



Impact Report

A review of 2018/19



Contents

Introduction	3
Why we are here	4-5
The Difference we Make	6-7
Financial Declaration	8-9
Policy and Voice	10-11
“The Way Ahead” Project	12-13
Age Allies	14-15
Holobalance	16-17
Age Concern City of London	18-19
Age UK London Trading and Business Directory	20-21
Our Wider Work	22-23
Communications	24-25
Looking to the Future	26-27
Thank You!	28-31

Introduction

Welcome to Age UK London’s Impact Report for the 2018/19 year – a year of great change in our work!

In 2016, our manifesto for the London Mayoral elections called on candidates to adopt the World Health Organisation’s “Age Friendly Communities” guidelines to make London truly Age-friendly; and we were delighted in June 2018 when Mayor of London Sadiq Khan did just that. This marks a step change in how decision-makers and influencers in London view older people, and has created a momentum that Age UK London now want to increase.

To this end, we restructured our operations in autumn 2018, to move away from research and policy formation and towards becoming a charity that campaigns for change for older Londoners. Following the Mayor’s announcement, we believe the time is right for us to concentrate on tackling those areas of life in the capital that have such an impact on the lives of older people – transport, housing, access to health services, and health inequalities. However, in consequence of this we said goodbye to two staff members, Gordon Deuchars and Ben Donovan – and we thank them for all their hard work and service to Age UK London and older people in the capital.

We continued to support the local Age UKs in London, and the many other older people’s organisations such as the borough forums and their umbrella body, the Greater London Forum. Their experiences and knowledge have been vital in shaping our work and reflecting the real issues facing older Londoners. Against a changing and often challenging commissioning landscape for service delivery charities, we continued to work with the local Age UKs to help them continue to deliver quality services to older Londoners. I hope that, by helping them to share best practice, knowledge and opportunities, we have played our part in their success.

Age UK London could not achieve its work without our dedicated staff, volunteers, and trustees and I thank them 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



Why we are here:

2,400,000

There are nearly two and a half million people over the age of 50 in London.¹

450,000

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

146,000

The number of households in London's private rented sector with at least one person over the age of 50.³

40,000

Older Londoners are described as “chronically lonely”.⁴

44%

Of Londoners over the age of 80 will not leave the house on any given day.⁵

1 Mid-year Population Estimates for UK, England and Wales, Scotland and Northern Ireland, ONS, 2018.

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

3 Census Detailed Characteristics Tables, 2011.

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

5 “Age, disability and everyday mobility in London: an analysis of the correlates of ‘non-travel’ in travel diary data”, Corran, P. (et. al.), Journal of transport & health, 2018.

The Difference we Make

“Age UK London has been instrumental in helping me to gain information that I can take back to our forum and share with our members. Whatever is going on, Age UK London seems to know about it! This offers us a chance to give our input and perhaps to make a difference. Many older people have problems or questions but they don’t know where to go, so Age UK London’s events help an awful lot of people by making their lives easier.”

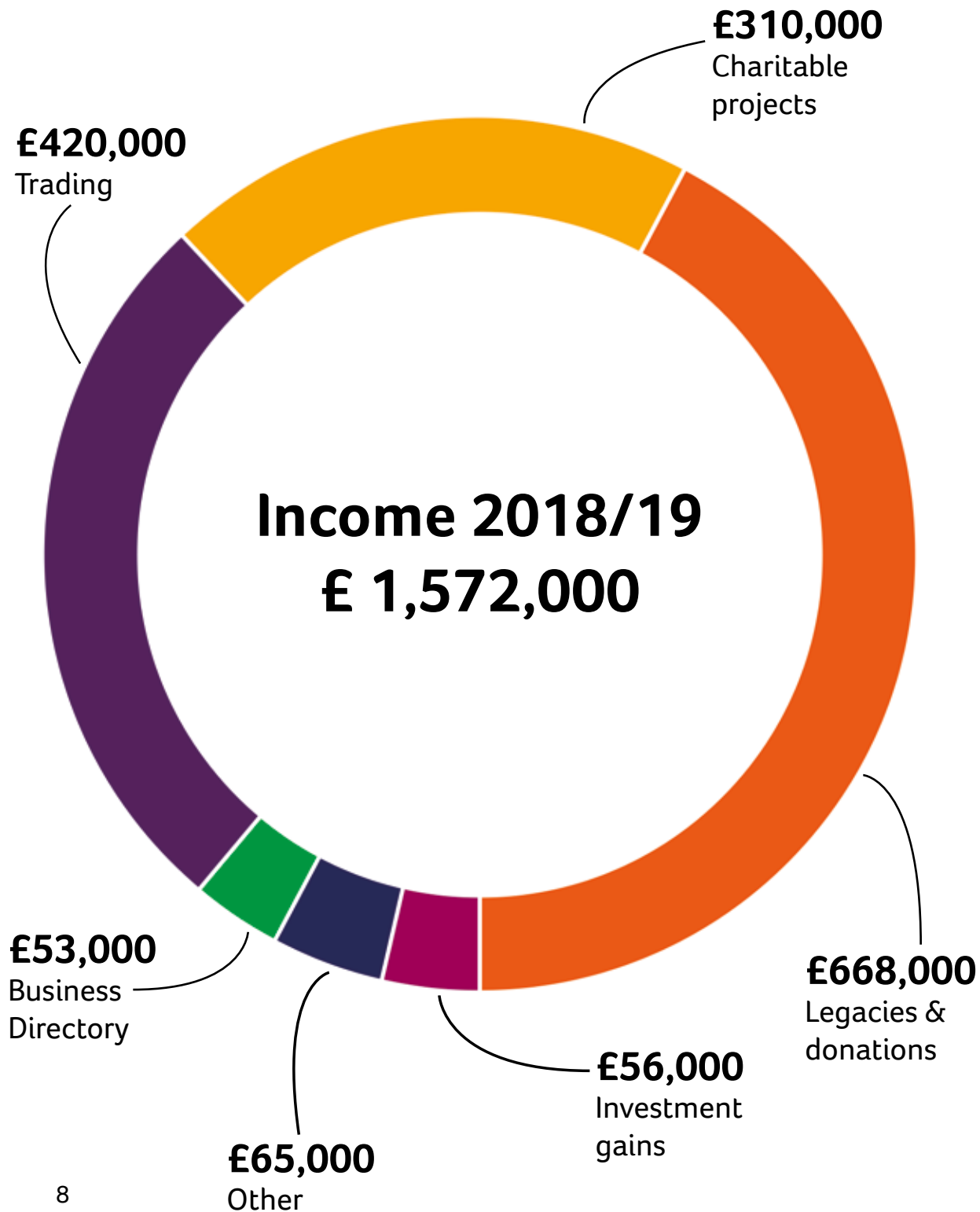
Angela Banner
Redbridge Pensioners’ Forum

“I want to thank you most deeply for the lovely and interesting time I had today at the “Staying Safe and Active Online” event. In my limited life as my husband’s carer such an event is more than a breath of fresh air! It was friendly, most interesting, and I learned so much both from Abby’s superb talk and from Matthew, who was delightful and answered queries I had about my tablet and phone which no doubt will be most helpful in my daily life.”

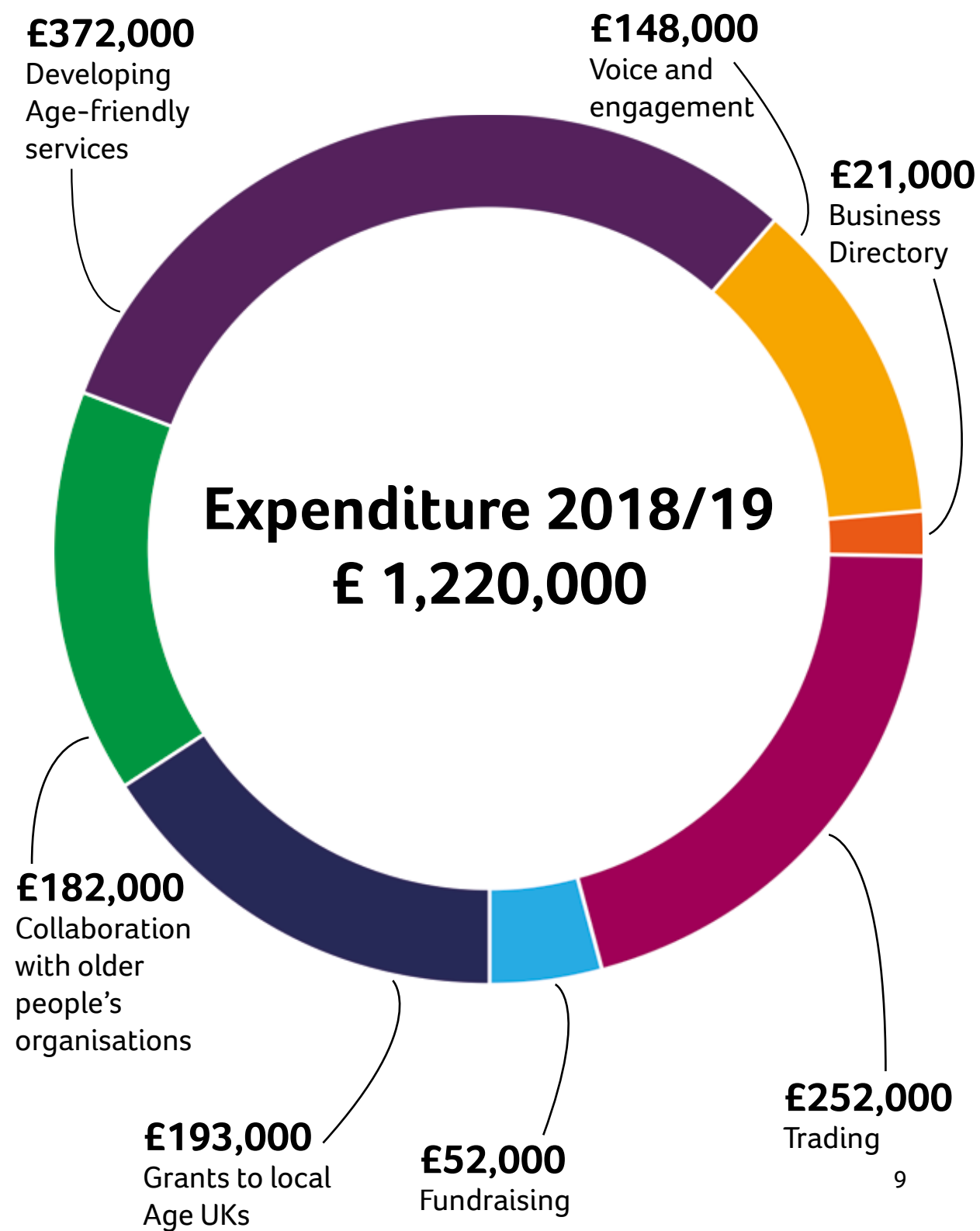
Delia, an attendee at our
“Staying Safe and
Active Online” Event



How we Raised our Money



How we Spent our Money



Policy and Voice

Throughout the year, we raised the voices of older Londoners and made sure their concerns were on the agenda of policy-makers.

This included:

- Launching our Manifesto ‘Make London’s Boroughs Age Friendly!’ for the local elections of May 2018, and securing feedback and commitments from local candidates.
- Getting the issues of older Londoners through to decision-makers by meeting and briefing key GLA figures, and responding to announcements and initiatives from City Hall. Our contributions have helped shape London-wide strategies.
- Highlighting the issue of loneliness by hosting a conference for local older people’s groups and professionals working with older people, and asking for commitments from them on what they will do next. It was at this event that the Deputy Mayor Matthew Ryder announced that the Mayor was signing London up to be an Age-friendly City.
- Highlighting London perspectives on topical issues affecting older people through our social media operations, including Facebook, LinkedIn, Twitter and our weekly Blog.
- Responding to the issues of older people in London by appearing on local radio and television, promoting the voices and contributions of older people and helping to challenge ageism.
- Adding a London perspective to, and providing London specific activities for, national Age UK campaigns including “Painful Journeys” and the campaign for a Health and Social Care Green Paper.



“The Way Ahead” Project

“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 was based on the understanding that increased inequality and continued reductions in public funding have placed considerable strain on front line civil society.

“The Way Ahead” vision puts London’s communities at the heart of the way we all work. This vision includes co-producing an understanding of need and how to tackle it with our communities, as well as improved sharing of intelligence and data, and ensuring 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.

Throughout the last year, funding from the City Bridge Trust has enabled Age UK London to meaningfully engage with “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.

As a result of our work:

We have made a huge difference to older people’s organisations across London by holding workshops to improve their capacity in several key areas. These included our excellent Digital Literacy programme, which linked 226 older people’s organisations with corporate volunteers to make older Londoners more aware of digital scams and fraud. Our Trustee Recruitment workshop was also a success, helping to increase organisations’ leadership infrastructure. In addition, we held two events to provide staff with the skills needed to support older Londoners living with disabilities. We also worked with older Londoners to co-produce consultation responses to key policy initiatives, ensuring that the views of older Londoners were well represented within London-wide campaigns.

443

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

93%

The mean satisfaction rate of those surveyed at our “The Way Ahead” events.

226

The number of older people’s organisations reached by our Digital Literacy programme.

42

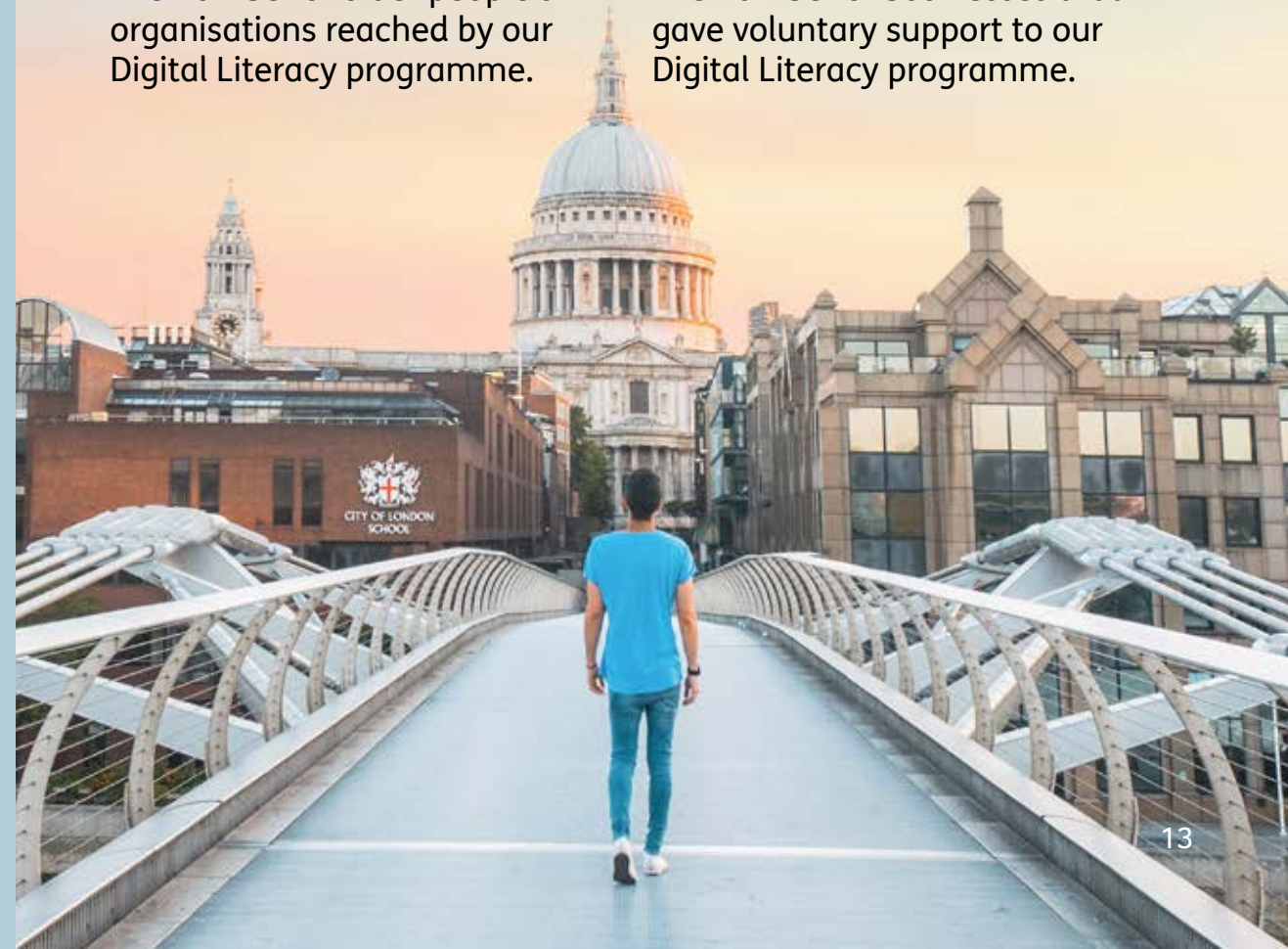
Organisations attended our “Intergenerational Democracy” workshop to share best practice between Londoners of all ages.

32

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

15

The number of businesses that gave voluntary support to our Digital Literacy programme.



Age Allies

This year, the Age Allies continued to deliver half-day “Age Awareness” workshops and introduced one-hour interactive talks, which allowed us to reach over 200 people from 53 organisations across London. Our aim in the workshops and talks has been to facilitate participants’ awareness of their own unconscious attitudes to age and ageing, with the objective of improving the experience for older people as they go about their lives in the capital.

“The activity-based workshop became an opportunity to contribute to open discussions, reflect on our attitudes towards ageing and to commit to making a positive change, however big or small. The workshop has influenced the Health and Wellbeing programme by involving older adults in the development phase instead of making assumptions of what they want.”

- Rebecca Olajide, Community Partnerships Co-ordinator,
The Science Museum

The Evolution of Ageism

“The Evolution of Ageism” was an all-day event, hosted by the Age Allies at London South Bank University, to explore the past, present and future of ageism. Age Allies Programme Manager Richard was joined on a panel by Dr Hannah Swift, University of Kent, and Prof. Anthea Tinker OBE, King’s College London. The presentations were followed by a lively Q&A and series of “age awareness” activities hosted by the Age Allies volunteers. Our three expert speakers presented to 120 delegates and the event was live streamed on Twitter.

“One of the biggest impacts the talk has had is raising awareness and prompting discussions around age across different departments. Employees were overheard explaining the talk to others, therefore spreading awareness to more people in the business and showing that it was thought-provoking. Indeed, the most common piece of feedback from our staff was that the talk was an “eye-opener”, which encouraged employees to think differently about age.”

- An HR Manager who attended one of our workshops



Holobalance

Age UK London is one of thirteen partners across seven European countries involved in Holobalance, a three-year EU-funded development programme running from December 2017 until November 2020.

The Holobalance project aims to help older adults at risk of falling by creating a new personalised programme to aid their recovery process after a fall. The programme will use holograms to demonstrate personalised physiotherapy exercises, coaching, motivating and empowering those with balance disorders. The programme will also incorporate cognitive and auditory training and vestibular rehabilitation with the aim of reducing the user's risk of falling in future.

Age UK London brings the voice of older people to the programme by user testing the concepts, tools and resources with older Londoners. This valuable information is being fed back into the overall project's development, to ensure that Holobalance will be an inclusive product that is fit for people of all ages.

We have involved older adults in a variety of ways, starting at the second plenary meeting in London in April 2018, when we introduced a small group of older people to all the clinical and technical partners. Augmented reality headsets were user tested both for comfort and practicality and there was also chance to give feedback on the look and feel of the virtual coach and the cognitive game concepts.

Age UK London (in partnership with the University of Hamburg and King's College London) ran a larger focus group in London in June 2018. This improved the final product by getting live feedback from older Londoners for the technical partners and clinicians.

In October 2018, the third plenary meeting took place in Venice. This meeting focused on user-centric design, system architecture and finalising the system hardware (sensors).

King's College London & Age UK London then held further focus groups during November 2018 to get direct feedback on the proposed system and some of the sensors that could be used, to see if they would work practically in the home. The older Londoners brought their wealth of knowledge to these focus groups and came up with good practical ideas about the future development of Holobalance.

The fourth plenary meeting (which also incorporated a review from the funders) took place in February 2019 in Luxembourg. The review report stated that "the users' requirements are sound and were defined exhaustively using direct interaction with stakeholders and older adults, which is a step very much appreciated."

At the halfway stage of the Holobalance project, Age UK London has ensured that the voices of older Londoners have been heard throughout the process. We have achieved this by bringing technical partners and clinicians to meet focus groups of older Londoners on several occasions, enabling them to provide valuable feedback.

By intervening in the early stages of the project, Age UK London has ensured that Holobalance will be a more inclusive product that benefits people of all ages.



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.

Age Concern City of London

It's been an exciting year for our subsidiary charity Age Concern City of London! Here's what they've been up to...

In 2018-19 we focused on digital inclusion. Funding from Santander enabled Age Concern City of London to run gadget clinics attended by more than 50 older people and September 2018 saw the launch of a brand new project, Only Connect. This volunteer-led project combats isolation by supporting City residents to use email and social media to keep in touch with family, friends and wider interests, as well as raising awareness around keeping safe online. The project, funded by the City of London, welcomed 64 older learners and 20 volunteers by the end of March 2019, and will be running for a further year.

Our work with arts and cultural institutions continues, seeing partnerships with the Barbican Centre, Royal Academy, Museum of London Archaeology and Amazon Audible. City residents benefited from access to a range of cultural events including exhibitions of photography and painting, architecture tours, book discussion groups and involvement in a project exploring the archaeology of the Thames Foreshore. At Christmas we were delighted to be a partner in the Royal Academy's Community Partners Exhibition "Art is Part of the Equation", where an older City resident exhibited both 2D and 3D work.

2018-19 was also the year we expanded our Square Mile Health Walks programme. Funding from London Catalyst and the Hospital Saturday Fund enabled us to reach out to new and under-represented groups in the Square Mile, including older BAME women and people living with cancer and HIV. Age Concern City of London were extremely fortunate to be able to train one of our regular walk leaders as a Tower of London Guide and have been able to offer our beneficiaries monthly tours around this historic London landmark, free of charge.

"Thanks for including me in your outing. I need to keep doing things outside and meeting others. Your City group has been a breath of fresh air."

- An Age Concern City of London event attendee

In April 2018 Age Concern City of London were made Charity of the Year by TV streaming service YouView. YouView have done a fantastic job fundraising for Age Concern City of London throughout the year, with the highlight being a sponsored London to Brighton bike ride undertaken by two of their staff. This money has been used to support accessibility on our trips and activities by providing transport for those who would otherwise have found it difficult to attend.

Corporate partnerships have played a vital role in enabling us to deliver interesting and engaging activities at great value. This year we worked with Eggar Forester, One Touch Investment and BNY Mellon to deliver IT support at our Only Connect sessions. A team of eighteen volunteers from local firm Omnilife spent a day creating a community garden on Mansell Street, working with older BAME women from our Mansell St Women's Group to build raised beds.

The year saw a packed programme of trips catering to varied tastes and abilities, from a narrow boat on the Regents Canal and a coach trip to the lavender fields (supported by volunteers from BNY Mellon and Accenture), to a screening of White Christmas at the Barbican Cinema. We also established a weekly social group, Golden Social, at Golden Lane Community Centre in the heart of the Square Mile. With regular film afternoons and visiting speakers, this is a one-stop shop for information on all aspects of Age Concern City of London's work.



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.

£193,000

The total amount of net profits that were granted to local Age UKs in London.

26,518

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.

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 local services, 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 Paul Cobb, one of our Trusted Traders:

“My husband is wheelchair bound. Paul helped to redesign and finally rebuild our entire kitchen to help with our needs. Paul is an extremely able tradesmen who shows great patience and sympathy in his approach. I would highly recommend him and certainly will be asking for him again.”

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

Calls were received in the last year - over 180 calls a week!

13,381

New users of our site were recorded this year.

Our Wider Work

Local Age UKs in London

We have continued to support local Age UKs in London through the Chairs' Network, the CEOs' Network and the I&A Network. These groups have helped bring borough Age UKs together to share knowledge and explore opportunities to work even closer together in future.

We have also helped to make introductions to the Mayor's Office, so that local Age UKs in London could have their views on social prescribing heard by top level influencers and decision makers in the capital. Age UK London also worked on several London-wide projects to benefit the Age UK network in London, most notably initiating a pan-London fundraising project which will launch in late 2019.

Falls Prevention

Age UK London, supported by Age UK Enfield and Enfield CCG, successfully delivered a "Falls Prevention" training and awareness programme to over 100 health and social care professionals in Enfield. The programme included a comprehensive local "Falls Prevention" resource pack (designed specifically for the programme) and planned follow-up actions to maximize the programme's reach across the borough.

This programme now provides model falls prevention resources that can be further delivered in Enfield. This effective model can also be adapted for delivery in neighbouring boroughs. Evaluation showed the training to be highly effective in raising awareness of falls prevention.

Age UK London has subsequently secured funding from Enfield CEPN (Community Educations Provider Network) to deliver the training to a further 90 health and social care professionals in Enfield.

Scams Awareness

Age UK London, funded by Southern Housing Group (SHG) successfully delivered a pilot scams prevention information session to residents of its sheltered housing blocks in Newham. The session used an innovative approach which included actors performing scenarios outlining common scams and a fun quiz at the end. Each participant received a comprehensive scams prevention toolkit, designed specifically for older residents of sheltered blocks. Evaluations showed a high level of effectiveness in raising awareness and the benefits of using scenarios by actors to destigmatize being scammed.

The piloted session and related resources now provide a model intervention that can be further delivered by Age UK London and local Age UKs across sheltered schemes in London. Subsequently we have secured funding for delivery to a further 16 sheltered housing sites managed by Southern Housing.



Communications

We have successfully widened our reach across all of our communications channels in the last year. Our website gained an average of 3,315 monthly visitors, which is a rise of over 600 visitors on the previous year. This led to an average of 7,527 web pages visited each month, which is an increase of 1,340 on last year. This rise in visitors to our website was a direct result of our improved social media presence, which saw our Twitter following grow 7.7% to 8745 accounts. In addition, the number of followers on Facebook and LinkedIn continued to grow steadily and we have continued to post weekly blogs from senior staff across London's age sector.

We also launched our YouTube account, which has allowed us to create more video content, a move that is in line with a general trend across the charity sector. We used this new account to inform stakeholders about our Age Allies project, by filming interviews with both our Age Allies volunteers and with attendees at our "Evolution of Ageism" conference.

In December 2018, we created an online campaign with Edit PR to highlight loneliness at Christmastime and to direct supporters towards the services provided by Age UKs across London. The video campaign featured celebrities Sam Faiers and Jamie Laing baking Christmas treats with older Londoners and was seen over 150,000 times. We launched our Instagram account to capitalise on the success of the campaign and we continue to use this channel to post updates of our campaigns and events.

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.

As a result of our work:

We have used our communications channels to inform our growing supporter base about our work. This has helped to create an engaged and informed network that can support our future campaigns.

39,790

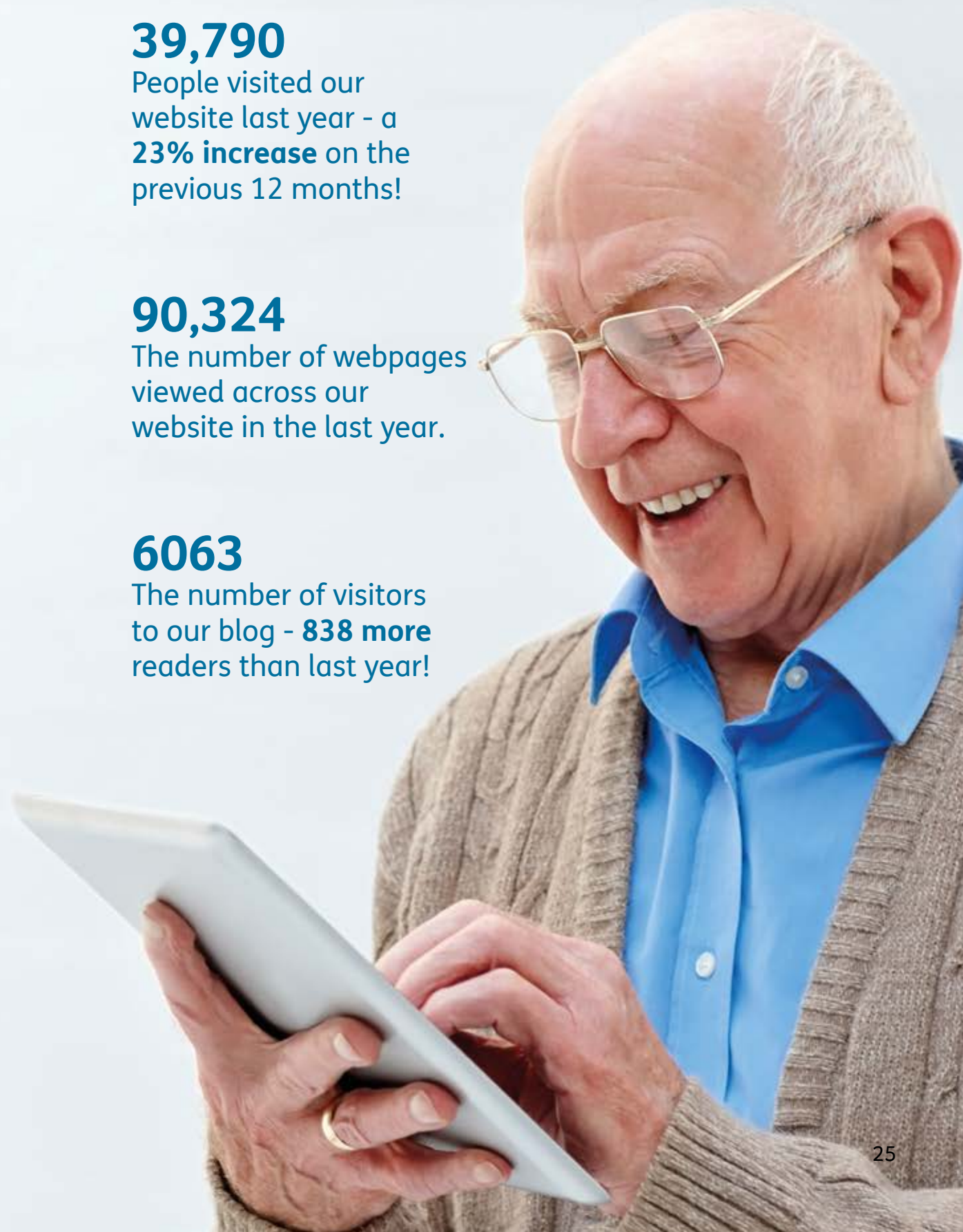
People visited our website last year - a **23% increase** on the previous 12 months!

90,324

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

6063

The number of visitors to our blog - **838 more** readers than last year!



Looking to the Future...

2019/20 will be a year where we bring the strategic change we made in autumn 2018 towards reality. As well as changing the way we work as an organisation, we have three key campaigning themes we will be focusing on:

Housing

Our 2017 report into the plight of older private renters in the capital, made many recommendations to address the fact that this group are (as the report was titled) “living in fear”. Some of the recommendations are outside our ability to deliver as they require national legislation, but we will be working to persuade local authorities in London to adopt landlord licensing schemes to protect older private renters.

Transport

It has always struck me that older Londoners have many great activities they can go to, but sometimes the “how” of getting to them presents a real barrier. We have a world class transport system in London, but there are always areas for change and improvement, and other considerations such as community transport. We look forward to working with Transport for London and other partners to help get older Londoners to the services and activities they need and enjoy.

Access to Health Services and Health Inequalities

It cannot be right that there are still older people in London who, for whatever reason, are not able to access the health and social care services they need, and that the differences in life expectancy across the capital are so marked. The Mayor’s office has been working on encouraging and developing the practice of social prescribing across the capital, and in the context of the move towards primary care networks this could be a real change to improve the lives of older people. But there are other barriers to consider, and we look forward to working with Race on the Agenda and Opening Doors London to explore how BAME and LGBTQ+ older people can secure better access to the support they need. Helping older people improve their own health is also a key part of the equation that we will be looking at.

We look forward to working with older people, their groups and strategic bodies across the capital to help play our part in making London a truly Age-friendly City.

Paul Goulden, CEO, Age UK London



Thank You!

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

Rosemary Adkinson
Pradhnya Allen
Daniel Askew
Jessica Askew
Jennifer Bailey
Alisha Banton
Amy Bissmire
Phyllis Blankson
Andrea Blenkinsop
Robert Brown
Tony Burch
Sophia Charman
Cliff Chester
Imogen Clark
John Cole
Steve Connelly
Andrew Corbett
Charlotte Cornish
Vanda Corrigan
Natalie Corvoisier
Dilys Cowan
Beryl Davies
Denise Davis
Gordon Deuchars
Ben Donovan
Kathleen Egan
Rekha Elaswarapu
Catherine Evans
Teresa Fernandez
Zara Ghods
David Goldsmith
Paul Goulden
Gordon Griffiths
Daphne Gurgur
Judy Guy-Briscoe
Walter Guy-Briscoe
Jamal Hammoud

George Harvey
Tim Heath
Jessica Hodge
Frances Holloway
Martin Hong
Ronnie Jacobson
Kate James
Norman Jonas Livingstone
Huw Jones
Diana Jowsey
Prakash Kakoty
Kitty Kean
Irene Kohler
Hulya Lazenby
Colin Levy
Deborah Levy
Catherine Loveday
Margot Luke
Sam Matthews
Gordon Maxwell
Deborah McClusky
Lisabel Miles
Gill Mines
Jackie Morris
David Muir
Daniel Netto
Richard Norman
Pearl Oguh
Mej Patel
Jonna Pipping
Jackie Richards
Jenny Roberts
Stuart Routledge
Sandra Russell
David Shalit
David Simpson
Licia Sisalli

Elizabeth Sparrow
Eugene Stakem
Guy Stevenson
Sarah Stroud
Lesley Thrift
Sharon Tynan
Heather Vernon
Chris Walsh
Barry Weeden
Steve Welsh
Alice Westlake
Jill White
Chris Wilkinson
Janina Wright

We also thank the following organisations for their support over the past year:

Accenture
Accenture Liquid Studios
Age Action Alliance
Age England Association
Age UK & Age UKs in London
Ageing Without Children
Allergy UK
Allied Health Solutions
Amazon Audible
Apple
Aramco
Bank of England Merrill Lynch
Bank of New York Mellon
Barbican Centre
Barbican Libraries
Barclays Bank
British Lung Foundation
British Red Cross
Campaign to End Loneliness
Capital Investments
CEB Global
Centre for Ageing Better
Charterhouse Museum
City Bridge Trust
City of London Corporation
City of London Police
Clifford Chance
Dementia Action Alliance
Dentsu Aegis
DWP
Diabetes UK
Eggar Forester
Fishmongers' Hall
Grainger PLC
Greater London Authority
Greater London Forum
Greater London Volunteering
HEAR Network
Hermes Investments

Hospital Saturday Fund
Hyde Housing
Informa
King's College London
London Catalyst
London Children's Ballet
London Trading Standards
Making Research Count
Marriott Hotels
Mayor of London
Mental Health Foundation
Metro Bank
Metropolitan Police Service
National Gallery
Nationwide Foundation
NCVO
Omnilife
One Touch Investment
Opening Doors London
Parliamentary Outreach Team
Pensions Policy Institute
Positive Ageing in London
Ramblers Walking for Health
Reach Volunteering
RNIB
Royal Academy of Arts
Santander
Shire Pharmaceuticals
Spice Time Credits
Spotify
Telaria
Telstra Global
Transport for All
Transport for London
Trust for London
University College London
Xero
YouView

Thank You!

Finally, we would like to pay tribute to the generous support of our legacy donors. Their kind contributions will play a vital role by helping us to continue campaigning to make London an Age-friendly City for many years to come:

Dorothy Baber
Janet Blake
E. Bushell
Edith Churm
Joan Cubey
Doreen Dodd
Ivy Dunford
Professor Vera Evison
Phyllis George

Andrew Gully
Lillian von Hessche
Minu Jha
Betty Olley
John Prichard
Reomatti Sharm
Thomas Smith
Kenneth Turffrey
Anne Way

If you would like to leave a gift in your will to Age UK London, please contact: legacies@ageuklondon.org.uk or 020 7820 6770.

.....

Join the Age-friendly London Movement!

We're working to make London an Age-friendly City, but we need your help to make that happen!

By signing up to our mailing list you'll be kept up-to-date with all of our Age-friendly London campaigns and you'll have the chance to get involved directly!

Get involved at: www.agefriendlylondon.org.uk



Age UK London is the London-wide campaigning organisation that is committed to making London an Age-friendly City. We work with London borough Age UKs and over three hundred older people's organisations across the capital to campaign for an Age-friendly London.

Age UK London
7th Floor, Tavis House
1-6 Tavistock Square
London WC1H 9NA

020 7820 6770
www.ageuk.org.uk/london

