



## Introduction:

Over the last year, we have developed two new services to meet local people's needs; we have reduced our costs due to the challenging financial environment facing the charity sector, and have worked hard to maximise our income. This has allowed us to continue to provide the opportunities and support that enable local older people to make the most of life, whatever their circumstances.

With the growing demands of an ageing population and a shrinking public sector, it's never been more important that we can continue to provide the vital services that make such a difference to older people's lives in Exeter. From forging friendships at one of our many social groups to supporting people living with dementia - what we do makes a huge difference to the health and wellbeing of our city.

It is through the commitment and enthusiasm of our 325 volunteers, the skills and dedication of our 120 staff and the stewardship of our locally elected trustees that we can continue to make such a difference.

My gratitude and admiration go to them all.

**Martyn Rogers, Chief Executive**



# Achievements 2017/18

## **Sustainability**

We restructured the organisation to reduce our costs and make us fit for the future in the face of an ever more challenging financial environment for the charity sector.



## **Lord Mayor's Charity**

We were selected as the Lord Mayor of Exeter's Charity of the Year and through the hard work of staff, volunteers and supporters raising nearly £24,000 during the year for the benefit of local older people.

## **Enabling service extended**

We extended our very popular enabling community support service to include cleaning and garden maintenance so that it can better meet the needs of local people.



## **Helping people plan ahead**

Our Information and Advice service developed a new Lasting Power of Attorney preparation service to help people better manage their financial affairs and welfare needs in the future. The service also responded to 3,473 enquiries during the year and helped older people claim an additional £1,148,500 in benefits to which they were entitled.



## **Men in Sheds**

Our Men in Sheds project has developed into a very successful social enterprise with sales of refurbished tools and garden implements reaching nearly £60,000 for the year thanks to the hard work of the sixty plus men involved and the continuing donations of old tools by the public.

## **Wellbeing Exeter**

We extended our Wellbeing Exeter 'Community Connecting' service as a result of more GP practices in the city joining the scheme.



## **Our Volunteers – a major resource for the city**

During the year the charity was supported by a total of 393 volunteers who gave their time, skills, enthusiasm and care for the benefit of older people in the city. Together they contributed over 800 hours per week with a value, even at minimum wage levels, of over £315,000



# Our Year in Numbers

- 10,496** Day Service places taken up
- 12,765** Lunches served in our café
- 11,000** Social and Activity Group sessions attended
- 22,265** Hours of one to one Enabling support provided
- 3,473** Enquiries to our Information and Advice service
- 3,750** Befriending visits to isolated older people living alone
- 2,800** Careline calls to people living alone
- 1,975** Hairdressing, massage and footcare sessions
- 600** People supported by our Home from Hospital Service
- 110** Families living with dementia supported
- £59,000** Achieved in sales by our Men in Sheds Social Enterprise
- £1,148,500** Won in unclaimed benefits for local older people
- 10,000** Visitors to our reception
- 30,000** Phone calls to our office
- 118** Number of Staff
- 325** Number of Volunteers

# Thank You

to the following for their support during  
2017/18

## Grants received

Age UK England  
The Belsize Trust  
The Claire Milne Trust  
David Gibbons Foundation  
The St Edmund's and St Mary  
Major Charitable Trust  
Exeter City Council  
Exeter Dispensary & Aid in  
Sickness Trust  
The William & Patricia Venton  
Charitable Trust

The M & G Jones Charitable Fund  
The May 29th 1961 Charitable Trust  
Office of the Police & Crime  
Commissioner  
Devon County Council  
Tesco 'Bags for Help'  
The Phoebe Wortley-Talbot  
Charitable Trust  
The Jamieson-Bystock Trust

## The following companies selected us as their Chosen Charity

Clear Property  
Exeter City Community Trust  
Life and Dental Wellbeing  
Liverpool Victoria

Pi Society  
Co-operative Local Causes  
Sainsbury's Pinhoe  
Dee-Shapland Dentist

## Other Business Supporters

Kitsons LLP for providing their annual Wills event  
Stephen Scown and Cartridges for ongoing support  
Marks and Spencer's and Waitrose for allowing us to raise funds in store

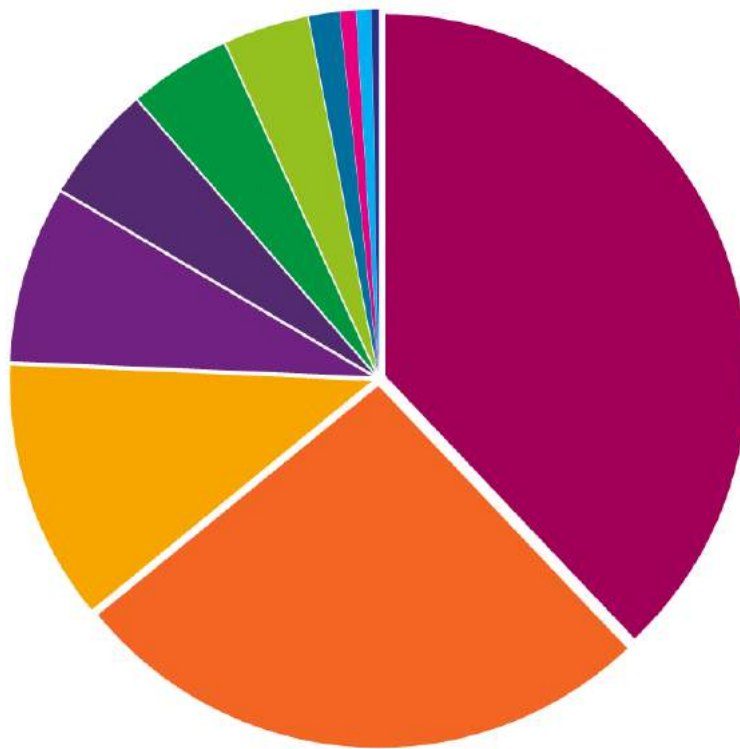
## The people who generously remembered us in their wills

Mrs L Baker  
Miss L Burrough  
Mr A Redding

Mr T Radford  
Mrs M Simpkins  
Mr R Tucker

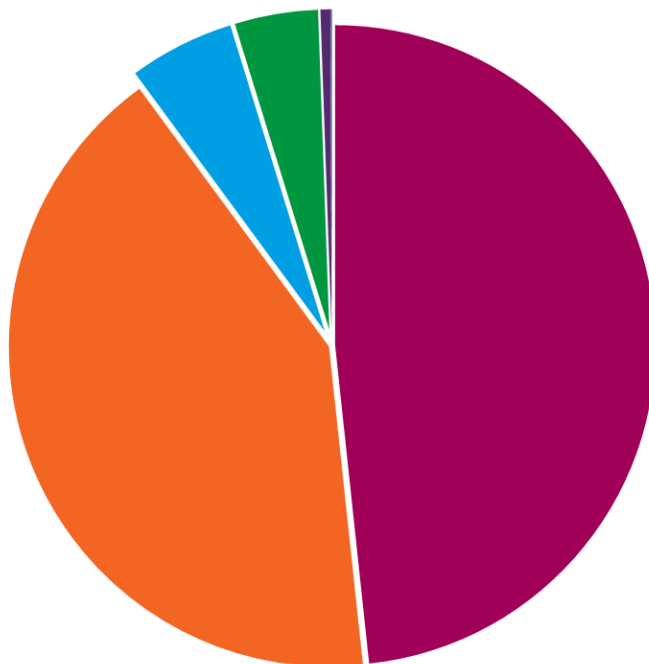
**We would like to thank all those businesses who sponsored events and donated prizes to our auctions and raffles throughout the year.**

## Total Income £1,303,723



- Contracts with DCC & RD&E  
£494,398
- Charged for services  
£341,213
- Grants  
£151,123
- Legacies  
£9,054
- Café and Activity Groups  
£101,940
- Fundraising events  
£67,040
- Men in Sheds sales  
£58,776
- Donations  
£49,326
- Lettings & rental income  
£8,730
- Trading commission  
£17,919
- Investment income  
£4,204

## Total Expenditure £1,373,943



- Day Services  
£663,703
- Community Services  
£571,582
- Information and Advice  
£73,144
- Income Generation  
£57,819
- Governance  
£6,912
- Investment Management  
£783

At 31st March 2018 our Reserves stood at £369,000.