67,913** hours given by our volunteers. The majority of the charity's volunteers are retired, which 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** and **commitment** and a huge range of experience, local knowledge and talents. We are committed to ensuring volunteers have **rewarding** and **enjoyable** experiences and that our own volunteering support structures are effective.

**Investing in Volunteers accreditation** provides external validation of our commitment to meeting very clear standards for good practice. This accreditation also recognises the **value** and the **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.

**"Using my skills and experience to help people in need is a fantastic feeling"**

Web design Volunteer



Facebook.com/ageukeastsussex  
volunteers@ageukeastsussex.org.uk

We want our volunteers to feel valued. We embrace diversity and are committed to creating an inclusive volunteering environment

# Income generation

## Shops

Our shops with their fantastic team of staff and volunteers have continued to generate significant income across East Sussex. This is down to their hard work and dedication.

We have had a strong increase in volunteers now having 125 individuals who volunteered their time to help us with a variety of tasks in our retail environment.

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 from 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 2018/19 Gift Aid was a fantastic £50,552!

*"As a regular customer in the Lewes Road shop I am proud to say I purchase almost all my clothes from this wonderful shop. The team in the shop are so welcoming and I often pop in just for a chat and recently they have pointed me into the direction of the information and advice team who have been able to help me resolve a situation and make my life easier."*

*giftaid it*



You can find our shops in Hastings, Battle, Bexhill and Lewes, and in Brighton 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.**

**125** volunteers engaged

**£50,552** Gift Aid claimed

*"I have been volunteering in my local Age UK East Sussex shop for about 6 months now. The manager and the team of volunteers have made me feel so welcome and it's a pleasure to come into work and feel I make a real contribution to helping a wonderful charity."*

# 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 yet another fantastic year providing quality affordable furniture, electrical items, media, bric-a-brac and linen to our local community.

We continued our project, "Deep Clean," working with local hospitals to support the safe and timely discharge of older people back to their homes. We enabled 70 older people to return home after a stay in hospital who without the service would have had to stay in hospital.

Our House Clearance service has also seen a significant rise. People require this service either for down sizing, moving into supported living or following a bereavement. Our friendly compassionate team provide this affordable service, meeting the needs of our customers and signposting them to other services.

**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.**



## 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.



**8,050** collections / clearances completed

**99.8%** customer satisfaction

**37** volunteers engaged

**70** Hospital Referrals completed

*"I was encouraged to try volunteering whilst receiving therapy in a local rehabilitation centre. This lead me to the Age UK East Sussex Warehouse in Newhaven where I was shown compassion and care. I found a "bit of scrap," a tatty jug and I worked on it and sold it for a considerable sum. I now stand tall, confident and proud of my achievement whilst Age UK East Sussex continue to assist me."*



# Faraday House

Faraday House is a unique social enterprise which provides high quality, affordable and accessible business facilities to voluntary and community groups and business partners. Our Central Services, Resource Hire and Fundraising teams are all housed within Faraday House.



We were awarded Thrive Tribe's 'Be Effective' Award for going the extra mile and supporting their core values. We have been nominated as their Charity of the Year and they will be raising a target of £2000 for the charity.

We have serviced offices which are rented on a short or long term basis. These rooms are popular and frequently used by local organisations. Faraday House has a conference suite which can be hired on an hourly rate or 'out of hours' booking as this room has its own entrance and facilities such as a kitchenette and w/c.

The Conference Suite, Board Room and 1-2-1 room can be hired out as a group room hire or as a singular hire as can the lovely garden event space, which can be used as a breakout from a meeting. Catering is no problem! We cater for everyone including those who have special dietary requirements. Just ask us and we will be able to accommodate your needs. We have launched our new breakfast menu, which is a cold continental menu. This has proven to be a very popular option for the early morning meeting.

Centrally located, Faraday House benefits from 'on the doorstep' 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.

**For further information about our facilities and services please call 01323 476704**



**43** Organisation's using our rooms

**485** Meetings Held

**5 star rating: "Faraday House is warm and welcoming and I highly recommend it as a training venue, to hire rooms for meetings and it's perfect for "hot desking". It's a fabulous find and the hospitality is outstanding. Thank you team" Helen Buchan**  
*Training Administrator, Adult Social Care Training*



*"We recently moved into an office suite at Faraday House. From the initial contact and enquiry we found the reception staff to be very helpful, polite and informative. Throughout the process from the initial enquiry, viewing the office, completing the paperwork and organising a date to move in we can't praise all the staff at Faraday House enough."*

# Fundraising

## Trusts and Foundations

We built on the successes in generating voluntary income in 2017/18 by increasing the support for our services from grant making trusts (pg 21).

## Legacies and In Memory gifts

We were delighted to receive a substantial increase in legacy donations in the year.

Legacies are a vital source of income to help support **Age UK East Sussex** and its work. We are grateful to all 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.

## 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

We ran a major summer events campaign for the first time in the charity's history and generated significant funds and interest in our work amongst all ages across East Sussex.

We are greatly looking forward to launching our first ever **Age UK East Sussex** Spring Fair in Bexhill in May 2019.



If you would like to make a difference to the lives of older people in East Sussex you can support our work in many ways. Please see pg 23 for more details or call 01273 476704 [fundraising@ageukeastsussex.org.uk](mailto:fundraising@ageukeastsussex.org.uk)

**£310,790** in voluntary income (£244,284 in 2017/18)

**£90,137** from legacies (£25,123 in 2017/18)

**£59,858** from donations (£69,423 in 2017/18)

*"I am so glad our donation can be useful. Loneliness can be so difficult for the elderly and I admire the work you do." Grant Making Trust*

*"You supported my mother home from hospital when she needed support. Thank you so much. Making a donation is the least I can do to say thank you."*



## High Quality, Affordable Rooms for Hire in Eastbourne



Faraday House is a unique business center located in Eastbourne  
We provide high quality, affordable facilities for charities, community groups, the public sector and businesses to use on a day to day or long term basis  
We offer three rooms for hire at varying sizes suitable for a range of events or meetings  
Unlimited refreshments and bespoke catering at competitive prices are available  
Discounts are available for charities, community groups and bulk bookings

# Call 01323 404 555

[www.faradayhouse.org](http://www.faradayhouse.org)

[faradayhouse@ageukeastsussex.org.uk](mailto:faradayhouse@ageukeastsussex.org.uk)

# Financial review

During 2018/19 total incoming resources decreased by 8.9% when compared to the previous year. This was largely due to decreased funding for our charitable activities and the fact that we ceased directly selling Age UK (national) affinity products through our Trading Company.

The charity is reporting a decrease in both income from its charitable activities and trading activities in the year decreasing by 20.2% (+25.7% in 2017/18) and 50.75% (+20.4% in 2017/18) respectively.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These increased by 27.2% from the previous year

In face of ongoing 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 continues and Trustees ensure performance in terms of impact and return on investment is effective.

Charitable expenditure decreased by 2.6% (much less than charitable income decreased) which reflects the continued demand for the charity's services and our Trustees commitment to deliver services that are needed.

As a result a deficit for the year arose of £222,883 compared to a surplus of £101,994 in 2017/18.

## Income and expenditure

### Expenditure

Expenditure on raising voluntary income	£ 1,159,403
Expenditure on fundraising trading	£ 43,863
Charitable activities	£ 1,237,931
Governance costs	£ 31,805
<b>Total</b>	<b>£ 2,473,002</b>

### Income

Voluntary income	£ 310,790
Activities for generating funds	£ 994,552
Investment income	£ 6,695
Incoming resources from charitable activities	£ 818,857
Other incoming resources	£ 119,225
<b>Total</b>	<b>£ 2,250,119</b>

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## Gratefully Received

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**Many thanks to all those who have made a legacy in favour of Age UK East Sussex and to the family and friends who have donated gifts in memory of a loved one.**

**Thank you to all our funders**

Age UK  
Ian Askew Charitable Trust  
Awards For All  
Chalk Cliffe Trust  
Charities Trust  
Collins Honda, Herstmonceux  
Co-op Local Community Fund  
Drays Electrical, Bexhill  
East Sussex County Council  
WG Edwards Charitable Foundation  
Foreshore Trust  
Fox and Sons, Bexhill  
Francis & Eric Ford Trust  
Friarsgate Trust  
Green Hall Foundation  
Groundworks  
Roy Hudson Trust  
Edna Johnson Wills Trust  
Mrs A Lacy-Tate Trust  
Lawson Trust  
Lewes Riverside  
Lund Trust  
Lynn Foundation  
Macmillan Home Support  
Malling Service Station, Lewes  
Marks and Spencer, Bexhill  
Masonic Charitable Foundation  
Mitchell Dean Solicitors  
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 Fund  
RBS/NatWest Skills and Opportunities Fund  
Santander  
Dorothy Betty Simpson Charitable Trust  
Smyth & Barrie, Hailsham  
Southern Water  
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  
Francis Winham Foundation  
Yorkshire Building Society  
Zedra Trust

**Many thanks to all those individuals and organisations 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

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

### Home from Hospital

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

### 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.

## Could you support our work?

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)

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)**





**VOLUNTEERS  
WE NEED  
YOU!**



**We provide training  
and support**

### **Volunteer roles include:**

Healthy Living Club Assistants  
Retail Assistants  
Community Navigator Support  
Information & Advice Service  
Scams Awareness  
Admin Roles  
Event Volunteers  
and many more opportunities

**Call for a chat on**

**01273 476704 or email:**

[volunteers@ageukeastsussex.org.uk](mailto:volunteers@ageukeastsussex.org.uk)

**Find out more at**

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



[Facebook.com/ageukeastsussex](https://www.facebook.com/ageukeastsussex)



"Age UK East Sussex staff have always made me feel positive; I feel joy from job satisfaction. I've gained a lot of knowledge and support and I'm bettering my CV. Thank you"  
Jonathan, Retail Assistant

**We want our volunteers to feel valued. We embrace diversity and we are committed to creating an inclusive volunteering environment**