



Lewisham and Southwark

# IMPACT

HOW WE IMPROVED LIFE FOR OLDER PEOPLE 2010/11



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All photographs are for illustrative purposes only.

**OUR MISSION** “Age Concern Lewisham and Southwark exists to improve life for older people, especially those who are frail. We believe that to be effective we must operate at a big enough scale that we can make a significant difference and be influential with both boroughs and other providers. We believe that it is being involved in the provision of services that qualifies us to comment on the performance of others on the basis of actual knowledge and relevant experience.”

# WELCOME

to our 2010/11 Impact Report. Last year was another tough one. We had been expecting cuts in public expenditure for some time, but the suddenness and intensity of the current cutbacks have been very severe. In a matter of months we lost half our income.

We no longer have a substantial domiciliary care activity as councils chasing the lowest price have turned increasingly to very large, private sector organisations to replace small but locally-based charitable organisations. We have expressed our concerns as to what may happen to the quality of service as funder's race to the bottom. We also faced major threats to our day centres, even though we cater for some very dependent older people as well as those with lesser needs.

Despite all this, our staff managed to find opportunity in the chaos. We had to lose staff but we restructured our organisation; changed the way we do things; and fought very hard for the interests of the more vulnerable older people in Lewisham and Southwark. We even made a surplus, and we have a lean, tight structure to take us forward in a challenging future.

After 8 years of leading us from the very desperate situation which greeted her arrival, our Chief Executive, Brenda Bond is moving on. But before then, she is working on a 6 month project to research and develop some new areas of knowledge and work for the organisation and new sources of funding. The trustees have appointed Jacky Bourke-White, previously Director of Operations, to be CEO of the smaller Age Concern Lewisham and Southwark (ACLS). Jacky brings expertise

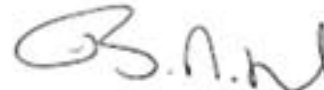
and knowledge in service delivery and management and person centred support planning, plus the necessary drive and ambition to take the organisation into its next phase. ACLS is fortunate that our attention to succession planning has paid off!

The board of trustees have supported the staff throughout and have willingly attended extra meetings for emergency planning and done all that is necessary to ensure that we do what we are here to do – help older people who need help. The 7 trustee volunteers are joined by a small army of others engaged in service delivery and administration across the two boroughs every day. My thanks and appreciation goes to them all and to our staff teams, both past and present. Next year will be tough, but I am confident that ACLS is able to weather the storms and continue to provide ever more valuable services to older people in Lewisham and Southwark.

Leon Kreitzman, Chairman

A handwritten signature in black ink, appearing to read 'L. Kreitzman', written in a cursive style.

Brenda Bond, Former Chief Executive

A handwritten signature in black ink, appearing to read 'B. Bond', written in a cursive style.

# BLACK ELDERS DAY CARE



Brenda Wade  
Day Care Coordinator

Black Elders Day Care delivers a range of enjoyable therapeutic and innovative physical arts and leisure activities that promote strong social links and physical and mental wellbeing to older people from Southwark's black communities. Our service has a creative and fruitful relationship with various art projects including The National Gallery, Create & More London and the Dulwich Picture Gallery. The group continues to do wildlife gardening, growing organic food. This has proved to be a huge success.

## An Impact

Through the activities, service users' wellbeing has improved with reductions in levels of depression and increased quality of life. Black Elders holds regular prayer services, has lively discussions on many subjects and provides home cooked Caribbean food.

## Mercy, 74, Peckham

Mercy was referred to Black Elders Day Care by Social Services. She was isolated and in low spirits. Mercy has recently suffered a stroke but since her return to Black Elders Day Care, Mercy is involved in enjoyable therapeutic and innovative creative art workshops and low impact cardiovascular exercise, which enhances her physical and physiological recovery process. Mercy's daughter commented that she is appreciative of the centre and the cards and visits to the hospital when Mercy suffered her stroke. Mercy said she is happy with the quality of life she is able to have as a result of her continued attendance to the centre.

## An aim in 2011–2012

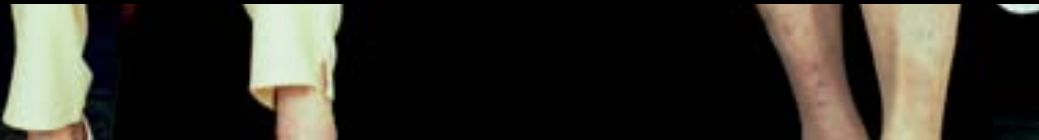
To source and work in partnership with diverse and innovative organisations, in service users' lead activities.

# LONG WEEKENDERS DAY CARE

Jean Fielding  
Day Care Project Manager



Long Weekenders provide Day Care for older people with moderate to high levels of need, with a particular focus on providing care over the often lonely weekend period for service users with diagnosed mental health problems. We provide opportunities to enjoy a range of therapeutic, physical, arts and leisure activities. Long Weekenders complement service users' existing support networks, providing respite and support to carers.





## An Impact

Thanks to the new staff team we have been able to provide more choices to our lunch menu and the range of creative and therapeutic activities provided.

## Alfonso, 76, Bermondsey

Alfonso was born in St. Catherine, Jamaica. He used to work for the PO and Lambeth Council. Following a stroke he had a pronounced left side weakness, Alfonso became house bound and reliant on his family. After attending the centre and making new friends, he rediscovered his zest for dominoes and reminiscence. With the aid of trained staff and our Dance Movement psychotherapist, Alfonso's level of independence and his mobility has greatly improved. All involved have noted the improvements in his physical and emotional well being.

## An aim in 2011–2012

Due to the level of financial cuts we are facing, Age Concern Lewisham and Southwark have had to make a difficult decision and close the Long Weekenders project. We are committed to retaining Day Care in a viable form but in order to do this we had to find ways to reduce the expenditure and the project's closure at the weekend is part of this. Age Concern Lewisham and Southwark will continue to provide a Day Care service at Stones End offering important week day respite opportunities. It is our hope that in the future we will be able to reopen the weekend Day Care service.

# STONES END DAY CARE

Andrew Rogers  
Senior Day Care Manager



Stones End supports older people who are vulnerable and require assistance to live active and independent lives. We provide transport to and from the centre and a healthy meal and important respite opportunities for carers. Working with outside professionals we have vibrant and creative activity groups. We work in partnership with the Community Care Support Service providing advice and support ranging from welfare benefits and pension advice, dealing with housing issues, minor practical tasks through to crisis prevention.

## An Impact

Through our partnership work with CREATE, the Steam Industry, CHALLENGE and our strong staff team, Stones End continues to provide a vibrant and therapeutic selection of activities. The project leaders, staff and older people involved have all noted positive outcomes. Working with the Network team and our volunteer computer and adult education tutor, we are laying foundations and exciting opportunities for the older people of Southwark to learn new skills and make new friends.

## Eugenia, 80, Peckham

Eugenia was born in British Guyana and she came over to the UK in 1987. Due to a combination of circumstances Eugenia was becoming socially isolated and withdrawn. By attending Stones End on a regular basis, staff and volunteers have noted a significant improvement in her physical and emotional well being. Through the support of our volunteers she has started to sew again, has learned new computer skills and is now able to use her laptop. Working with our BAME Support Planning Coordinators, she is now identifying new hopes and dreams.

## An aim in 2011–2012

To have all service users at Stones End Day Care with a person centred support plan, and with support from staff be able to make their targets a reality.

# HEALTHY LIVING CENTRE

Simone Morrison  
Healthy Living Manager



The Healthy Living Centre is an open access centre for older people, providing a wide range of services and social activities. Our aim is to maintain and improve physical and mental well being and to promote an active lifestyle. We support and encourage our service users to maintain a good and healthy lifestyle, rekindling old friendships and making new friends.

## An Impact

Our Healthy Living service users have now formed a committee. They currently meet once a month to discuss their views, experiences and concerns relating to the centre, electing a minute taker at each meeting. Our service user Helen has volunteered as a joint secretary who writes some of the minutes in shorthand. She laughs as she says “I have not used it in years but by using it I am surprised at how much I remember”.

## Helen, 82, Bermondsey

After a fall which affected Helen’s mobility she has become less able to do some of the things she used to enjoy at home. Our baking group has enabled her to do some cooking again in a supportive environment, “It’s lovely that people are so willing to help out when I have trouble with something like rolling out pastry” she says, “and it’s so much easier here because I can sit down at a table to do things rather than having to try and stand at the worktop in my own kitchen, which I simply can’t do anymore.” Not only is Helen’s experience invaluable to her own baking but she recently agreed to run an apple pie master-class with the group. This gave her renewed confidence and showed her that she was more than capable of managing a group of people.

## An aim in 2011–2012

To encourage and promote Healthy Living as a way of life we aim to start our own allotment and get the service user’s involved in growing fruit and vegetables. Thereafter we plan to look at different ways of preparing and understanding the nutritional values.

# HEALTHY LIVING PROJECT



Simone Morrison  
Healthy Living Manager

The Healthy Living Project provides a wide range of outreach services and activities for older people throughout Southwark. Our aim is to maintain and improve physical and mental wellbeing and to promote an active lifestyle for older people through the provision of therapies and activities and links to other services.

## An Impact

Lime Tree House care home services and activities benefit both the residents and our service user's that attend daily. Through our work at Lime Tree House we have been supported by corporate volunteers who visit the project, creating a fun filled day. The service users and volunteers enjoy the interaction, sharing stories and quality time.

## Doris, 81, Nunhead

Doris attends the art group on Wednesday morning's at Lime Tree House. Doris started the group about 2 years ago. She said that she loved to paint when she was younger. She has a good eye for mixing colours and makes greeting cards out of her art work, sharing them with friends and family. Earlier on this year some of her paintings were on display at the Southwark Park Art Gallery in Bermondsey, as a part of Southwark's Silver Surfers Week. Doris' work was also on display at our Healthy Living Centre. Doris said "I have to get myself moving, I look forward to the mornings where I can loose myself in painting for two hours".

## An aim in 2011–2012

To develop partnerships and take our activities to other sites, whilst promoting the benefits of the activities to older people's mobility, encouraging health and wellbeing as a lifestyle.

# ACCESS FOR BAME ELDERS

Jennifer Werner and Melanie Walters  
Support Planning Coordinators



Funded by the Big Lottery, the Access for BAME Elders project aims to enhance the physical and mental wellbeing of Black, Asian and Minority Ethnic (BAME) elders in Lewisham and Southwark by improving access to mainstream and culturally specific services. Using person centred planning tools, a trained volunteer and an older person work together to create and implement a person centred plan.



## An Impact

The Access for BAME Elders project has already trained 30 volunteers to use person centred thinking tools. Supported by a coordinator, volunteers are using these skills to work with BAME elders to create and implement a person centred plan that will bring positive change into their life. We are actively building links with local organisations to reach more BAME elders.

## Jasmine, 62, Southwark

Jasmine was very unhappy and suffered low esteem with a variety of other issues surrounding her. She had lost confidence and was very negative about her life experiences. Working with a volunteer, Jasmine explored her life history, her achievements and talents, her dreams and wishes, what was working and not working and what was important to her and how best this could be realised with support. Through person centred planning Jasmine now feels more positive, has regained her confidence and motivation and has hope for a better tomorrow. Jasmine has already started attending computer classes, is tackling issues she previously avoided and is looking forward to new ways she can become more involved in her local community.

## An aim in 2011–2012

For BAME elders to feel more empowered and informed to make decisions and voice their choices as a result of person centred planning.

# WELLBEING AT HOME PROJECT



Nabila Alli

Wellbeing Volunteer Coordinator

The Wellbeing at Home Project provides services to support older people who want to live a more independent, confident and active lifestyle. This service is delivered by volunteers who provide chair-based exercise and accompany older people out for walks to a place of their choice. The service is available to anybody aged 50 and over and are provided on a one to one basis.

## An Impact

This service with the help of volunteers has managed to reach and support older people in the Southwark community. Volunteers have been matched with vulnerable older people who have been referred from various services including social services, rehabilitation teams and self-referrals. This service has helped to bring fun and enjoyment to older people, aiding to elevate the feeling of isolation.

## Margret, 65, Southwark

Margret used to be an active person in her community, attending a number of social events. Due to health issues her mobility became increasingly limited, now she hardly ever leaves her home. Margret wanted to have a physical activity to strengthen her muscles and to regain confidence. She is now visited by a volunteer every Tuesday who delivers chair-based exercise at her home. The exercises have helped Margret to be more relaxed and relieve pain. Margret feels her breathing has improved and she has learnt how to breathe easily again. Margret uses the breathing exercises she learnt to help her complete basic daily tasks like getting in and out of bed. Margret really looks forward to the exercise session and conversations she has with the volunteer each week.

## An aim in 2011–2012

To promote the Wellbeing at Home project to more services that support older people in Southwark and to continue recruiting more volunteers to expand the service.

# HELP AT HOME SERVICE

Marilyn Crew  
Help at Home Manager



Help at Home offers private homecare services inside and outside of the home ranging from toenail cutting, personal care, housework, shopping and escorting for appointments for people living in the Boroughs of Lewisham and Southwark.

## An Impact

Through marketing our Help at Home services in the London Boroughs of Lewisham and Southwark we have seen an increase in awareness through people making self referrals and health care professionals making referrals on behalf of customers. Our Happy Feet toenail cutting service continues to improve confidence in customers and as a result, reduced the number of falls due to their toenails now being cut every 6-8 weeks.

## Case Study

The London Borough of Southwark contacted our Happy Feet service to provide toenail cutting clinic appointments to a number of sheltered housing units in the south of the borough. Barsett Road and Jack Jones are now having regular toenail cutting appointments every 6-8 weeks. One customer commented on a Feedback Form “I am very pleased with the nail cutting service that the person provides. She is professional at all times”. Our workers have commented that customers using the service have improved confidence and are able to go about their normal routine activities with ease.

## An aim in 2011–2012

Become a specialist provider in End of Life and Dementia Care and to establish links with our local healthcare trusts to work in hospitals to support people whilst attending hospital appointments and those that have been admitted. We now want to extend our service to hospitals in assisting with toenail cutting, befriending, rehabilitation and assist with feeding, thus enhancing the customer’s hospital stay or visit.

# COMMUNITY CARE SUPPORT SERVICE

Pauline Hunter

Community Care Support Service / Information and Advice Manager



The Community Care Support Service (CCSS) delivers an advice, information and support service through drop in, outreach and home visiting. The aim of the service is to maximise the independence of older people by providing a range of information, advice, advocacy, casework referral and practical help services without which they might soon require more intensive community care services.

## An Impact

The CCSS team saw over 3,900 clients in person and dealt with a further 3,400 queries by telephone and as a result of benefit checks carried out by the team, older people living in Southwark gained £490,000 in benefits which many would not have known they were entitled to, including housing benefit and council tax benefit. We promoted the service with new leaflets and posters as well as a series of talks and presentations including visits to sheltered housing units and community groups.

### Ben, 74, Southwark

Ben found it difficult to engage with people as English is not his first language. This led to an isolated existence and until very recently he had not been taking care of himself or his flat. His health suffered and his flat deteriorated into an abysmal state. Ben however, was adamant that he did not want to lose his independence and wanted to remain living in the community. A CCSS adviser carried out a benefits check to ensure Ben was receiving all the benefits he was entitled to and requested a Community Care Grant to provide for re-carpeting, furniture and redecoration. A grant of £1,465 was awarded to cover these costs. Ben now has the means to improve his living conditions considerably and allow him to live independently and with dignity in the community.

### An aim in 2011–2012

Ensuring that we build on the work of the previous year and provide an increase in outreach services to community groups and to sheltered housing units in the borough.

# INFORMATION AND ADVICE LEWISHAM



Pauline Hunter

Information and Advice / Community Care Support Service Manager

Information and Advice (I&A) in Lewisham delivers an advice service to older people through a telephone advice line, office appointments, outreach and home visiting. The aim of the service is to maximise the independence of older people by providing a range of advice, advocacy, casework and referral on welfare rights, housing, community care and consumer issues.



## An Impact

The Lewisham Information and Advice team secured increases in benefits of over £860,000 during this period.

### Dorothy, 80, Lewisham

Dorothy contacted us to ask someone to visit her at home to complete an Attendance Allowance form for her. The adviser visited Dorothy at her home shortly after the first contact and completed the form for her. She suffers from several conditions including osteoarthritis and high blood pressure as well as deafness. She was very reluctant to claim benefits but was reassured by the adviser that she should apply. She telephoned a month or so later to say that she had been awarded the Higher Rate of Attendance Allowance and was very happy and grateful for the help given. She added that the extra money would make a huge difference to her quality of life.

### An aim in 2011–2012

To continue to provide more home visits and also to focus on building stronger links with the Black and Minority Ethnic communities in the borough to promote access to advice and information.

# PERSON CENTRED SUPPORT PLANNING



Julia Nagle  
Lewisham Support Planner

Age Concern Lewisham and Southwark have been working in partnership with Lewisham Social Services and Lewisham Disability Coalition to help people look at their care needs in a new way. We want people to experience more choice and control over their daily lives and to maximise their independence by creating a Person Centred Support Plan.

## An Impact

We have asked service users to consider what they would like to change or improve in their lives and helped them to discover how they can use their resources to make this happen.

### Christine, 87, Lewisham

Christine is no longer able to drive or walk to the shops. She relied on two other ladies who lived in her block of flats to bring in the shopping she needed. Christine did not like to ask for too much as both ladies had full time jobs. She felt her needs put a strain on relationships with both women. We introduced Christine to Sainsbury's shopping-by-phone. Once she had set up her account (easily managed) Christine was able to order goods whenever she needed them. Aware of Christine's limited mobility, Sainsbury's made sure that her shopping was brought right into her kitchen. Christine says she is thankful for the service and that she is working well with Sainsbury's. For no extra cost, Christine had her independence back and she was free to enjoy good friendships with her neighbours. This was very important to her.

### An aim in 2011–2012

To see all areas of Age Concern Lewisham and Southwark working in an increasingly person centred way.

# LAY INSPECTORS PILOT SCHEME

Brenda Bond

Research, Development and Liaison Consultant



Volunteer Lay Inspectors are trained and supported to visit care homes across Southwark to observe, discuss and report on issues affecting residents' quality of life. Visits can be accompanied by Contract Monitoring Officers or alone, announced or unannounced. Reports are shared with the Home Managers and Contract Monitoring Officers both verbally and in writing. The Lay Inspectors meet regularly to share observations of good and poor practice and to consider emerging themes, such as urine smells, residents clothing, meals and activities and observe how staff relate to residents and help them to feel "at home".

## An Impact

We are very proud to report the biggest achievement of the scheme to date. The Lay Inspectors have reported a significant improvement in the smell of some homes! We had previously reported multiple problems with urine smells in some of the homes and this is now a rarity. The Lay Inspectors also increased their visits to Southern Cross homes as news of the company's financial problems became known.

## Case Study

One of the Lay Inspectors produces a regular report on recurring issues found during monitoring visits. This helps to identify themes for visits such as whether homes are ready for the digital switchover coming to London soon and whether residents are supported to cast their vote in elections.

## An aim in 2011–2012

This year we hope to have a closer working relationship with the Contract Monitoring Officer team in the council as their new structure becomes established.

# INTERMEDIATE CARE BEFRIENDING

Suzanne Rich  
Intermediate Care Befriending Coordinator



After a stay in hospital many older people find they need support to regain their confidence and thereby their independence. Whilst Social Services and Health professionals provide specific help with care and treatment, our Intermediate Care Befriending service offers one-to-one support for older people living in the Borough of Lewisham following discharge from hospital. Our trained volunteers offer regular visits to provide company, support and encouragement to the service-user by assisting them with activities such as walking, using public transport, visiting their local shops or local social groups. With the programme running for up to 13 weeks this affords the service-user the opportunity to rebuild their independence and prevent social isolation.

## An Impact

Our volunteers on this project were able to help the service-users they worked with to access a variety of other services, including those offered by Age Concern Lewisham and Southwark, to help them maintain their independence once the Intermediate Care Befriending programme ended after 13 weeks.

## June, 76, Sydenham

Following a fall last year June lost her confidence to travel by bus or train. One of the outings June missed was shopping in Bromley. June's daughter contacted Age Concern and with the support of a volunteer from the project June was able to once more enjoy trips to Bromley, as well as other social outings. The 13 week period has long since ended, but June and her volunteer remain firm friends and the volunteer continues to visit June as a friend and accompany her on outings which they both thoroughly enjoy.

## An aim in 2011–2012

To continue to expand the service to offer support to an increased number of service-users.

# Café Number TEN

AGE Lewisham  
*Concern*

T. 020 8690 9060 [www.acls.org](http://www.acls.org)

Julie Staines  
Café Manager

Coffee Cake Books

Day Care  
Healthy Living  
Help at Home  
Information and Advice  
Insurance and  
Financial Products  
Outreach  
Volunteering

Home Contents  
Insurance  
More money coming in  
Improving Life For Older

Café Number Ten is a lovely oasis of calm in a busy town centre. It lies between Catford Stations and the Town Hall. Many council staff and local residents use the café for its wonderful coffee, sandwiches and mouth watering cakes. This year we have introduced popular soups and porridge too. Donations of books keep coming in and attract customers who want to browse and choose a book or two to take home. Thank you to all our loyal volunteers who make it all possible.



## An Impact

Café Number Ten has raised the profile of Age Concern Lewisham and Southwark in the area and provides a cosy meeting place for council staff, workers looking for a break in their busy day, people on the move needing to access their emails, mums and babies and other passers by. Thank you to everyone who has supported us.

## Case Study

Tom uses the café to meet his support worker every now and then. The volunteers and surroundings provide a relaxed and friendly atmosphere, which is less formal than a stuffy office – and the coffee is better too!

## An aim in 2011–2012

Sadly, Café Number Ten has not met its main aim of making a profit for the charity to spend on providing services for older people. After two years, we have therefore had to make the decision to try something new and will be creating a more traditional charity shop during 2011. We hope everyone will support this new venture and the charity's work with vulnerable older people.

# VOLUNTEERING



Nabila Alli  
Wellbeing Volunteering Coordinator

Volunteers are an integral part of Age Concern Lewisham and Southwark. We have volunteers working in almost all of our services, from befriending, day care, healthy living, handy person, insurance and financial products to receptionists and walk leaders. On average we receive over 30 enquiries a week from people interested in volunteering. Our retention levels for volunteers are high due to volunteers feeling valued and supported at the charity.

## An Impact

We have provided volunteering opportunities to over 100 volunteers within London, from all different ages. Volunteers have been able to gain new skills and work experiences as well as receive accredited training. Our volunteers have made it possible for us to help older people in local communities by delivering services to improve health, increase independence and encourage confidence and thereby making a difference to older people's lives.

## Isolene, Volunteer

"When I retired I still wanted to be active and through volunteering I am able to do what I enjoy and remain active. I enjoy giving back to the system that I believe in and that has invested in me".

## Marisa, Volunteer

"It is exciting and challenging working with service users and their different levels of need. I receive great satisfaction from my role. Service to humanity is the best work of life".

## An aim in 2011–2012

To recruit and develop more volunteering opportunities, to increase the number of volunteers in order to provide more support to older people.

THANK YOU TO ALL OF OUR VOLUNTEERS FOR THEIR  
HARDWORK THROUGHOUT THE YEAR!

# THANK YOU FOR YOUR SUPPORT

Over the past year, Age Concern Lewisham and Southwark have been very fortunate to receive valuable support through funding from trusts and donations from businesses and individuals.

Here we would like to say a sincere thank you for supporting the work of ACLS.

The Big Lottery

The City Bridge Trust

Terra Firma

The Percy Bilton Charity

Doughty Hanson & Co

Ladbroke's Charitable Trust

The London Aged Christian Society

Miss D B Simpson Charitable Trust

R J Kiln & Co Limited

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The Peter Beckwith Charitable Trust

Standard Life

The Tom Lethaby Memorial Trust

The Worshipful Company of Launderers

The Lord Mayor's Trust for Charities

Hunt Consulting Ltd

Sainsbury's East Dulwich

# WHO'S WHO

## CHIEF EXECUTIVE

Jacky Bourke-White

[jacky.bourke-white@accls.org.uk](mailto:jacky.bourke-white@accls.org.uk)

## BOARD OF TRUSTEES

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Leon Kreitzman

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### TREASURER

D G Tojo Raye

Miny Jansen

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Phil Brown

Margaret Riddell

# CONTACT US

AGE CONCERN LEWISHAM AND SOUTHWARK

[WWW.ACLS.ORG.UK](http://WWW.ACLS.ORG.UK)

## CENTRAL OFFICE

Stones End Centre

11 Scovell Road

Southwark

London

SE1 1QQ

T. 020 7701 9700

F. 020 7378 9217

## AGE CONCERN LEWISHAM

10 Catford Broadway

London

SE6 4SP

T. 020 8690 9060

F. 020 8690 9061

The Impact Report is also available in large print,  
please contact us on 020 7701 9700

Special thanks to:

Volunteer Web Developer: Philip Brown - visit our new website [www.acls.org.uk](http://www.acls.org.uk)  
Photography\*: Matt Crook: [crookmatt@hotmail.com](mailto:crookmatt@hotmail.com)

\* Except photographs on pages 6-28 and inside back cover – ‘© Copyright Age Concern’

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# DONATE

We need financial support to help our work with older people.  
You can donate in a number of ways.

- Post
- Standing Order
- ACLS.org.uk
- JustGiving.com
- Giving through Payroll and workplace
- Leaving us a gift in your will
- Donating shares
- Organising a sponsored event
- Through Company Support

# VOLUNTEER

Do you have the time, skills and passion to make a difference? Do you want to gain new skills, meet new people, make new friends and have fun?  
**WE NEED YOUR HELP!**

Without the help of volunteers we simply would not be able to do our work, from working at day care centres, providing information and advice, leading exercise classes, administration, gardening and more. We particularly welcome applicants over the age of 50.

Please send your cheque made payable to:  
Age Concern Lewisham and Southwark  
Stones End Centre, 11 Scovell Road, Southwark,  
London, SE1 1QQ

Please contact:

Communications and Fundraising Officer  
Siobhan Dacres  
T. 020 7701 9700  
siobhan.dacres@acls.org.uk

Please contact:

Volunteer Department  
T. 020 7701 9700  
info@acls.org.uk

or visit [www.acls.org.uk](http://www.acls.org.uk) for current volunteering opportunities.