



Impact Report

A review of 2017/18



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Introduction

Welcome to Age UK London's Impact Report for 2017/18 – another busy year for us!

Throughout the year we have seen the Mayor of London, Sadiq Khan, consulting on many aspects of London life so that the work of the GLA can be better informed, and we are pleased to have been given these opportunities to make the voice of older people heard at City Hall.

At a time when all charities are under pressure we've been making sure that the many older people's groups and organisations across the capital are able to continue the great work they do – by keeping them up to date with news and providing training and events on important topics like volunteering, digital skills, and trustee recruitment. They clearly see us as a vital part of their continued success.

Through our work with businesses and other organisations, we know that there is an increasing awareness that the feelings and experiences of real older people are vital in developing products, services, and staff that are more "age friendly". These groups can no longer rely on "I've asked my gran" as a method of informing their work with older people and Age UK London is at the forefront of supporting real engagement for businesses with actual older people.

The local Age UKs in London continue to be a large focus of our work – complementing the fantastic services they deliver to older people across the capital and supporting them with sharing best practice and developing new ways of working.

Last but by no means least, it is important to thank the staff, volunteers, and trustees of Age UK London for all their hard work and commitment throughout the year – with their help we will continue to be the voice of older people in London and support the many groups that look after their interests.

I hope you enjoy reading about how Age UK London has made a difference.



Paul Goulden, CEO, Age UK London

Who we are:

Age UK London is a regional charity that helps London to love later life by campaigning for older Londoners, working on their behalf, and championing their cause. We work with London borough Age UKs, over five hundred older people's organisations across the capital, and the national organisation, Age UK.

We are the voice of older people across London, working to improve their quality of life while enhancing their status and influence in the capital. We do this both through our London-wide programmes and through our campaigning and communications work.



Why we are here:

1,000,000+

There are over one million people in London over the age of 65.¹

450,000

Londoners over the age of 55 have never used the internet.²

300,000

The number of Londoners over the age of 50 that provide unpaid care.³

66,000

The estimated number of Londoners over the age of 65 that are living with dementia.⁴

40,000

Older Londoners are described as “chronically lonely”.⁵

51.8%

Over half of Londoners aged 65+ have a long-term health condition or are disabled.⁶

1 Population Estimates for UK, England and Wales, Scotland and Northern Ireland, ONS, 2016.

2 Internet use by Borough, and Population Sub-Groups, ONS, 2016.

3 Census Detailed Characteristics Tables, 2011.

4 Recorded Dementia Diagnoses, NHS Digital, 2017.

5 “No One Should Have No One” Campaign, Age UK, 2016.

6 Census Detailed Characteristics Tables, 2011.

The Difference we Make

“Making London an Age Friendly City was one of the key asks in Age UK London’s 2016 Mayoral Election manifesto, which has helped shape our thinking about older people. The Mayor’s policies, for example, on the image of older Londoners, transport, digital access, volunteering and employment reflect some of the same priorities”.

Matthew Ryder QC, Deputy Mayor for Social Integration, Social Mobility and Community Engagement

“Age UK London provides a unique London-wide voice for older people in the capital, using their projects and campaigns to keep the priorities and concerns of older Londoners on the political agenda. As the London regional Age UK and through the Storms Ahead work, they fulfill a vital role supporting the network of Age UKs across London.”

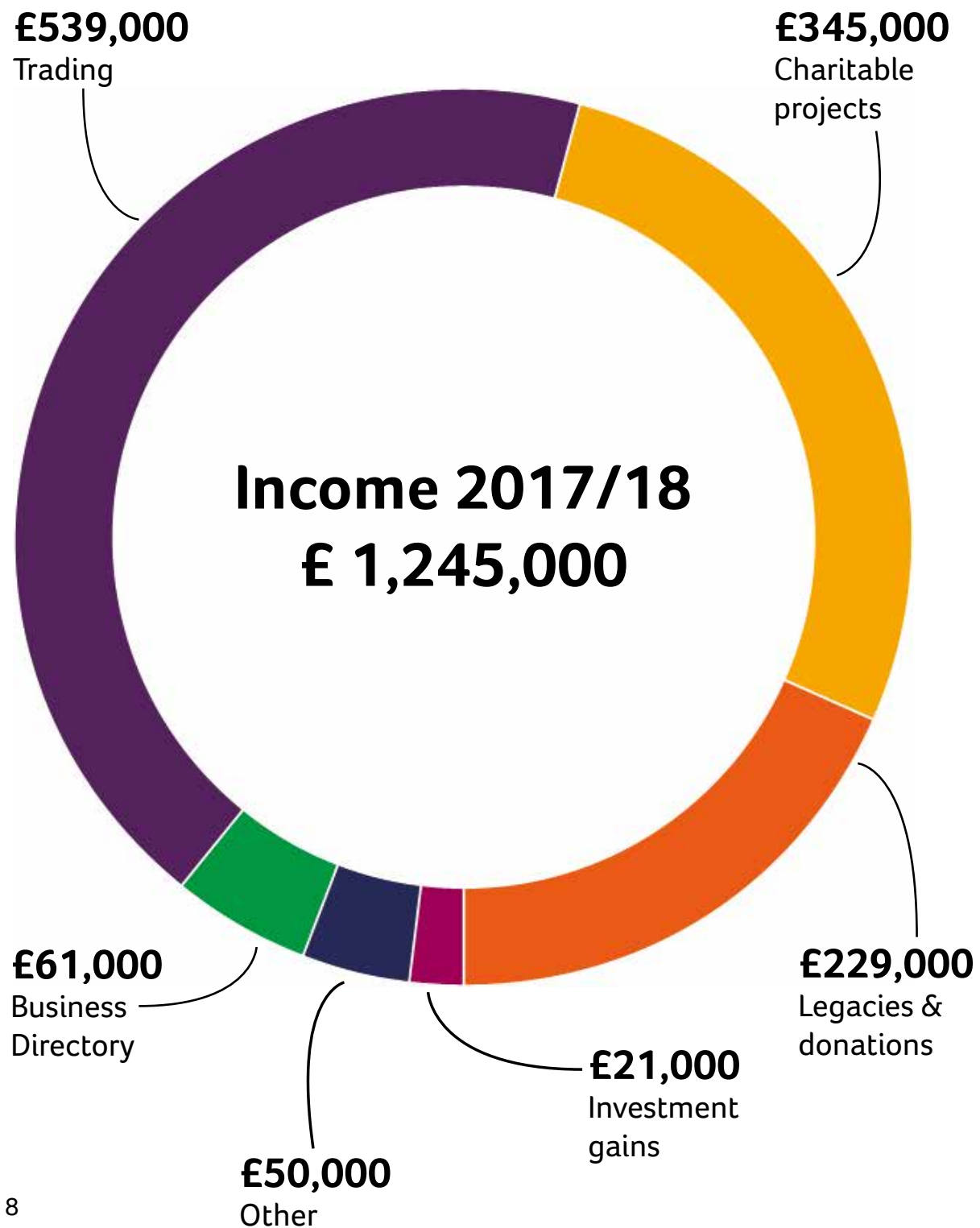
**Steph Harland
CEO, Age UK**

“Using Spotify has been invaluable, especially when I visit older people who live alone and conversation becomes difficult - for example with one lady, whose main language is French, I ended up playing Charles Aznavour and Édith Piaf. Her eyes lit up at the music and we had a wonderful singalong together and she really came to life. Thank you!”

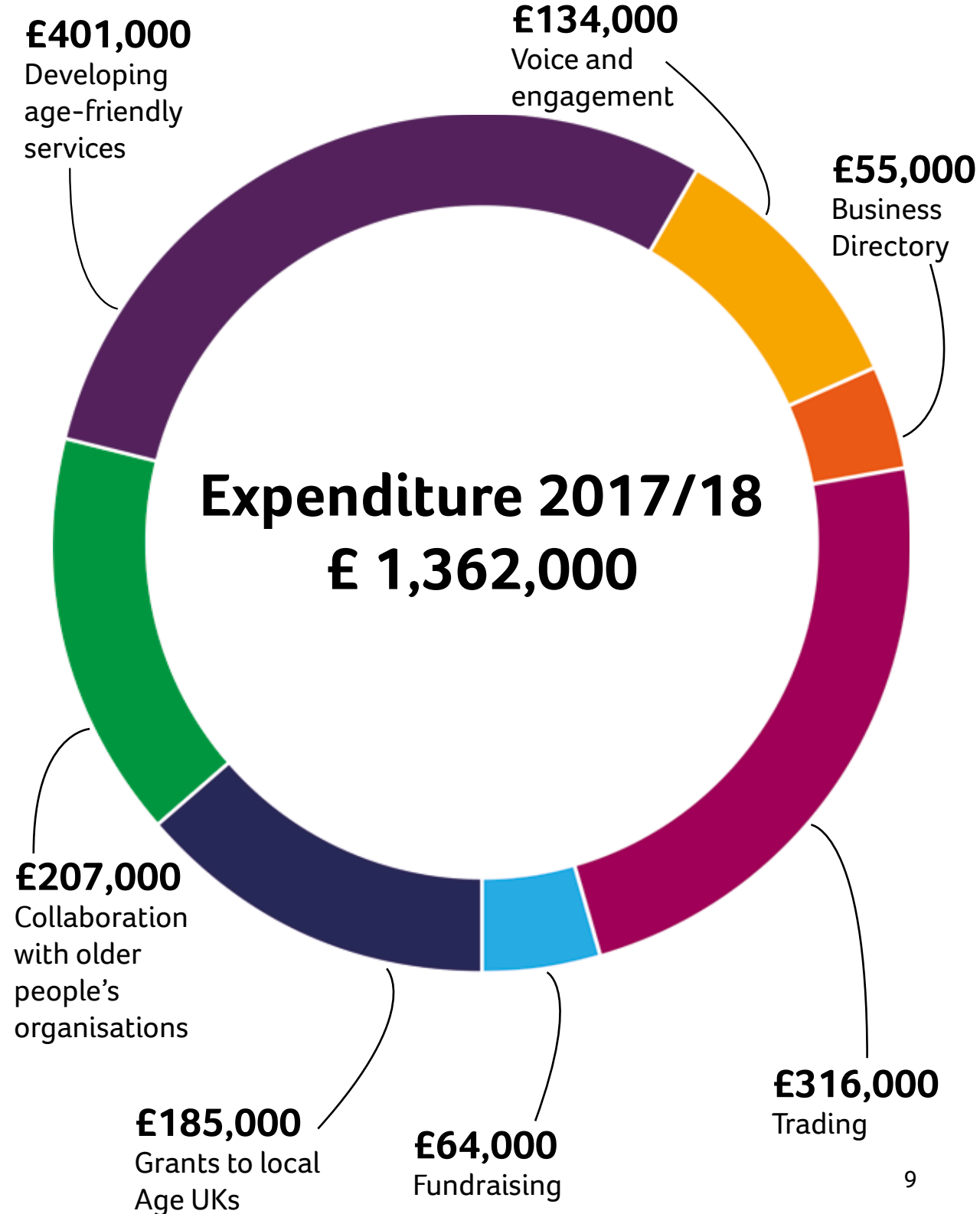
Cindy, a staff member at an older people’s organisation



How we Raised our Money



How we Spent our Money



Make London's Boroughs Age Friendly!

In March 2018 we published "Make London's Boroughs Age Friendly!", a manifesto on behalf of local Age UKs in London for the 2018 London Borough Council Elections. Borough Age UKs contributed to the manifesto through discussions at regional meetings and an online survey.

Our aim was to make sure that the newly elected Councils and borough administrations are aware of the views and needs of older people, especially at a time of financial austerity and service cuts. Candidates in all 32 London boroughs were asked to commit themselves to supporting:

- Quality, Responsive Local Care Services
- Age Friendly Boroughs and Neighbourhoods
- Better Communication with Older People
- Age Friendly Housing
- Accessible Transport for Older Londoners

As a result of our work:

We received positive replies from political party groups or councillors in 11 boroughs, including explicit support from party groups for making their borough Age Friendly or improving services for older residents.

The elections took place on 3 May 2018 and we are following up with the new borough administrations to ask for their support in making London boroughs Age Friendly.



Older Private Renters

This year we completed our Older Private Sector Tenants Programme, funded by the Nationwide Foundation, to raise awareness of the needs of the growing number of older private renters in London. This was a timely investigation as the number of older private sector tenants in the capital is likely to double over the next 20 years. Having heard from older private renters the issues they were experiencing, we published:

- “Living in Fear: Experiences of Older Private Renters in London”, the main research report with recommendations for national, regional and local government.
- Information guides for older private renters and for local organisations supporting older renters.

All of these resources can be found on our website.

The “Living in Fear” report made a number of key recommendations, including:

- Abolishing Section 21 - a two-month eviction notice that a landlord can serve without reason.
- Encouraging landlords to provide tenancies with longer terms to ensure that older tenants have the stability needed to feel at home.
- Ensuring that rents are genuinely affordable and stabilised to protect from the sudden increases that can harm the well-being of older private renters.

We launched the “Living in Fear” report at a conference in October 2017, where our findings were framed by the direct testimony of older private sector tenants. Among those who responded to our research findings were the Chair of the London Assembly’s Housing Committee, representatives of the GLA and London Councils, as well as the Chief Executive of the Nationwide Foundation.



As a result of our work:

Independent evaluation of the programme concluded that it had successfully increased knowledge and awareness around the issues faced by older renters in London, as well as acting as an incentive to mitigate future problems.

The research gave us a lot of material to feed into the Mayor’s London Housing Strategy which has been presented to members of the London Assembly.

We are now in a position to look for funding with partner organisations to carry out one of the main recommendations of the research: that a specialist advice service should be set up to meet the needs of older private renters.

“This was the best event that I have ever attended where the group at the centre of the research and report, in this case older private renters, were also at the heart of the event. Their contribution was central. It felt like the event was for older renters and everyone else – the policy and sector colleagues – were lucky to attend. This is as it should be.”

- Bridget Young, CEO, Nationwide Foundation

Policy and Voice

Voice and Campaigning:

Following on from our 2016 Mayoral Election Manifesto, we continued to call for London to become an Age Friendly City. We're proud to say that the Deputy Mayor for Social Integration, Social Mobility, and Community Engagement, Matthew Ryder QC., confirmed the Mayor's agreement to this at our Tackling Loneliness conference.

Age UK London co-produced responses with older Londoners on key policy initiatives, to make the Mayor and other leading stakeholders aware of older Londoners' concerns. We ran several consultative events and online surveys, where older people and representatives of local organisations told us their views and experiences about services and how to make sure London is genuinely inclusive of older people.

This year, we raised the voices of older Londoners by responding to:

- London Plan
- London Transport Strategy
- Mayor's Environment Strategy
- Mayor's Health Inequality Strategy
- Mayor's Housing Strategy
- Mayor's Vision for a Diverse and Inclusive City
- Oxford Street Transformation Plan
- Smart London Plan
- Ultra Low Emission Zone proposals

Your Priorities:

Our campaign work is guided by our annual 'Your Priorities' survey, which provides older Londoners the opportunity to highlight the local issues that are most important to them. Participants provided their anonymous feedback on issues ranging from 'transport' to 'condition of neighbourhoods' and 'computer access' to 'housing', each providing an assessment of relative happiness with these areas and giving further explanatory details. In this way, 'Your Priorities' brings a wide range of older Londoners together in order to develop the knowledge base that Age UK London uses to inform campaigning and project activities. The findings of 'Your Priorities 2017-18' have had a direct influence on the choice of campaigns we are working on in 2018-19.



The Way Ahead

'The Way Ahead' report, proposing a new vision for support for civil society in London, was launched in April 2016 by a coalition of civil society and statutory bodies. It is based on the understanding that increased inequality and continued reductions in public funding have placed considerable strain on frontline civil society.

'The Way Ahead' vision puts London's communities at the heart of the way we all work. From co-producing an understanding of need and how to tackle it with our communities, through to better sharing of intelligence and data, and making sure that civil society's voice is heard in decision-making at a strategic level.

In the context of an 'ageing' London and the growing numbers of older Londoners (including those who are vulnerable), older people's organisations and a vibrant 'age sector' are increasingly important to supporting civil society.

The Way Ahead Change Plan

Age UK London is an active member of 'The Way Ahead' Systems Change Group and Equalities Group to implement 'The Way Ahead' vision. Wide ranging activities have taken place in 'The Way Ahead' project to support delivery in the key themes as detailed on pages 18 and 19.

As a result of our work:

Funding from City Bridge Trust has enabled Age UK London to meaningfully engage with the 'The Way Ahead' initiative. This has included strengthening and supporting sustainable, 'skilled' and 'tooled up', older people's organisations in London to take it forward, improving their capacity to support older Londoners and boost London's civil society.

502

The number of older people's organisations reached by 'The Way Ahead' events throughout the last year.

32

Attendance at events has included at least one organisation from each of the 32 London Boroughs and the City of London.

97%

The satisfaction rate of those surveyed at our 'The Way Ahead' events.

56

Older people's organisations contributed to our policy responses to the Mayor and other bodies.

26

The number of different companies reached by 'The Way Ahead' events.

294

The number of responses from individual older people and local organisations that Age UK London fed into key policy consultations.



Delivering The Way Ahead

Investment/Collaboration with Others

Age UK London has worked alongside a large number of partner organisations to pool expertise and create additional resources. These included: companies; policy bodies; funders; health organisations; arts and cultural groups; and older people's organisations. For a full list of organisations we've worked with this year, please view the Thank You section on page 34.

Leadership and Capacity Building:

The Way Ahead provides older people's organisations with continued access to pan-London infrastructure support. Age UK London has led workshops on: fundraising; tendering; governance; trustee recruitment; active citizenship; fundraising; tendering; and planning ahead.

Resilience:

Four health and social care events have been hosted, on subjects including: managing long term conditions; positive mental health in later life; emergency services; and supporting people with physical and mental disabilities. These (along with a further conference on avoiding scams) have helped to provide older people's organisations with understanding of (and tools to support) resilience. We also co-hosted a conference with King's College London and Making Research Count entitled "Resilience: Older People and Social Care".

Digital Literacy:

A digital literacy programme was set up with volunteer digital champions from companies in London and has reached 26 companies and 161 older people's organisations over 12 months. These sessions included: learning how to stay safe online; using local authority and NHS health services online; exploring social media; learning about apps; music and memories; free online resources; online fraud and scams awareness (with Santander and Metrobank); and staying safe online. We also ran a successful 'Train the Trainer' workshop with RNIB to support visually impaired older Londoners to go online.

Resources Development - Sharing Data and Best Practice:

Age UK London has created a growing and unique resources site on our website to share data and best practice across older people's organisations, those working with older Londoners, and policy makers. We have sent out information on 'The Way Ahead' via our website, social media accounts, and our quarterly magazine London Age.



Age Allies

Anecdotally, older people tell us that they experience age discrimination all too regularly as they go about living their lives in London. During 2016, Age UK London obtained funding from the City Bridge Trust for a three year project to help improve attitudes towards older Londoners. The objective was to co-produce, with older Londoners, a series of free, half day workshops and co-facilitate their delivery to people within organisations and businesses.

In the first quarter of 2017, older people participated in focus groups to help identify the nature of this discrimination, and in May an Age Allies Programme Officer began the process of developing the programme.

From those who attended the focus groups, twenty-three potential Age Ally volunteers were identified. Through a series of meetings in which the workshop aims and process were discussed, seven of these agreed to participate in a workshop themselves. Of those, three decided they would like to volunteer as co-facilitators. This was very much a self-selection process. Two further volunteers were recruited over the next few months and one of the originals dropped out at the end of the year.

As a group, we designed, tested, and refined the workshop process through development meetings and a series of pilot workshops, featuring six separate organisations and a total of thirty-four participants. Over the course of the series of pilots, we developed an effective workshop which enabled participants to become aware of their own unconscious attitudes and biases towards age and older people.

A change in focus from businesses to statutory and third sector organisations is now allowing us to reach more people.

83%

Participants' evaluation of the workshops showed that satisfaction was high, averaging 8.33 on a 10-point scale.

36%

Over a third of 55-64 year olds feel they've been disadvantaged when applying for jobs because they were perceived as older.¹

¹ "Older People and Employment", Women and Equalities Commission, 2018.

As a result of our work:

- Workshop participants made commitments centred on challenging ageist stereotypes, making small practical changes at work and in their personal lives, and pledging to include older peoples' views and opinions more.
- Four participants from our pilot workshops signed up as Age Allies to further propagate age friendliness within their organization.
- Our "Test and Learn" approach has given us a far greater insight into issues surrounding attitudes to age and ageing. We have also uncovered a pervasive and passive acceptance of ageism and the need to expand our approach to awareness raising.



Holobalance

Age UK London is delighted to be a partner in Holobalance - an EU-funded transnational programme taking place over a three year period from December 2017 to November 2020.

The overall objective of Holobalance is to develop and validate a new personalized programme that will help older people at risk of falling. The programme will use a hologram in the form of a virtual coach to motivate and coach older people with balance disorders. The coaching will involve physiotherapy exercises that will be performed with the help of a hologram that demonstrates how the exercises are done. Holobalance will also include brain training online games and auditory training. Easy-to-use sensors will also be worn while performing the exercises and the physiotherapist will be able to customise the exercises via the Holobalance platform so that each older person will have a personalised exercise plan. Holobalance will engage experts including physiotherapists, neurologists, psychologists and gerontologists from across Europe and Age UK London will be user testing the products with older Londoners.

The first pan European plenary meeting took place over two days in early December 2017 and was hosted by the University of Ioannina who are co-ordinating the project.

Age UK London's Chief Executive Paul Goulden says:

“Age UK London believes that we can help to change and improve technology by ensuring older people are involved in the early stages of user testing and that Holobalance will be a more inclusive product that works better for everyone, especially the people who need it the most.”

33%

A third of people aged 65+ fall at least once a year in England.¹

£2.3 Billion

The annual healthcare expenditure for falls treatment by the NHS.²

1 “Falls: Applying all our health”, Public Health England, 2018.

2 “Falls in older people: assessing risk and prevention”, NICE, 2013.



Our Subsidiary Charities

Age UK London works with a range of organisations across the capital. Here's what they've been up to over the last year...

Age Concern City of London

This year the focus for Age Concern City of London was on providing meaningful social contact and connections, in a range of ways: visits from a befriender; regular group outings and activities; weekly health walks; and support to get online at our newly-established gadget clinic.

We achieved this through co-produced activities led by our wonderful team of peer volunteers, from Walk Leaders to IT Champions. We also developed new partnerships and strengthened existing ones with cultural institutions such as the Barbican Centre, the Royal Academy and Amazon Audible, allowing for visits to a whole host cultural events, from classic film screenings to cutting-edge light installations and block-busting art exhibitions.

In the east of the City we supported Mansell Street Women's Group, a self-run group of Black, Asian, and Minority Ethnic (BAME) elders, to establish a lunch club and coffee morning with a focus on citizenship and health awareness. Many of the participants attended English for Speakers of Other Languages (ESOL) classes and seated exercise sessions as a direct result of this engagement. They also enjoyed a number of trips, both as a group and with the wider ACCoL community.

Our work this year has enabled us to remove barriers to participation in cultural events for older people in the City while continuing to strengthen community links and citizenship across the Square Mile.

.....
"I thought the trip was absolutely A1, most welcoming and informative, I learnt an enormous amount... Visits like this help us older people to move with the times and not just be backward looking, and that's important."

- Diana, an event participant

Healthwatch City of London

Healthwatch City of London continued to deliver on its three strategic aims of seeking the views of the public, signposting the public to services and making a difference to services.

Seeking the Views of the Public

We consulted widely in 2017-18, distributing over 2000 leaflets and holding a range of events and activities to get local people involved in our work. We also co-hosted an event with Healthwatch Hackney for 100 attendees (including over 70 residents) which produced a 'co-production charter' that will be used to ensure that commissioned services are patient and service user led.

A visit was made to the Transport Waiting Area at St Bartholomew's Hospital to talk to staff, patients, and carers about the transport service they received. As a result, St Bartholomew's management has responded with an action plan addressing our recommendations.

Signposting

In addition to the CityHealth directory, our quarterly newsletters have included information about the services available across the City for residents and workers. This included information and advice on: Air quality; advocacy services; council tax; homelessness; local exercise classes; local healthcare venues; managing stress; medicine side effects; quitting smoking; registering with a GP; and sexual health advice.

Making a Difference

Our staff and Board of Trustees made sure that all activities were reported to the City of London Health and Wellbeing Board, City and Hackney CCG and all other interested parties to make sure that the public's voice was heard and acted on.

The Future

The City of London recommissioned the Healthwatch City of London contract to Healthwatch Hackney in early 2018.

Age UK London Trading

The Age UK Group offers a range of products & services tailor-made for the over-50s as well as a number of products to aid independent living. All products are specifically designed for people in later life.

Age UK London Trading, launched in April 2011, now has two outlets in London, located in Camden and Croydon. Each has a team of dedicated staff available Monday-Friday from 9am to 5pm. In addition to availability by phone, each office provides a face-to-face service for customers who wish to speak to someone in person.

As a result of our work, older people across London have had access to a dedicated range of products and services tailored to their needs, from a fully trained and authorised team of supervisors and arrangers.

Age UK London Trading is an Appointed Representative of Age UK Enterprises, who are authorised and regulated by the Financial Conduct Authority.

.....

£185,000

The total amount of net profits that were gift-aided to local Age UKs in London.

30,000

The number of Age UK policy and plan holders helped by our range of insurance products across London.



Business Directory

The Age UK London Business Directory is a unique online directory of vetted businesses across London which provides support for older people when choosing a tradesperson or service provider to assist them with work in their home or garden.

Established in response to requests from older Londoners, the service aims to protect users from rogue traders, improving their quality of life and promoting independent living. Older people are more likely to be targeted by scammers who can badly affect their finances, health, and wellbeing.

Our vetting process is at the heart of our focus to fight scams and support safer trading. All traders and businesses on the Business Directory must attend a face-to-face meeting, meet a number of stringent checks and provide a range of documentary evidence before they are allowed to join. Users of the service are also encouraged to submit reviews of traders either online or in writing, and these are posted on the Directory.

By promoting a local service first we also aim to make a positive contribution to the local economy and business community.

We received the following feedback from one of our users relating to work they had carried out by Northwood Roofing, who are one of our Trusted Traders:

“They did an excellent job and worked beyond the call of duty.”

The service is simple to use and can be accessed either online at www.trustedtraders.london or by calling our staff and volunteers on our freephone number 0800 334 5056.

.....

8,873

The number of calls received in the last year - over 180 calls a week!

22,722

The number of recorded searches on our website.

Our Wider Work

Local Age UKs in London

Throughout the year, Age UK London supported local Age UKs in London with knowledge sharing, networking, and consultancy work. Our 'Storms Ahead' project was designed to respond to their needs on improving their sustainability and sharing more across the borough boundaries. We were also pleased to play a small part in the merger of Age UKs Hillingdon, Harrow, and Brent into a single organisation. The local Age UKs provide vital support to older people across the capital, and we see supporting them in this work as a key role for our charity.

Dementia Action Alliance

We have continued to submit our actions as part of the Dementia Action Alliance with regular dissemination of dementia-related articles within the organisation, awareness-raising through publications and disseminating relevant material through our networks and social media presence. We continue to adapt the way we conduct research and run events to encourage participation from people with dementia and are monitoring the extent to which we are able to do this.

We also co-authored a paper with Monash University that was published in 'Dementia: the international journal of social research and practice' in relation to the optimisation of dementia-friendly pharmacies in communities.

Quality Standards

Age UK London has responded to the change in the ISO9001 and ISO14001 standards and is now accredited under the new standards for both Quality Management and Environmental Management Systems. Meeting these standards provides externally-assessed evidence for our competency both in terms of how we continuously measure and improve our ability to meet the needs of older Londoners and how we try to minimise negative impact on the environment through how we operate. We are also accredited under Age UK's own Occupational Quality Standards and will be working towards meeting the requirements of the new Charity Quality Standard through 2018/19.

Hyde Housing Project

We were funded by Hyde to carry out research into what older Londoners (both social housing tenants and a wider sample of older people) want in relation to housing. The work was carried out in partnership with Positive Ageing in London (PAiL). The research was intended both to improve policy on housing for older Londoners, and specifically to improve support for older social housing tenants. Older people contributed their views through:

- Two consultative sessions with groups of older people, in Brent and Lambeth, targeted towards social housing tenants.
- A telephone survey using a list of Hyde tenants aged 65+, in 'general needs housing'. The key questions in the phone survey and the Brent and Lambeth consultative sessions were around people's support networks and where they would think of turning for help if they needed it.
- A conference entitled 'Homes for Londoners', which attracted older Londoners from all housing tenures, and representatives of local age sector organisations. It had guest speakers including a Greater London Authority official with key responsibility for developing the London Housing Strategy.

Altogether, almost 200 older people and representatives of local organisations took part. The findings will help Hyde to improve its support to older residents, and we fed participants' views into the Mayor's London Housing Strategy consultation.



Communications & Digital

Communications

Our online communications have continued to expand at a steady rate. Our website attained an average of 2,687 monthly visitors, with 6,187 pages visited on average per month. These totals have remained consistent with the previous year. Our blog has continued to grow in readership, attracting 5,225 visitors across the last year. Meanwhile, our Twitter following grew by almost 20% on the previous year, up to a total of 8,120. This level of engagement encouraged us to relaunch our Facebook and LinkedIn profiles which are growing steadily.

Our publications continue to reach a wide audience, most notably our quarterly magazine London Age, which informs a range of stakeholders about pressing issues affecting older Londoners. Our monthly e-newsletter Revolve continues to update London borough Age UKs with upcoming events and relevant news stories.

Digital Engagement

We ran a successful 'Train the Trainer' workshop with RNIB to help London borough Age UKs to adapt their services to better support older people with sight loss. This workshop helped the local Age UKs to better support visually impaired older Londoners to go online and raised awareness of access technology including accessibility functions in mainstream mobile devices. The training raised the confidence, knowledge, and skills of those delivering digital services at a local level.

We also worked with Accenture Liquid Studio on the HOMECARE pilot using the voice-enabled Amazon Echo Show. Twenty Londoners (living alone and aged over 75) have agreed to user testing the product in their homes over a three-month period to make sure it is as suitable as possible for its target audience. These tests are currently ongoing and we await the results.

As a result of our work:

We have used our communications channels to educate and inform stakeholders about our work and the pressing issues affecting older Londoners. We have also continued working to bridge the skills gap created by the shift towards a "digital-by-default" society.

32,250

People visited our website last year - an **11% increase** on the previous 12 months!

74,250

The number of webpages viewed across our website in the last year.

59%

The increase in the number of visitors to our blog - **1,938 more** readers than last year!



Looking to the Future...

Some of the key questions any charity must ask itself from time to time are – why are we here? What value are we bringing to our beneficiaries?

During the past year Age UK London has asked itself these questions, and in doing so we have involved staff, volunteers, trustees and other partner organisations. In starting this exercise I wanted to make sure Age UK London had a purpose, but I also wanted this to be clearly communicable to the outside world.

As a result of this exercise, Age UK London has identified three core areas of work where we bring value and play a unique role:

Policy and Voice

Age UK London is well known in the capital for its campaigns and promotion of issues concerning older people and we will be expanding this work. The Mayor of London has signed up to the WHO Age Friendly City community – this was one of our asks in our 2016 mayoral manifesto, and so we are keen to work with him and his team on this. We are also engaging more with academia to bring more evidence based research and rigour to our work, and will use this to highlight the areas where older people need more support or attention, and promote the valuable contribution older people make to all of London's communities.

Engagement and Expertise

We are the only older people's organisation in London who demonstrably bring our expertise across all 32 London Boroughs and The City of London. We do this through the hundreds of local older people's groups that we work with and support. Add this to the wealth of expertise that we hold as a charity, and we are well placed to work with anyone who wants to engage with and learn about older people in the capital.

We want to bring this reach and expertise to companies, academic institutions, statutory and governmental bodies, and any other groups to make sure that the true experience of older people in London is captured and acted upon so that their wellbeing and the wellbeing of older people to come are improved.

Local Age UKs

Age UK is a federation of independent charities, and here in London we have 22 local Age UKs across the 32 London Boroughs providing direct support to older people. Against this background, Age UK London plays a vital role in supporting them with knowledge and skill sharing, networking, organisational support and capacity building, our Business Directory, and also with unrestricted income from our trading operation.

Age UK London is proud to support the dedicated staff, trustees and volunteers in the local Age UKs in London and we will continue to do this and look for other ways to support their work for older people.



Paul Goulden, CEO, Age UK London



Thank You!

Age UK London would like to thank the following organisations and individuals for their support:

2Theatre	HEAR Network
Accenture	Hermes Investments
Accenture Liquid Studios	Hyde Housing
Age Action Alliance	Informa
Age England Association	King's College London
Age UK	London Trading Standards
Age UKs in London	Making Research Count
Ageing Without Children	Marriott Hotels
Allergy UK	Mayor of London
Allied Health Solutions	Mental Health Foundation
Amazon Audible	Metro Bank
Apple	Metropolitan Police Service
Aramco	Nationwide Foundation
Bank of England Merrill Lynch	NCVO
Barbican Centre	Opening Doors London
Barbican Libraries	Parliamentary Outreach Team
Barclays Bank	Pensions Policy Institute
BNY Mellon	Pleasance Theatre
British Lung Foundation	Positive Ageing in London
British Red Cross	Ramblers Walking for Health
Campaign to End Loneliness	Reach Volunteering
Capital Investments	RNIB
CEB Global	Royal Academy
Centre for Ageing Better	Royal Institute of British Architects
Charterhouse Museum	Royal Opera House
City Bridge Trust	Santander
City of London Corporation	Shire Pharmaceuticals
City of London Police	Spice Time Credits
Clifford Chance	Spotify
Dementia Action Alliance	Tabernacle Theatre
Dentsu Aegis	Telaria
Department for Work and Pensions	Telstra Global
Diabetes UK	Transport for All
Garrick Theatre	Transport for London
Grainger PLC	Trust for London
Greater London Authority	University College London
Greater London Forum	Watermans Arts Centre
Greater London Volunteering	Xero

We also thank all of our associates and suppliers for their work and support, as well as our staff, trustees, volunteers, and expert panel:

Rosemary Adkinson	Kate James
Janine Aldridge	Jessica Jarvis
Pradhnya Allen	Norman Jonas Livingstone
Daniel Askew	Huw Jones
Jessica Askew	Irene Kohler
Alisha Banton	Hulya Lazenby
David Bickerton	Colin Levy
Amy Bissmire	Catherine Loveday
Phyllis Blankson	Margot Luke
Andrea Blenkinsop	Reno Marcello
Robert Brown	Beth Mattherson
Sophia Charman	Sam Matthews
Cliff Chester	Alison May
Steve Connelly	Gordon Maxwell
Andrew Corbett	Gill Mines
Charlotte Cornish	Mahesh Mistry
Dilys Cowan	Jackie Morris
Denise Davis	Catherine Morrison
Gordon Deuchars	David Muir
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Walter Guy-Briscoe	Lesley Thrift
Sharon Haffenden	Sharon Tynan
George Harvey	Heather Vernon
Tim Heath	Chris Walsh
Jessica Hodge	Steve Welsh
Martin Hong	Alice Westlake
Bella Ikpasata	Jill White
Ronnie Jacobson	

Age UK London helps London to love later life by campaigning for older Londoners, working on their behalf, and championing their cause. We work with London borough Age UKs, over five hundred older people's organisations across the capital, and the national organisation, Age UK.

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