



Our Budding Friends Group



## Introduction:

2016/17 has been a very challenging year for us as we struggled to find sufficient income to keep pace with rising costs. This culminated at the end of the year in the start of a restructuring programme aimed at removing around £100,000 of cost from the charity whilst still protecting our services to older people in the city.

Sadly this meant saying goodbye to a number of valued colleagues as a result of redundancy. But, even with these difficulties, we have still achieved some amazing things during the year which are detailed in this review. Everyone has responded magnificently to help us create a sustainable future for the charity in the years ahead.

My sincere thanks, as well as those of our Trustees, go to all our staff and volunteers who have made such a difference to the lives of so many people throughout the year.

**Martyn Rogers, Chief Executive**



# Achievements 2016/17

## Promoting Wellbeing

Our work with local GPs to help their older patients improve their wellbeing as part of the Integrated Care for Exeter programme was extended from three to nine GP practices across the city.



## Men in Sheds

The guys at Men in Sheds and Tools Company achieved a staggering £32,000 in sales of refurbished tools and garden implements and a range of handmade wooden items such as bird boxes, garden trugs and benches. All the money raised went back into covering the cost of the project as well as helping towards the charity's overall running costs.

## Information and Advice

Our Information and Advice service responded to over 3,350 enquiries during the year and helped older people in Exeter claim an amazing £1,113,445 in additional benefits. Such additional income transforms people's lives by improving their quality of life and the choices that are open to them.



## Improving Older People's Support Networks

We won three year funding to be part of research project in partnership with the University of Exeter, University of Milton Keynes and The Open University. We are exploring how the support networks of older people with complex health and social care needs can be better enhanced and sustained through the use of technology.



## Volunteers

A total of 340 volunteers supported our work during the year, with 288 active at 31st March 2017. This equates to around 35,000 hour of support each year, which even at minimum wage has a value of over £260,000. Our volunteers are a fantastic resource for the city and the life-blood of the charity.



## Dementia Carers Support

We won funding from the Claire Milne Charitable Trust to develop a new support group for carers of people with dementia – around 90 carers are currently supported

## Dining Room Facelift

We refurbished the dining rooms at our Cowick Street centre where we serve around 270 lunches every week. Our customers are now able to enjoy a brighter and more pleasant environment in which to enjoy their meals.



## BBC Documentary

We were involved in the filming of a BBC documentary with Angela Rippon, "Holding Back the Years" where we highlighted the financial challenges facing so many older people today and the billions that go unclaimed in benefits each year.



# Our Year in Numbers

- 10,731** Day Service places taken up
- 13,365** Lunches served in our café
- 10,500** Social and Activity Group sessions attended
- 23,000** Hours of one to one Enabling support provided
- 3,361** Enquiries to our Information and Advice service
- 2,800** Befriending visits to isolated older people living alone
- 4,500** Careline calls to people living alone
- 1,573** Hairdressing, massage and footcare sessions
- 818** Referrals to our Home from Hospital staff based at the RD&E Hospital
- 90** Families living with dementia supported
- 11,250** visitors to our reception
- 30,000** phone calls to our offices
- £32,000** Raised in sales through our Men in Sheds project
- £1,113,445** in unclaimed benefits won on behalf of local older people

# Our plans for the future

**We aim to:**

**Continue to bear down on cost and drive up efficiency in the face of sector-wide financial challenges**

**Explore new ways of meeting the wants and needs of local older people through service development**

**Maximise income through the development of social enterprise initiatives**

**Respond to local need by broadening our current Enabling service to include the provision of cleaning and gardening**

**Increase and develop our services for people with a dementia and their partners**

**Develop our partnership with the University of Exeter in a number of key areas**

**Develop fruitful partnerships with other voluntary sector and business organisations to add value to what we do**

**Encourage more people to support our work by fundraising on our behalf**

**Encourage more people to support our work by remembering us in their will**

**Ensure a sustainable balance between income and expenditure**



# Thank you to the following for their support during 2016/17

## For Grants received

Marjorie and Geoffrey Jones Charitable Trust  
Belsize Trust  
Exeter Foundation  
29th May 1961 Charitable Trust  
William and Patricia Venton Charitable Trust  
The Phoebe Wortley-Talbot Charitable Trust  
Clare Milne Trust  
Jamieson Bystock Trust  
Active Devon  
Age UK/EON  
Exeter City Council  
Tesco Bags of Help  
St Edmonds and St Mary Major Charity  
DCC/ECC Exeter Board  
DCC Councillors for their locality grants  
Office of Police & Crime Commissioner

## Business and Community Support

### The following companies selected us as their Chosen Charity

Ashley House  
Clear Property  
Exeter Community Trust (Formerly Football in the Community)  
Life and Dental Wellbeing  
Royal College of Nursing  
Stephens Scown

### Wills Events

Thanks to Kitsons LLP and Tozers LLP for their Wills weeks

### Other Supporters

Marks and Spencer and Waitrose for allowing us to raise funds in store  
St Thomas Primary School and Montgomery School for ongoing support  
Exeter Lions Club and the Exeteers (formerly Exeter Eastgate Rotary Club)

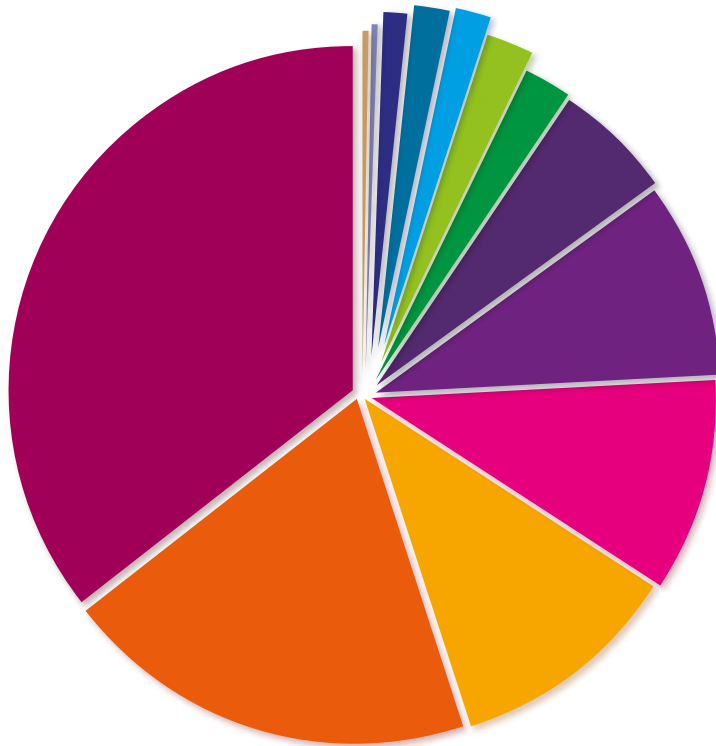
## Those who sponsored events and donated prizes to our auctions

Active Devon  
Apple Blossom Café  
Ashburton Cookery School  
Bartlett  
Bluebird Care  
Bramshaw Heating and Plumbing  
Cartridges Solicitors  
Crosse and Crosse LLP  
Dartmoor Christmas Trees  
Devon and Somerset Trading Standards  
The Exeter  
Express and Echo  
Heavitree Osteopaths  
Home Farm Café  
John Lewis  
MBSS  
Michael Spiers Jewellers  
Motor Tone at ESA  
Quay Climbing  
Reed Hall  
Sally Allen Fashions  
Smiths Wines  
Mercure Southgate  
Tesco Exe Vale  
Sainsbury's Alphington  
T3 Health and Social care  
Veitch Penny  
Yorkshire Building Society  
6th Exeter Cubs

## To the following for generously remembering us in their wills

Mrs L Borrough  
Mr A Redding  
Mr V Smallridge  
Miss J Barber  
Mr D Smith  
Mrs R Becquart  
Mr M Kallu  
Mrs N Harper

## Total Income £1,412,204

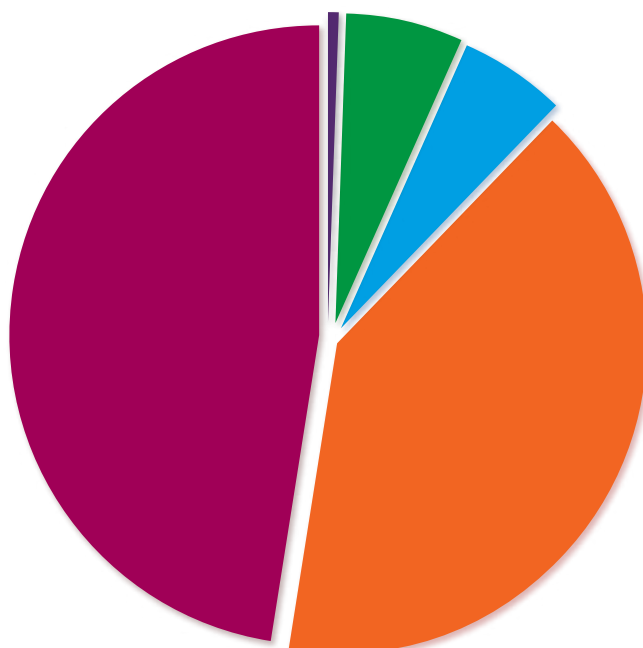


- Contracts with DCC & RD&E  
**£499,808**
- Charged for services  
**£273,844**
- Grants  
**£153,266**
- Legacies  
**£140,444**
- Café and Activity Groups  
**£129,437**
- Fundraising events  
**£80,875**
- Men in Sheds sales  
**£31,915**
- Donations  
**£28,514**
- Gains on Investments  
**£23,995**
- Trading commission  
**£23,039**
- Charity shop income  
**£16,143**
- Investment income  
**£4,515**
- Friends and Members  
**£3,234**
- Business sponsorship  
**£3,175**

### Financial Challenges

At the end of the year, in response to the falling incomes and rising costs that are hitting so many charities, we began a restructure of the charity, aimed at removing over £100,000 of cost per year through redundancies and efficiency measures. It has been a very difficult period for the charity, and we regret the loss of a number of highly valued colleagues.

## Total Expenditure £1,522,105



- Day Services  
**£721,400**
- Community Services  
**£613,110**
- Information and Advice  
**£82,342**
- Income Generation  
**£95,948**
- Governance  
**£7,308**
- Investment Management  
**£1,997**