



# Achievement & Impact Report 2023-24



# Achievements & Impact 2023 - 24

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# A message from our CEO & Chair

We are delighted to present our annual Impact Report for 2023/24. This reflects the many ways that our services in Lewisham and Southwark support local people to enjoy healthier, happier lives. The numbers in the report tell the story of the huge amount of hard work that our staff and volunteers do throughout the year. We are incredibly grateful for all that they do – and are pleased to take this opportunity to thank them, our funders and partners.

However, the quotes and case-stories from the people who use our services are the most important elements in this document as we never forget that our members and service users are the most important parts of the charity. The feedback included in this report demonstrates just some of the positive impact that our work has on local residents.

Age UK and Lewisham exists to empower and enable older people to lead fulfilled lives and we are now pleased to also be doing more work with younger adults to help them thrive in our boroughs. We know that many people are facing challenges including as a result of the inflationary pressures that affect all of our finances and many people are also still dealing with the ongoing impact of Covid19 and other societal changes that can make people feel isolated and lonely. Everything we do aims to help people feel healthier, happier and more connected to their communities and we are incredibly proud of all that we do.

We are grateful to our members and service users for their positivity and enthusiasm to engage with our range of services – and for telling us how we can make these ever-better! I hope that you will feel inspired by reading this report – and we look forward to seeing you at a Zumba class or volunteering with us soon...

Regards,



Ross Diamond  
CEO

Ray Boyce  
Chair of the Board of Trustees





Age UK Lewisham & Southwark is an independent local charity that exists to improve the lives of older people in the London Boroughs of Lewisham & Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives.

**We work to empower and enable older people to lead fulfilled lives by:**

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

**Our work is shaped by our values:**

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

**Our Strategic Aims are:**

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of Age UK Lewisham and Southwark

**This year, we have supported over 5,000 individuals across Lewisham & Southwark. We are proud to highlight in this document our key achievements of all our projects and share the impact of our work on local people.**



# At a glance...

Together, our services have made a difference this year to over **5,000 people**

Working with our partner organisations for Ageing Well Southwark, we were able to support **955** older residents and carers of older people explore their needs, aspirations and help them access services

**Information & Advice teams supported over 700 clients**



**Stones End Day Centre had 5,407 attendances from 68 individuals**



Community Connections Lewisham made over 13,400 signposts and referrals



Community Connections Transport Lewisham service travelled nearly 9,000 miles

**12,688 attendances at the Healthy Living and Learning Centre**



**"Lewisham Against Loneliness" campaign raised over £1,700!**

Community Connections Befriending supported **108 isolated people** in Lewisham, being called by 91 volunteers

Volunteers made 158 visits to three care homes across Southwark

Dementia Activities in Lewisham delivered 76 sessions



Community Development team delivered 150 fundraising support sessions



**We established a relationship with Housing Associations Charitable Trust's (HACT) Age Friendly Social Housing Programme**

Handyperson service completed 350 jobs in Southwark

**Happy Feet delivered 827 individual appointments across Southwark**

During the winter of 2023/24 we worked with a range of partners in both of our boroughs to support the opening of "Warm Welcome" spaces



## Information and Advice

We have delivered AQS accredited advice and information to older people in both Lewisham and Southwark. This service means we can support clients to maximise their independence. We are able to support clients with welfare entitlement, housing issues and social care advice. We are also able to signpost and refer people if they need support on legal matters, debt and immigration.

Our service is key in connecting people with existing support, and helping our clients to receive the help they are entitled to.

### In Lewisham...

- assisted over **300 clients**
- carried out **299 home visits**
- carried out **57 office appointments**
- had **61 drop-ins**
- helped residents secure at least **£3,100** in additional weekly income, an annual income boost of **£161,171.92**
- helped Lewisham residents secure one-off increase, grants, rebates worth **over £31,100**

### In Southwark...

- assisted over **400 clients**
- carried out **437 home visits**
- carried out **99 office appointments**
- had **68 drop-ins**
- helped residents secure at least **£3,566** in additional weekly income, an annual income boost of **£185,438**
- helped Southwark residents secure one-off increase, grants, rebates worth **over £17,000**

## Housing Associations Charitable Trust Age Friendly Social Housing Programme

In 2023/24 we established a relationship with Housing Associations Charitable Trust's (HACT) Age Friendly Social Housing Programme. As part of this work we delivered pilot Handyperson services with Hexagon and Southern Housing:

- We completed 10 visits to Hexagon residents
- We completed eight visits to Southern residents

The HACT project also funded us to provide culturally-appropriate food for L&Q's Lewington Centre in Lewisham for a pilot supporting Foodbank clients.

# Happy Feet

**“Worker is a very professional lady. Feel and look nice and feel better having a relaxing treatment. I’m pleased the service is local and at a convenient time of day.”**

Happy Feet is a not-for-profit toe and fingernail cutting service for Lewisham and Southwark residents aged 50+.

Toenailcutting helps prevent falls and reduce isolation as service users feel more confident on their feet. This service is an essential part of our work, providing our clients with more independence and making nail care accessible.



3 clinics held for Phoenix residents in Lewisham

3 clinics held for Stones End day centre members

827 new appointments provided over the year

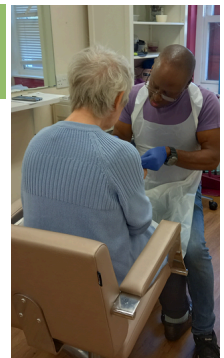
Clinics held in 14 locations

120 new clients seen

180 clinics held over the year in Lewisham & Southwark

**With special thanks to our partners who have kindly provided clinic spaces and supported the work of Happy Feet:**

Time & Talents, Link Age Southwark, Blackfriars Settlement, St Luke’s Church, Peabody Housing, Southwark Council, Telegraph Hill Community Centre, Age UK, Phoenix Community Chest



## Lewisham Dementia Service

We provide this service as a sub-contractor to the Alzheimer’s Society and offer Music and Movement, Singing for the Brain, and Arts and Crafts sessions in venues across Lewisham. This year we are proud to say we have hosted:

- 22 Arts and Crafts sessions
- 25 Music and Movement sessions
- 29 Singing for the Brain sessions



**“A has been nothing but positive about the sessions, expressing how much she enjoys getting involved and meeting new people. She loves the opportunity to get up and dance and sing along to her favourite songs.”**



**“E is a keen singer and dancer as he and his wife used to go out dancing and entered competitions together. E very much enjoys showing off his moves and singing along to his favourite Nat King Cole songs in Singing for the Brain. Our freelance trainer always includes his song requests.”**



# Healthy Living & Learning Service

The Healthy Living and Learning Service is based at our Day Centre in Bermondsey. It is an open access centre for older people and provides a wide range of services and social activities both in and out of the centre premises. The centre is a vibrant and energetic space for older people, allowing people to find new friendships, try new skills and new experiences.

## Highlights from this year include...

Arts for Dementia and Southwark Cultural Health and Wellbeing Partnerships which enabled for our members to discuss the impact of Covid-19

Digital Drop-Ins with Virgin Media, O2 and Clear Community Web

Trips to local theatre and the West End

Intergenerational work with City of London Academy, Harris Academy Bermondsey, Boucher Church of England primary school, John Keats Primary School, The Charter School Bermondsey, Riverside Primary

Talks in relation to Heart Health, Diabetes, living with long term health conditions and making better lifestyle choices

In 2023-24, the service saw 202 Members attend 769 events and activities. This resulted in 12,688 attendances at the Healthy Living and Learning Centre and in the wider community via our MySocial service.



21 events were held with the support of companies, including Santander, Doubletree Hilton, Bloomberg, Dunelm, Avena, Pfizer, Google, American Express, Department for Work & Pensions, Control Risk and Christies

## Cost of Living Responses

challenging for older people. During the winter of 2023/24 we worked with a range of partners in both of our boroughs to support the opening of “Warm Welcome” spaces. In **Southwark** we secured funding to help us open our **Healthy Living and Learning Centre** as a “Warm Space” with an additional level of activities to encourage people to attend, and the provision of a free take-home-and-heat healthy and freshly cooked meal for people coming to the site. We also produced Winter “Warm Bags” for older people in the borough unable to make use of ‘warm spaces’ or who were housebound. In **Lewisham**, where we do not have our own premises, the **Community Connections Lewisham** team attended a number of Council-funded “Warm Hubs” to promote access to our services. We were designated as a **“Tier 1 Referral Agency”** for both the Southwark and Lewisham Household Support Grants during the year, which meant that we could refer older people to a discretionary element of these funds which provided payments to help vulnerable people to manage over the difficult winter months.

The inflationary pressures affecting food and utility bills continued to be particularly

**Lewisham:** 5 successful referrals to Lewisham Council for payments of £200

**Southwark:** 31 successful referrals to Southwark Council for payments of £100

# Ageing Well Southwark

Age UK Lewisham & Southwark is proud to be a member of COPSINS, the Consortium of Older People's Services in Southwark. COPSINS was set up in 2012 to support older people in Southwark to access high quality services to support their independence and promote their well being. Our Ageing Well Southwark contract with Southwark Council enables us to deliver a range of support and advice to older people, working in partnership with Council colleagues and our COPSINS partners.

## Our COPSINS Partners

- Blackfriars Settlement
- Link Age Southwark
- Southwark Carers
- Southwark Pensioners Centre
- Time and Talents

## Working together this year, the COPSINS team...

Had over 40,000 contacts with older people and their carers. These included a wide range of "facilitation" support, including helping people to access statutory services as well as services provided by Age UK Lewisham and Southwark and our voluntary sector partners. This included a range of signposting and referral as well as personalised 1 to 1 support for older people and their carers

Actively supported 955 older residents and carers of older people (including via home visits and other personalised support) to explore their needs and aspirations and support to help access services provided by COPSINS and elsewhere

Referred 580 older residents and carers of older people to voluntary sector organisations and services

Gave signposting information to 893 older residents and their carers to enable them to contact other agencies and services themselves

Provided 1,810 activities sessions and events which had a total of 23,626 attendances

## Independent Care Home Visiting Service

23 residents without friends or family were visited by six volunteers across the year in Rose Court, Tower Bridge and Waterside care homes.

Southwark Council commissions Age UK Lewisham and Southwark to provide an Independent Care Home Visiting Service via which volunteers visit regularly and build up relationships with residents who otherwise have very few visitors. The visitors also check that the residents they are seeing are happy, comfortable and safe in their homes and experiencing good quality care, very much like they would if visiting a family member.

**"Abigail was also a delight, and I saw her become increasingly relaxed with me. To begin with she would not speak to me unless she was tightly gripping a giant teddy bear. I was told she almost never went out of her room. On my last visit, she was not only out of a room, but was wearing a rather trendy pair of jeans and sitting in the dining room which is where I chatted to her."**



Volunteers made 158 visits to three care homes across Southwark.

# Stones End Day Centre



Stones End Day Centre is a specialist day centre working with older adults who have care and support needs including dementia. The service offers a range of fun and therapeutic activities including regular live music, daily exercise classes, arts and crafts sessions and more!

We offer a range of exercises and programmes that are preventative, holistic and person centered. Thanks to the work at our centre, we are able to reduce social isolation, maintain our members nutritional health and highlight issues before they become a crisis.

## In 2023-24

- Had 5,407 attendances from 68 individuals
- Achieved an average daily attendance of 22 members

**“Coming to Stones End is a home away from home”**



# Handyperson Service

The Southwark Handyperson Service helps with a wide range of jobs around the home to help older people live safely and independently at home. The team work closely with the Ageing Well Southwark Facilitators who are able to follow up with further support that is identified as part of the Handyperson visit.

## This year...

Worked with HG Construction volunteers who helped us with 39 gardening jobs over the summer

Completed a pilot with Hexagon Housing and HACT for Handyperson support for Southwark residents. (See page 7).

Completed 328 home visits

Completed 350 jobs including 35 falls prevention interventions



“I always get great results from the Handyperson service. Both Steve and Axel are fantastic and have really helped me. I always know where to come when I need a small job done in my home. They came to me through a recommendation; I recommend them to others.”







Community Connections Lewisham is a preventative social prescribing, community referral project. The team work to improve the health, wellbeing and happiness of Lewisham residents aged 18+. Community Connections Lewisham helps local people find and access their community.



## This year Community Connections...

- Worked with over 3,700 residents on over 5,100 support cases
- Advised over 370 professionals looking for appropriate support for their clients
- Made over 13,400 signposts and referrals to over 1,000 services, support, activities and groups operating across Lewisham
- Lead a weekly collaborative Drop-In at the Irish Centre, providing a space where residents can meet multiple services in a safe, friendly and accessible space
- Opened up our Directory of Information to professionals across the borough, allowing them access to all the information we have gathered.
- Ran the “Lewisham Against Loneliness” Campaign over the winter, raising awareness of the health impacts of loneliness, raising £1,700 for our Befriending service, increasing the number of volunteer befrienders and delivering training on loneliness to over 40 professional colleagues.

## Lewisham Health Inequalities Programme

Community Connections Lewisham were approached with the opportunity of funding for a pilot scheme as part of the Lewisham Council Health Inequalities and Health Equity Programme 2022-24, in response to the findings and recommendations of the BLACHIR Report. Prostate Cancer affects twice as many Black men as it does White men and the death rate for Black men diagnosed with Prostate Cancer is twice as high as for White men. The service supported the establishment of a Lewisham-based Cancer Don't Let It Win (CDLIW) support group and delivered a range of outreach services to engage with local men affected (or likely to be affected) by prostate cancer. The pilot is continuing until September 2024.

“Thank you, I am getting tearful now because I am so happy your organisation is there and so grateful for everything you have done.”

Community Connections Transport provides door-to-door transport for Lewisham residents who have barriers to using public transport independently. The service is provided by volunteers using their own vehicles.



## In 2023-24, our team...



Travelled nearly 9,000 miles - about the same distance as a return trip to Zimbabwe and back!

Fulfilled **1102** trips to healthcare appointments, shopping trips and regular social groups to our partners at Entelechy Arts at the Albany in Deptford, and at Sydenham Garden

Delivered 81 meals to Lewisham residents who would be spending Christmas alone in partnership with Lewisham Salvation Army in the annual Meals on Wheels project



Community Connections Befriending matches isolated Lewisham residents to volunteers who regularly contact them in order to improve their wellbeing.

“ It’s good to have someone to talk to other than family. Someone who is neutral. L always checks in on my wellbeing. She is knowledgeable about lots of things and reminds me to take care of myself. She encouraged me to go back to the gym, which I have, and I know this is good for me. ”

## This year...

- Supported 108 isolated people being called by 91 volunteers
- Supported an average of 59 active befriending relationships per month
- Had over 1,250 contacts, 137 of which were in person at cafes, parks and community centres around Lewisham
- Trained 79 volunteers, inducting them into our services as well as bringing external trainers to upskill our volunteers - this includes external training including Autism Awareness, Grief Workshops, and Dementia Awareness



## Community Development

The Community Development team supports the Community Connections Lewisham's social prescribing service by strengthening local community groups and voluntary organisations tackling loneliness and social isolation in the borough to support a vibrant, well-managed and well-funded voluntary sector in Lewisham.

During the year the service worked with 125 different groups from a range of sectors. One of the highlights of the year's Community Development work was the "Downham Door Knock", which took place in May 2023. This partnership project brought together 60 professionals from 17 organisations who knocked on 1,154 doors in North Downham and spoke with 152 households about how people spend their free time and what activities they would like to see developed locally.

"I can't emphasise enough how beneficial this programme was. We absolutely got vital funding and made exciting progress over the past year due to Leanne and this programme's assistance!"



Sent 139 people and organisations a regular fundraising e-newsletter

94% of groups reported an increase in fundraising skills, knowledge and awareness

Delivered 150 fundraising support sessions

Reviewed 52 funding applications which raised £132,896

## Support for other organisations from our premises

During the year we were pleased to host a number of groups to use our spaces in the evenings and weekends. These included the Futuro Latino Americano (FULA) group for people over 50 years of age with a Latin American background who speak Spanish or Portuguese; Opening Doors, a charity for lesbian, gay, bisexual, trans, queer, non-binary or gender fluid (LGBTQ+) people over 50; and London Senior Social.



# With huge thanks to all our wonderful funders





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