



Age UK Hounslow Annual Report

1st April 2016 to 31st March 2017

Annual General Meeting
Wednesday 21st March – 11.00 am

Age UK Hounslow
The Southville Community Centre
Feltham
Hounslow
TW14 8AP

Registered Charity Number 1061681



Love later life



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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 2016/17 are available separately to this booklet.

A Message from the Chair of Trustees

Normally the Annual Report is devoted to the events of the past financial year. On this occasion I would like to extend my message and include events that have taken place over the past 17 months since the last AGM in October 2016.

Around that time we were still trying to negotiate with the council about ways in which we could be directly responsible for running Montague Hall. Shortly after that we not only learned that any options for continued use of Montague Hall were no longer possible and that we would have to move out.

In recognition of the valuable service we offer the council put forward a few options for alternative premises. After much discussion and investigation we opted for a move to Southville Community Centre. Through long detailed negotiations the council agreed some financial support towards the need to make the premises fit for purpose and we managed to make the move in February this year.

Apart from council support this move has only been possible through the herculean efforts of staff, dedicated volunteers and the considerable skills and talents of fellow trustees. To all involved I would like to sincerely offer my thanks and appreciation for making the move to Southville Community Centre so successful.

The journey is not complete- revenue support from council and health purses has reduced by more than 75% over the past year and we must continue our efforts to secure ongoing funding to pay salaries, deliver services – even enough money to keep the lights on and ensure that we can continue to provide services and support for elderly residents.

I would like to conclude by highlighting the special ‘above and beyond’ work of our CEO Beverley. Without her unstinting efforts and attention to details large and small we would not be here today. Thank you, Beverley.

Legal and Administration Information

Financial Year 01 April 2016 – 31 March 2017

Charity Name: Age UK Hounslow

Charity Registration Number: 1061681

Company Registration Number: 03340029

Registered Office: The Southville Community Centre
Southville Road
Hounslow
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 2016 - 31 March 2017

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 23 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 dependant 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.

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.

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 to assist 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 biz 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 his Deputy.

Other members include President Dame June Whitfield. Vice Presidents include: Sylvia Syms OBE, Roy Hudd OBE, Brian Murphy, Diana Moran and Seeta Indrani. Members include Doreen Mantle, Robert Powell and Liz Fraser.

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 office at The Southville Community Centre, Southville Road, Feltham, Middlesex TW14 8AP but for the period 01.04.16 to 31.03.17 the business was operational from Montague Hall, Montague Road, Hounslow, Middlesex, TW3 1LD.

Age UK Hounslow – Sandbanks Day Provision is situated at The Sandbanks Resource Centre, Beattie Close, Bedfont, Middlesex, TW14 9RR.

Retail - We have retail outlets at Bedfont, Brentford, Hanworth and a new unit at Hounslow, opened July 2017.

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 monthly basis, an Agenda is followed and Minutes of each Meeting are recorded. The Chief Executive Officer attends all Trustee Meetings. Additional closed Trustee Meetings do 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, save that the Chair may serve for a maximum of six consecutive years.

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

In addition to the responsibilities of the Board of Trustee members as stated in the Trustee Responsibilities section of this report.

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-Day Service at the Sandbanks Resource Centre.

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.

Indy Lotay – Trustee (resigned 10.11.2017)

Indy is the Managing Director of Westbury Capital with entrepreneurial background with over 27 years of experience within several different types of businesses.

Indy is currently a Board Member and Director of Royal Winton Limited, BA FA Wealth Limited (A Chinese Focused business), Paramount Properties Limited, Westgalde Limited. He also holds a Non-Executive Director role at Pre-School Academy Limited a Nursery School and Non-Executive Director at Bullseye Media /SEO.CO.UK.

Indy is married with two children. Indy is the Chairman of Brent Sikh Centre Football Club and also coaches 8 – 14 year olds in football for Brent Sikh Centre. He also plays golf, badminton, tennis and is an enthusiastic supporter of Arsenal Football Club.

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 engaged 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 is the Vice Chair of Hounslow Community Network and sits on their Executive Board, a member of Hounslow Voluntary Sector Services (HVSS), The Care Act Implementation Board, The Dementia Steering Group, The A & E Delivery Group, The Systems Resilience Group, The Disability Community Forum, a member of the Hate Crime Prevention Forum, The Hounslow Adult Safeguarding Board and links with an extensive number of other organisations in various capacities.

Beverley lives in North Ruislip with her husband Allan and they have three children.

Current Staff List for Age UK Hounslow

Beverley Fyfe	FT – Chief Executive Officer
Hansa Darbar	FT – Business Dev. And Events Mgr
Kimberley Anderson	FT – Retail Development Manager
Ryan Anderson	FT - Retail and Maintenance
Gaurav Sachdev	FT – Premises Manager and Volunteer Co-ordinator
Jane Mathley	FT - Receptionist
Lucy Williams	PT - Administrator
William Owusu-Apewa	PT – Cleaning Operative
Julian Katatumba	PT – Café Chef

Age UK Hounslow – Sandbanks Day Centre

Breda McBurnie
Sangeeta Soneji

PT – Support Worker
PT – Support Worker

Age UK Hounslow Day Service – Sandbanks

Age UK Hounslow run a Day Service at the Sandbanks Resource Centre, Beattie Close, Feltham, TW14 9RR for our elderly and frail members aged 70+. The service is available Monday to Thursday, with service users able to attend one day per week, up to four days a week, offering a range of activities and events.

This is a place where persons in need of prescribed services may attend for the purposes of low level day care where they are not provided with accommodation. No personal care is provided and medications are not administered.

We offer a mini bus service that collects and returns members to and from the centre and is only available to members who live within a 1.5 mile radius of the centre due to the timing of collecting members.

Members are welcome to travel by other means, but must reside in the London Borough of Hounslow.

The Day Service is open to all residents of the London Borough of Hounslow by GP or health referral. Potential attendees can refer themselves, but will be subject to a Social Services assessment.

Full details on the **Age UK Hounslow – Sandbanks Day Service** are also available separately to this booklet.

Our Service Provisions for FY 2016/17

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 is a service assisting residents shortly after their release from West Middlesex Hospital by their referral for the following few weeks. Following this service, residents can transfer to Befriending (visits or telephone) services that we offer.

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 from Monday to Friday 9:00am to 5:00pm.

Age UK Hounslow Charity Shops – At Bedfont, Brentford and Hanworth and Hounslow providing a wide range of clothing, household and other items at really low costs to assist people within the community.

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

FREE - Age UK Hearing Clinic – Receive a hearing assessment at home through Age UK.

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 Victim Support - Confidential 1 – 1 sessions, available by appointment only

FREE CarePlace Training – FREE training on the online directory 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 at a low cost, Monday to Thursday. Drop by for a cup of tea or coffee, or have a hot meal.

Footsteps - Affordable and high quality foot care treatments carried out by a qualified podiatrist.

Some of the Organisations we have engaged with during FY 2016/17

Active Reactions (TEDAC CIC)- Dementia	Ealing Community and Voluntary Services	The London Sustainability Exchange
Age UK Hearing Aids	Gunnersbury Park & Museum	Rambert Dance Project
Apple	GSK	Retired Members' Association (Asian Elders),
Asquith Nursery	HEALTHWATCH Hounslow	Tesco
Barclays Bank	Heston West Big Local	The Big Knit
Beanstalk	Hestia	The Mulberry Centre
BP International	Hounslow and Richmond Community Healthcare NHS Trust	Transport for London
British Airways	Hounslow Youth Offending Service	St.Pauls Church Brentford
British Gas	Hounslow Housing Disability Group	Sheltered Housing - Hounslow Housing
British Legion	Kew Gardens	Speak Out in Hounslow
CAB	IAPT Older Adults	Stroke Association
CAN International	Isleworth & Hounslow Charity Ltd	Swish
CARILLION	Middlesex Blind Association	University of West London
Certitude	MIND	Victim Support
Cisco	New Bharat Coaches	Watermans
Creative People and Places Hounslow	NHS HOUNSLOW CCG	West London Mental Health Trust
Department of Work and Pension	Octavia Foundation	West Middlesex Hospital (various Departments)
Dimensions	Telegraph Media Group	West Thames College
Discovery Channel Networks	The University of West London	Total
Ealing CCG	The Challenge – NCS	58

Retail



Age UK Hounslow currently has 4 shops throughout Hounslow at Brentford, Hanworth, Hounslow and Bedfont and they provide us with a valuable source of unrestricted income.

Our shops are staffed by Volunteers, so if you have a few hours to spare and would like to help out in a busy, friendly, fun environment please ask in one of our shops or at The Southville Community Centre. All of our shops are run on a daily basis by volunteers, with daily management provided by our Retail Development Manager.

Giving to a charity makes your community a better place to live, by helping to provide goods and services for people who might not otherwise have access to them. When we raise the standard of living for the least able, we raise our own standard of living.

Age UK Hounslow is proud to state that all profits from our Charity Shops go towards supporting the elderly and vulnerable in the London Borough of Hounslow.

We are always in need of donations. If we are unable to sell your items we can still generate income by recycling them. Your donations are distributed amongst all four of our shops with particular items saved for our extended sales areas which include the online retail outlets, e-Bay, social media and fairs. This helps us to offer a variety of goods across the Hounslow Borough.

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 volunteering@ageukhounslow.org.uk

Grants Provided to Age UK Hounslow FY 2016/17

LBH HWB Grant

LBH Sandbanks

LBH Dementia Services

LBH Telephone Befriending Grant

CarePlace I&A Grant

CarePlace Kiosk Grant

CCG Systems Resilience Funding

CCG Home from Hospital

Age UK London – Know Your Rights

Age UK London Friends and Forum

Age UK London Charity Log

Age UK London Partnerships

HRCH Activities

INS Carers Grant

Sustainability Grant (Energy)

Financial data available with Annual Report and Financial Statements.

Our Membership

During FY 2016/17 we had 2,235 Members across the London Borough of Hounslow.

Photos



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. Not all Age UK's have acquired this certification level.

A Message from Beverley Fyfe, CEO

In September 2016 we were notified by The London Borough of Hounslow of an imposed move from Montague Hall, Hounslow. At that time we were not provided with any alternative options and for many months incurred the unsettlement and uncertainty of not knowing where we could be located, what facilities would be available and what our future income and expenditure would be. This situation caused us immense difficulties in trying to obtain Grants and Contracts.

For those we were successful in acquiring I am pleased to confirm that all targets were met and in most cases exceeded.

Age UK Hounslow did not sign the final agreement and lease until 22.12.2017 therefore remaining unconfirmed as to our future position until this time. We have now secured a 10 year lease and are in a position of being able to apply for Grants and Contracts not previously available to us.

However the reduction of future funding from the London Borough of Hounslow Council and the Clinical Commissioning Groups (CCG)

is extremely severe. The number of external funders available to us has also considerably reduced. This means that we have entered into one of the most challenging times experienced by the charity for many years.

We remain mindful of the challenges facing us in the future and will endeavour to do our best to meet these.

I would also like to request that all our members please spread the word. You are often in a good position to know about a vulnerable or elderly isolated person in need of support - tell them about us and encourage them to make contact. Despite our good reach into the community and connections with other helpful organisations, your contact is often the most effective way of ensuring that we deliver services to those in need.

I remain constantly indebted to our Board of Trustees who all work voluntarily to support Age UK Hounslow and whose guidance and support is unfailing. I am equally indebted to all the staff and volunteers who are so committed to their roles and our organisation. I also thank you as members for your continual support of Age UK Hounslow through your membership, your attendance and your commitment to our 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.







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