



Age UK Hounslow Annual Report

1st April 2017 to 31st March 2018

**Annual General Meeting
Wednesday 20th March – 1:30 pm**

Age UK Hounslow
The Southville Community Centre
Feltham
Hounslow
TW14 8AP
Registered Charity Number 1061681



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Facebook: www.facebook.com/ageukhounslow

Twitter: @ageukhounslow

Instagram: ageukhounslow

Pinterest: <https://uk.pinterest.com/AgeUKHounslow>

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The Accounts for Age UK Hounslow for the year 2017/18 are available separately to this booklet.

A Message from Beverley Fyfe, CEO

Over the past two and a half years Age UK Hounslow has been subject to a number of major changes. At the request of the London Borough of Hounslow we were notified in September 2016 of our need to move from Montague Hall, Hounslow however the final confirmation of our new location was not made until December 2017. This followed with a successful move to The Southville Community Centre in February 2018. Shortly after our move we were again notified that we needed to move our Sandbanks Service from the Sandbanks Resource Centre and we therefore made the decision to move this group to join us at Southville and the move took place in April 2018.

The Sandbanks Day Provision Service has been renamed The Age UK Hounslow – Vintage Club and we are delighted to be under one roof with a ten year lease.

However the uncertainty of premises for such a long period of time had a detrimental effect on our funding which was compounded further by severe funding cuts imposed by the London Borough of Hounslow and the Clinical Commissioning Group, both being our major funders for many years. The uncertainty of premises and the considerable funding cuts resulted in significant deficits that have had to be funded from our reserves that have now been exhausted.

All possible cost cutting exercises were performed and despite efforts to increase income and identify savings in January this year, the Board of Trustees decided the only way to remain sustainable for the immediate future was to reduce operations at the Southville Community Centre to a 3 day week. Staff were fully consulted and supported the decision. With effect from March 1 the Centre will open Monday, Tuesday and Wednesday for Age UK Hounslow business but we will still accommodate Children's Services on a Friday as we have since moving into the premises.

Looking ahead we know we still have some very challenging times but we have a great team of staff and volunteers who are supported by a fantastic group of Trustees. We will continue with your help to work towards providing the best we can for the elderly and vulnerable residents of Hounslow.

Legal and Administration Information

Financial Year 01 April 2017 – 31 March 2018

Charity Name: Age UK Hounslow

Charity Registration Number: 1061681

Company Registration Number: 03340029

Registered Office: The Southville Community Centre
Southville Road
Feltham
Middlesex, TW14 8AP

Auditors: Cansdales
Chartered Accountants
Bourbon Court
Nightingales Corner
Little Chalfont
Buckinghamshire
HP7 9QS

Principal Bankers: CAF Bank Limited
2 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4TA

Age UK Hounslow Board of Trustees **01 April 2017 - 31 March 2018**

Mac Downes	Chair of Trustees
Oliver Segal	Trustee
Geoff Freemantle	Trustee
Indy Lotay	Trustee (resigned 10.11.2017)
Grahame Reynolds	Trustee

Our Aims and Objectives

Our Mission Statement

Age Concern Hounslow was established in 1993 and incorporated as a charitable company in April 1997. Age Concern England and Help the Aged came together on 1 April 2009 – In April 2010 we became known as Age UK and take the name of our respective locations hence we are Age UK Hounslow. The founding principles of the organisation are to provide services for older people regardless of race, gender, disability, sexual orientation, marital status, ethnicity or religious belief.

Age UK – The Brand

Age Concern England and Help the Aged came together on 1 April 2009 – In April 2010 we all became known as Age UK and take the name of our respective locations, hence we are Age UK Hounslow. There are currently over 150 Age UKs, with 24 covering the London Boroughs with others throughout the country, which between them supports an extensive network throughout England. No two Age UKs are the same, all providing their business in line with their individual local communities needs and the availability of funding to enable them to meet those needs.

All Age UK Charities are unique. They are set up and deliver information and advice, activities or services dependent on the needs of their local community and the funding that they are able to obtain. The collective purpose of all Age UKs is to serve their local community and assist as many elderly and vulnerable people as possible to provide the best possible quality of life. Age UK Hounslow are funded £15kpa by Age UK London but need to find their own income outside of this.

The Age UK network also includes Age UK Scotland, Age UK Cymru and Age UK Northern Ireland. There is also a commercial services operation within Age UK called Age UK Enterprises and Age Co.

Age UK is the country's largest charity dedicated to assisting everyone to make the most of later life. The organisation currently assists over 6 million people with a wide range of issues, predominantly the over 60's who are the fastest growing group in society today.

Other Age UK Links

Stage for Age was formed in 1989 by a group of show business celebrities to support the work of Help the Aged, and now following our merger, support Age UK.

Christopher Biggins is the current Chair of Stage for Age with Lionel Blair as Vice Chairman, our latest celebrity ambassador is Len Goodman.

Other members include Vice Presidents Sylvia Syms OBE, Roy Hudd OBE, Brian Murphy, Diana Moran and Robert Powell.

Age International is the sister charity to Age UK and is the only UK charity to focus solely on the needs and rights of older people in low and middle income countries. It currently works in more than 40 developing countries around the world. Age International is a member of the HelpAge global network and the Disasters Emergency Committee.

Organisational Structure of Age UK Hounslow

Age UK Hounslow operates from their main site at The Southville Community Centre, Southville Road, Feltham, Middlesex TW14 8AP. We also hold external activities at Greenrod Place in Brentford, Bleinheim Centre in Hounslow and All Saints Church in Hanworth.

Retail - We have retail outlets at Bedfont, Brentford and Hanworth. A Hounslow unit opened in July 2017 but was not financially viable and subsequently closed in June 2018.

Statement of Trustees Responsibilities

We are extremely fortunate at Age UK Hounslow that we have a Board of Trustees comprising of very skilled professionals from a wide range of backgrounds. The Trustees meet on a regular basis, an Agenda is followed and Minutes of each Meeting are recorded. The Chief Executive Officer attends all Trustee Meetings except closed meetings which take place from time to time on extraordinary matters. Minutes of any closed Meetings are taken and recorded.

The Trustees, who are also the Directors of Age UK Hounslow charity for the purpose of company law, are responsible for preparing the Trustees Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to be responsible for keeping proper accounting records that disclose with reasonable accuracy the financial position of the charity and to ensure that the accounts for each financial year give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company of that year.

In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The number of Trustees shall never be less than three. The person elected as Chair to the Board may serve for three years from the date of their election and are eligible for re-election, should they wish to remain.

None of the Trustees may receive any remuneration from the charity except for expenses incurred for travel, course costs or other expenditure incurred for the nature of their role. Any/all expenditure to be ratified by the full board and detailed within the company accounts with the relevant receipts.

Governing Document

Age UK Hounslow is a charitable company Limited by Guarantee and was registered with the Charity Commission for England and Wales on 7th April 1993. The charitable objects are to “promote the welfare of elderly people in any manner which now or hereafter may be deemed by law to be charitable, within the London Borough of Hounslow, regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief.

In the event of the charity being wound up, the liability of the Trustees is limited to a payment not exceeding one pound, as stated in the dissolution clause of the Memorandum and Articles of Association adopted on 25 March 1993 and amended by special resolution dated 22 October 2008.

Trustee Pen Portraits

Mac Downes – Trustee

Taught in Hounslow for 25 years including 12 years as a Junior and Primary School Headteacher. Following early retirement has worked in the Voluntary Sector for the past 23 years. This has encompassed various roles. Managed a homeless Charity based in Waterloo and Fundraiser for various charities- mainly in S. London Various spells as Grants Officer (South East London Community Foundation- now London Community Foundation; Wandsworth Community Empowerment Network; Sir Walter St Johns Educational Charity) - also served on various grant panels.

Accredited Social Auditor (via Church Urban Fund) - conducted audits for parishes in Southwark Diocese and extensive Community Audits across deprived areas in Wandsworth. Outreach Manager for Wandsworth Older People's Forum - helping groups set up and supporting their fundraising needs. Running workshops within Sheltered Housing Schemes to ensure older people have access to information and a voice regarding the health & social care they receive. Retired from the above post and all paid consultancy work in May 2016. Currently a Trustee of Cicely Northcote Trust (CNT) - grant giving in Lambeth & Southwark and offers voluntary support for groups funded by CNT.

Married to Chris, a retired horticulturalist and a continuing creative artisan. Two sons and two grandchildren.

Oliver Segal – Trustee

Oliver is an employment law barrister (a queen's counsel) at Old Square Chambers. He was called to the bar in 1992.

He is also a part-time employment law judge (at London Central Employment Tribunal, since 2014) and a qualified mediator (on the CEDR Panel). He has extensive knowledge of all areas of employment and contract law. He is a Befriender to an elderly member of Age UK Hounslow. He is also Chair of Trustees of YESS (Your Employment Settlement Service).

Oliver is married to Lesley, lives in Brentford and has 2 children.

He practises and teaches meditation and is an expert bridge player.

Geoff Fremantle – Trustee

Geoff is a retired Project Manager and has lived in the local area for over 40 years. He has a good understanding of local needs and a desire to see these needs met and improved.

Geoff has served as a Trustee of Age UK (formally Age Concern Feltham, Hanworth and Bedfont) for some time and has been a member of the Finance and General Purposes Committee and Chair of the Age UK Hounslow Members Support Group. Geoff also acts as a regular volunteer at the Age UK Hounslow-Vintage Club (previously Sandbanks Day Service Provision)

Geoff is a member of Healthwatch Surrey which is committed to promoting and improving local Health and Social Services and is a Governor of the Ashford and St Peters Hospital Foundation Trust.

Grahame Reynold - Trustee

Grahame is a Solicitor who has gone full circle with regard to Hounslow, having trained here in the mid-1970's he joined Lovell Chohan Solicitors who are based in Hounslow, some six years ago.

He specialises in Private Client Law, this covers, amongst other things, Wills, Lasting Powers of Attorney, Probate and Court of Protection applications. He also deals with both commercial and property transactions.

He has been involved in various community projects for over 40 years and is currently a Trustee of a charity that assists both adults and children who are on the autistic spectrum and is legal adviser to a small family charity that provides assistance to both mentally and physically disabled children.

Chief Executive Officer

The Chief Executive Officer is delegated by the Board of Trustees to deal with all day to day operational and management matters relating to Age UK Hounslow. The CEO holds daily engagement with the Board members on any relevant matters and weekly and monthly Operational Reports are supplied to the Trustees to ensure they are fully informed on all aspects of the business.

Beverley Fyfe - CHIEF EXECUTIVE OFFICER

After commencing her career with United Arab Airlines in both Egypt and the UK, Beverley moved across to the Recruitment industry where she was responsible for integrating new operations and developing systems to suit business needs. Following this, Beverley was appointed UK Divisional Manager for an international medical organisation working between London and Brussels where she spent almost a decade gaining exposure in all aspects of legal, financial, HR, administrative and Company Secretarial responsibilities. Beverley later chose to enter the Public sector, working in a management capacity for the London Borough of Hillingdon for 16 years. Here she held various additional posts including acting as a member of the Finance Committee, Curriculum Committee and Personnel Committee. Beverley was then headhunted to work at a Major Trade Union working on a variety of special projects concerning the administration of the organisation. After 5 years Beverley joined the team at Age UK where she has been able to apply all her previous knowledge.

Despite her busy career, Beverley has always enjoyed working within the voluntary sector and has held an extensive number of voluntary positions in addition to her demanding full time roles.

Beverley was the Vice Chair of Hounslow Community Network and sat on their Executive Board, a member of Hounslow Voluntary Sector Services (HVSS), The Dementia Steering Group, The Accident and Emergency Delivery Group, The Systems Resilience Group, The Disability Community Forum, The Hounslow Locality Partnership Group, a Representative on the Hounslow Early Help Strategy Group, and The Hounslow Adult Safeguarding Board. Beverley made the decision to resign her role as Vice Chair on 14.01.19 and therefore automatically resigned her place on the other groups. The reason for this decision was to enable her to fully support the challenging times incurred by Age UK Hounslow. This decision was made with the full decision of The Board of Trustees.

Staff List FY 2017-2018 for Age UK Hounslow

Beverley Fyfe	FT – Chief Executive Officer
Hansa Darbar	FT – Business Development and Events
Kimberley Anderson	FT – Retail Development Manager
Ryan Anderson	FT – Retail and Maintenance
Gaurav Sachdev	FT – Volunteer Coordinator/Premises
Jane Manthey	FT – Receptionist
Lucy Williams	PT – Administrator
William Owusu-Appea	PT – Cleaning Operative
Julian Katatumba	PT – Café Chef
Breda McBurnie	PT – Support Escort – Vintage Club
Sangeeta Soneji	PT – Support Escort – Vintage Club

During 2018 two staff members resigned and left the organisation, Gaurav Sachdev to further full time studies and Ryan Anderson.

The Vintage Club (previously named The Sandbanks Day Provision Service)

The Vintage Club is an Age UK Hounslow service for elderly and vulnerable residents of Hounslow living within a 1.5 mile radius of The Southville Community Centre, providing a door to door escorted mini bus service Monday to Wednesday between the hours of 10.00 – 3.00 pm. Residents may attend for one or up to three days per week. There are no facilities for nursing care. Current cost is £20 per day which includes transport, morning tea & toast, hot cooked two course lunch, afternoon tea and a range of physical, social and educational activities. It is a requirement of the service that all service users become members of Age UK Hounslow. Membership is currently £7.50 per person per year.



Activity Notes

Age UK Hounslow at The Southville Community Centre is predominantly an **ACTIVITIES** and **SERVICES** centre. The activities available are:-

Physical:- Zumba / Tai Chi / Line Dancing / Stretch & Tone / Pilates / Fit and Fabulous / Yoga and are all managed by qualified Tutors.

Educational:- IT sessions both individual and group sessions / Awareness Talks on a wide range of subjects / English Lessons for the Nepalese groups / Gurka Welfare & Information and Advice sessions / Sign Language.

Social Groups:- Bingo / Social Sessions / Knitting and Nattering group sessions

In addition we run regular weekly Dementia sessions that encompass a range of the above activities and are specifically designed for those with on-set, low level and moderate dementia. Some of the activities and services are free but in some cases we need to make a charge to cover the cost of the qualified tutors fee. We receive no funding for any of the above with the exception of a grant of £10,000 pa towards Dementia services. It is with the support of members and service users attendance that we are able to continue providing these activities and services.



Activities at Age UK Hounslow

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*Age UK Hounslow offers membership to service users at a cost of £7.50 per year.

Keep Fit Classes

	<p>Line Dancing - £4 Monday 10.30-11.30am Main Hall A fun class where you can learn both basic and advanced line dancing steps as well as keeping fit. All levels of ability welcome.</p>	
	<p>Stretch and Tone - £4 Monday 11.45am-12.30pm Main Hall Chair-based exercise activities, a gentle way to keep fit.</p>	
	<p>Zumba / Zumba Fitness - £4 Monday 12.40pm -1.30pm Wednesday 12.30pm – 1.15pm Fun exercises with fabulous music. All levels of ability welcome.</p>	
	<p>Yoga - £4 Tuesday 10.30am-11.30am Main Hall De-stress with our weekly Yoga session. Yoga mats are provided.</p>	
	<p>Chair Yoga – Free Dementia Session - £4 Tuesday 11.45am-12.15pm Main Hall Chair Yoga and breathing exercises.</p>	
	<p>Fit and Fabulous - £4 Wednesday 11.30am-12.30pm Main Hall (2nd, 3rd & 4th Weds) Chair based exercises at your own pace. With music.</p>	
	<p>Pilates - £4 Wednesday 1.20pm-2.20pm Main Hall Floor based exercises. All abilities welcome.</p>	
	<p>Brentford Football Club Activity Every Thursday 6.30pm – Keep Fit Class for beginners 7.30pm – Pilates for all.</p>	

Activities at Age UK Hounslow

Educational Classes



Learning Sign Language - £6

Meeting Room

**Learn how to communicate
with people who are hearing-impaired.**



Tuesdays 11.30am -12.30pm



Computer Training - £6

Monday, Wednesday & Friday 9.30am-12.30pm

BY APPOINTMENT ONLY

I.T Room

**One to one hourly tutorials. Learn on a PC, laptop, tablet, iPad or
smartphone. Own devices must be fully charged before bringing along.**



Social Groups



Sagar Social Group - £3

Monday 1.30pm-3.15pm Meeting Room

Gujarati ladies coming together to socialise.

All welcome.



बातचीत

Nepalese Group (Free)

Tuesday 1pm-3pm Main Hall

Social group and basic English classes,

with Talk English and the London Borough of Hounslow.

All welcome.

अंग्रेजी

बातचीत

अंग्रेजी



Games Club - £3

Tuesday 10am-12pm Café

Free Tea & Coffee

Come and play your favourite games. Scrabble, chess, draughts and cards all available.



All welcome.



Social Group £1

Tuesday 2pm-4pm Café

Meet, play games, drink coffee and chat!

All welcome.



Bingo!

Main Hall

Six cards for £3. Raffle £1 for 5 tickets. Prizes to be won.

All welcome.

Wednesdays 2.00pm – 3.30pm



Our Service Provisions

Age UK Hounslow offers a range of services to members, service users and members of the public and these are constantly being reviewed with the aim of meeting as many needs of residents of the community as possible. It is the intention of the organisation to increase on its service delivery in additional ways of benefit to the residents of Hounslow.

FREE - Befriending Service involves Age UK Hounslow volunteers visiting elderly and/or vulnerable residents of Hounslow in their own homes, providing them with assistance for small tasks and much needed social engagement.

Telephone Befriending Service is offered to those who do not wish to be visited in their own homes but communicated with on a regular basis. Both services are offered **FREE** to residents of the London Borough of Hounslow.

FREE - Home from Hospital Scheme was a service assisting residents shortly after their release from West Middlesex Hospital by their referral for the following few weeks. Funding for this service ended March 2018.

FREE - Wills and Probate – A qualified local solicitor offers 20 minute sessions of legal advice on all aspects of Wills and Probate

Wheelchair Hire – A low cost wheelchair hire service.

FREE - Healthcare Services – Age UK Hounslow run a variety of healthcare services, including health checks, talks and workshops.

FREE – Tax Help for Older People – Offers friendly, jargon free and confidential advice in personal tax, provided by qualified tax advisers for.



FREE - Age UK Hounslow Dementia Sessions – Chair based exercise, reminiscence sessions and talks for people with varying stages of dementia.

FREE Adult Social Care Team – Information available to those who care or support others from the London Borough of Hounslow.

FREE CarePlace Kiosk Training – FREE training on the online kiosk for information, advice and services provided by the council, voluntary organisations, charities and support groups on a range of subject areas.



Middlesex Association for the Blind - A club for the visually impaired and blind to bring visually impaired people within Hounslow together, providing a space to talk, meet new people and remove social isolation.



Café Service at The Southville Community Centre – Lunch is available from the Café at The Southville Community Centre for a low cost, Monday to Wednesday. Drop by for a cup of tea or coffee, or have a hot meal.

Footsteps – This service ended March 2018 but the new service called '**The Complete Feet Care Clinic**' is now operational at Southville Community Centre twice a month for affordable high quality foot care treatments carried out by a qualified podiatrist.

Listening Therapy – Age UK Hounslow run listening therapy sessions with a trained councillor.

Some of the Organisations we have engaged with during FY 2017/18

1st 4 Coaches	Ealing CCG
Age UK	Ealing Community and Voluntary Services
ASDA	Euroclear
Barclays Bank	Fare Share Go (food Bank)
Brentford Chamber of Commerce	GlaxoSmithKline
Brentford FC Community Sports Trust	Gurdawara (Sikh)
CAF Cisco Canda	Hanworth Youth Centre
CAN International (Nepalese)	Heathrow Communities Fund
Charities Aid Foundation of America – CAF	Hindu Temples in Hounslow
Choice	Hounslow and Richmond Community Healthcare
Cisco	Hounslow Chamber of Commerce
Clinical Commissioning Group (CCG)	Hounslow Community Network
Complete Feet Care	Hounslow Housing
Department of Work and Pension	Hounslow Voluntary Section Support Service
E ON – Energy Efficiency	Hounslow Youth Offending Service

Gurkha Welfare Trust	Paperchase Business Services Ltd
Innocent Drinks	Retired Members' Association (Asian Elders)
Isleworth & Hounslow Charity Ltd	Riverside Academy Feltham
Kew Gardens	Sense – connecting sight, sound and life
Lampton School	South Bedfont Nursery
Listening Therapy (Psychiatrist)	Southville Community School
London Borough of Hounslow and various departments	Tesco
London Faith & Belief Community	The Challenge - NCS
Lovell and Chohan Solicitors	The Faith & Belief Forum
LSX	The Mulberry Centre
Meadow Bank College	United Reformed Church Hounslow
Mental Health Trust	University of West London
Metropolitan Police Service	Volunteering Hounslow
Middlesex Association for the Blind	West London
MOPAC	West Middlesex Hospital (various Departments)
Morrisons Foundation	West Thames College
New Bharat Coaches	Willmott Dixon Construction Limited

AGE UK HOUNSLOW – RETAIL UNITS

Bedfont Charity Shop: 400 Staines Road, Bedfont TW14 8BT

Tel: 0208 893 7773

Brentford Charity Shop: 18 Albany Parade, Brentford TW8 0JW

Tel: 0208 568 4611

Hanworth Charity Shop: 49 Hounslow Road, Hanworth TW13 6QA

Tel: 0208 893 9425

Our Retail business is important to the organization as it provides unrestricted income which means that we can use the profits for any purpose to assist our elderly and vulnerable residents. Our shops rely totally on donations from the local community but we also operate outside of the charity shops by attending local boot sales, fairs, utilizing on line selling sites such as EBay and other opportunities. Giving to a charity makes your community a better place by helping to provide items for people who might otherwise not have access to them. Please note:- There are some items we cannot take due to health and safety and recycling reasons. Full details are on our website at www.ageuk.org.uk/hounslow.

We also urgently need the support of volunteers to work in our shops so if you want to give something back to the community, make a difference and enjoy yourself at the same time please make contact with our Store Development Manager, Kimberley.Anderson@ageukhounslow.org.uk or Tel: 07914 710811 or contact the Centre at Tel: 0208 560 6969 for more details and an application form.

Volunteers

We are indebted to each and every volunteer who supports the Age UK Hounslow organisation – If you have any time to spare, we can accommodate you in a variety of roles that we have available at The Southville Community Centre, our Retail Charity Shops and across the borough.

If you are interested in volunteering or would like to discuss the opportunities available, please call 020 8560 6969 or email info@ageukhounslow.org.uk

Some of the Grants Provided to Age UK Hounslow FY 2017/18

LBH Health and Wellbeing Grant

LBH Day Provision Service

LBH Dementia Services

CCG Home from Hospital

Age UK London - The Big Knit

Age UK London - Friends and Forum

Age UK London - Emergency Bad Weather Grant

Age UK London - Brand Partnerships

Morrisons Foundation

Tesco

Euroclear

Heathrow Community

LSX Winter Warmth

MOPAC

Financial data available with Annual Report and Financial Statements.

Our Membership

We value the support of all our members, here they are in action:



**THANK YOU FOR YOUR
SUPPORT**

Quality Standards Mark

Age UK Hounslow is proud to state that we hold the Charity Commission Endorsed Age UK Organisational Quality Standards Certification



This is only awarded following a full audit with exceptionally high expectations performed by an external Organisation.



Donate

We rely on your support to help older people in Hounslow. There are many ways you can donate to us, so please donate today.

Donate by cash/cheque – Payable to Age UK Hounslow & visit our office at Southville Community Centre

Leave a legacy – Every gift in every Will, no matter how large or small, makes a difference

Support our shops – De-clutter & donate items you no longer need. Money raised supports our vital services in Hounslow.

Age UK Hounslow How to donate

You can donate online or in person.

To donate online, please visit our website:
www.ageuk/hounslow.org.uk

Donation platforms

www.giveasyoulive.com

Choose Age UK Hounslow as your charity.
Visit a store via the give as you live website, shop and they will make a free donation to Age UK Hounslow.

www.spachive.com/ageukhounslow

We have recently raised funds to refurbish the disabled toilet and given 250 elderly people a Christmas Lunch and free gift through this crowd-funding site. Please log on to donate to our latest fundraiser.

also

www.gofundme.com

Please log on to donate to our latest fundraiser.

Cash and cheques are accepted in person at our centre. Please make cheques payable to Age UK Hounslow. Thank you.

A Message from the Chair of Trustees

Beverley has comprehensively described the challenges we have faced, and continue to face, over the past two and a half years. In no way do I wish to make light of our current situation but I think we should in these challenging, uncertain, times find space and time to celebrate what we continue to offer our members and the wider community.

As you can see from our Activity Planner (pages 14-15) we continue to offer a wide range of activities and services. Although our core service is in support of our older members, we also play an increasing role in supporting the local community - young as well as the not so young.

When we first opened the doors for business at Southville Community Centre several passers-by expressed disappointment that the general purpose behind their Community Centre seemed to be shifting towards the exclusive needs of older people. Often when I visit the centre I reflect upon their fears and think how successful we have been to create a facility which is inclusive of all ages - a place where some of the more elderly and isolated citizens sit comfortably along other users – a place where a truly inclusive, intergenerational spirit prevails.

For this I can only offer heartfelt appreciation to our staff, our volunteers, corporate supporters and fellow trustees who have made this possible. I would also like to offer special thanks to all Age UK Hounslow members and other users of our services, activities and facilities for their loyalty - 450 a week pass through our doors (and counting!).

To you all - thank you for supporting us and believing in us. Let's celebrate what we have and all wish for more secure times at our centre.



Love later life

