



Age UK Merton

Annual review 2016-2017





**Making Merton
a great place to
grow old.**

Chair & Chief Executive's introduction

It gives us great pleasure to present to you our annual review, 2016-17.

In a world ever more dominated by instability, fear and uncertainty Age UK Merton has continued to be a port in the storm for nearly 2,500 older people in the borough.

Throughout the course of the year we have focused on building strong foundations within our charity to enable us to respond to an increasing demand for our services. We have prioritised building better links within our teams to ensure we can provide a joined up, person-centred experience for our clients. The feedback you will read throughout this review highlights the importance of this approach, providing specialist expertise and human contact to help our clients solve problems, retain their independence and experience meaningful social connection.

We have retained a clear focus on ensuring that our clients and partners benefit from a well-run, sustainable organisation. We have adapted and evolved over the past few years, restructuring all of our services to ensure that they are meeting the needs of our clients and are sustainable. We remain relevant to the changing needs of our clients, supporting more people than ever before, and feel more equipped to prosper for the long-term.

As always there are so many to thank but we are particularly grateful to Age UK, the Big Lottery Fund, City Bridge Trust, Vernon Ely, the Local Sustainability Fund, the London Borough of Merton, Merton Partnership, Paul Strank Roofing, Sutton and Merton CCG Charitable Funds, Wandle Housing Association, and Wimbledon District Nursing and Midwifery Benevolent Society.

Working with our clients one to one on a daily basis gives us great cause for optimism. Even in the most difficult circumstances we see people approaching life with strength, optimism and good humour. We express our sincere gratitude to all of our staff, volunteers, clients and partners for their support throughout the year.

As we look to the future, we will retain a strong focus on running our charity efficiently. Demand for our services is increasing and we expect to support over 3,000 in 2017/18. We will continue to seek opportunities to innovate, work more closely with partners in Health, Social Care and Voluntary sectors and reach out further to the most vulnerable and isolated people in our community.



Clare Gummert
Chair



Rob Clarke
Chief Executive

About us

It is our mission to make Merton a great place to grow old.

Everyone should have the opportunity to make the most of later life, whatever their circumstances, wants and needs. We have broad objectives to improve health and wellbeing and combat the epidemic of social isolation.

We believe that living longer should be celebrated and enjoyed. Everything we do is to maximise well-being in later life.

Our delivery of this aim is guided by three key objectives:

- 1. To support people in later life in Merton to enjoy life and feel well; to receive high quality health and care; to feel comfortable, safe and secure at home and to participate in their local community**
- 2. To be the voice of people in later life in Merton, influencing decision makers and campaigning on issues which prevent making Merton a great place to grow old**
- 3. To ensure that older people benefit from a well-run, sustainable organisation.**



Our services

Ask Us Anything: Our Information & Advice Service

A confidential and independent information and advice service covering a wide variety of topics including care, pensions, welfare benefits, health, housing and much more.

At Home with Age UK Merton

Helping with the little things that make a big difference. We provide practical help to enable people to feel comfortable, safe and secure at home. It is a regular service which includes cleaning, shopping and other tasks in the home.

We also provide a short term respite service for carers. We offer the carer quality time outside of their caring role to have space for themselves with peace of mind that their loved one will be well supported.

Befriending

We offer face to face or telephone befriending to Merton residents, especially people over 65 who are housebound and socially isolated.

Happy & Active

For those over 75 with a long term health condition. We support people one to one to help them get back to doing the things they love.

Life After Stroke

We work with individuals who have had a stroke to enable them to recover to their full potential through a personalised action plan.

Living Well

Providing support to people to help them stay independent at home and prevent readmission to hospital. Ensuring their well-being, safety, social inclusion and nutritional dietary needs are being met.

Love Later Life Activity Programme

Our Activity Centre in Mitcham offers a programme of social gatherings and regular weekly clubs such as craft, yoga, scrabble, tea dances and much more. We welcome people to join our family, make new friends and enjoy a freshly cooked lunch. The centre is run by a friendly team of staff and volunteers who make sure that everyone has a good time.

Out & About

We run an exciting and varied programme of walks, outings and trips to places locally, in London and further afield.

Sole Mates Podiatry

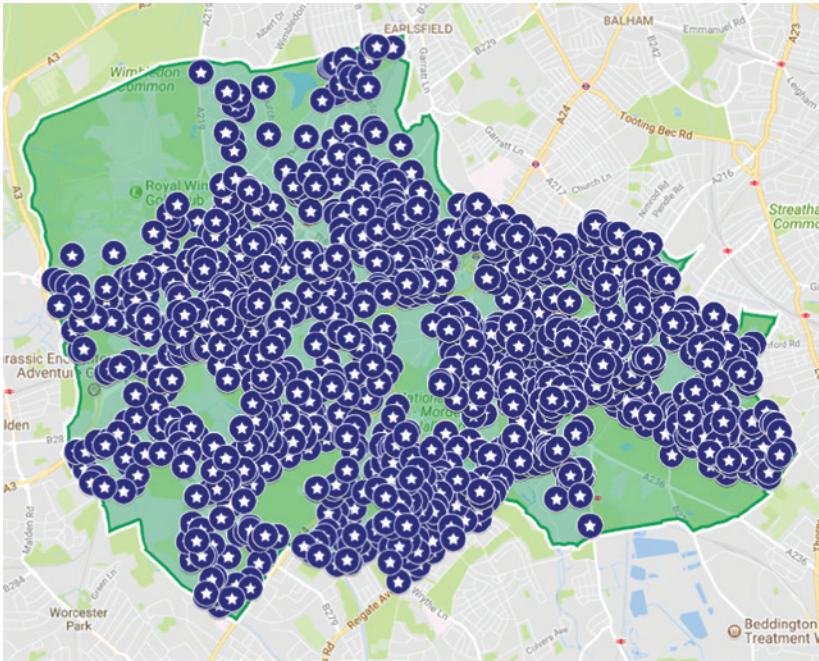
Affordable foot care run by Age UK Merton at the Cricket Green Medical Practice in Mitcham offering toe nail cutting and general foot care. Our fully qualified podiatrists are registered with the Health Professions Council and run in accordance with the Minimum Standards of Clinical Practice.



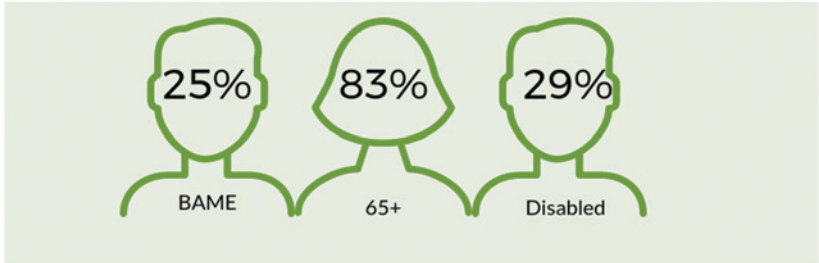
***I would be stuck indoors
and so lonely if I didn't
come to Age UK Merton.
You treat me with such
care and attention, I love
coming here.***

Our Reach

Over 2,500 people across the borough accessed our services in 2016/17. Our reach extended into every ward in the borough.

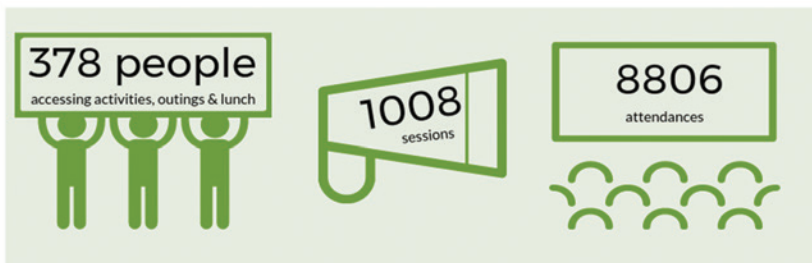


We support and celebrate Merton's diverse community.



Enjoy life - feel well

Our Love Later Life programme is designed to provide people with opportunities to stay active, learn new skills and have fun. This has such a powerful impact on people's wellbeing. Our activities range from games clubs and craft to Zumba and yoga. All our activities are specifically designed to be fun, as well as beneficial for health and wellbeing.



Before I came I was feeling really low and lacking energy. Now I come to Age UK Merton every day and I'm feeling so much happier.





*Age UK Merton
provides stimulation,
company & laughter
for people my own
age.*

High quality care

In each service we strive for quality and person-centred care. None more so than in our Health Programmes, which encompass Life After Stroke and Happy & Active.

Mr H has been accessing our Happy & Active service since the Autumn 2016.

Happy & Active is tailored for people over 75 who live with a long-term health condition. We received a referral from a local GP explaining that he was experiencing low mood and feeling socially isolated. We visited Mr H at home. He told us he was feeling very lonely following the loss of his wife almost 2 years ago. He has a serious tremor, vastly affecting his daily life but seeks to remain independent in his home. His confidence was low and social network limited with many of his friendships having been through his wife.

Working with him over a few weeks we created his action plan to help him manage his health and build his confidence. He decided that he wanted to attend our evening dance party to make new friends. When Mr H arrived at the party, he met some friends of his wife that he hadn't seen since her death. He had a wonderful evening catching up with them and enjoyed the music. Next time we visited, Mr H was still in a positive mood from the party. His old friends were also going on the trip to Hastings and asked if he'd like to sit with them on the coach, so he was now looking forward to the trip even more.

Mr H was keen to retain his independence but the support we were able to provide him to improve his mood and become more active was invaluable. Our expertise and person-centred approach enabled him to put in place some small changes which all added up to a significant improvement in his health and wellbeing. "I'm happy when you come to see me and look forward to it so much. You're better than all the tablets. As soon as you walk in I forget about everything, my illness and my situation. I feel so much more prepared for my future now."



of clients seen by the Happy & Active project reported improved health and wellbeing.



*I look forward to our walks
because it is something different.
Since starting Happy & Active I go
out more than I was able to before.*

Dad looks forward to Monday afternoons and Pauline's company. The house sparkles after her visits and so does dad!



Feeling comfortable, safe and secure at home

Many of our services are delivered in people's homes. It is essential that we reach out to people in this way and support them to retain their independence and can continue to access services.

Mr A was referred to us last Autumn by the social services team at Merton Council. Our At Home team visited Mr A to talk to him about his needs and where he might benefit from support. It became apparent that Mr A was finding it more difficult to manage his home and move about inside without having to hold on to walls and furniture.

To help make him feel more secure, we fitted a number of adaptations, like grab rails, to help him move more freely throughout the home.

He also mentioned that he was finding the upkeep of his home more challenging. We followed up and told him about our regular At Home service which could help him to keep on top of domestic tasks. Mr A decided to try the service and we helped him to access some benefits that would help him with the costs. After a couple of weeks we created a very successful partnership between Mr A and Pauline, one of our At Home Team.

Pauline supported Mr A by coming in for two hours a week to support him with domestic tasks and preparing a meal for that evening. After settling in to the relationship and feeling more confident with Pauline, Mr A revealed that he had not left his home in over a year and was feeling increasingly cut off from the outside world. Mr A said that he would love to get out more but that he had previously experienced a fall on the pavement outside his house, which had really knocked his confidence. We invited Mr A to attend lunch at our Activity Centre and he's been slowly rebuilding his confidence and social connection.



increase in clients accessing the At Home service.

*It's wonderful that you
organise these trips, you've
shown me places I knew
existed but would never have
thought to go on my own.*



Participating in the local community

We are proud to work with volunteers across all of our services. Volunteering provides a meaningful way to participate in the local community, build skills and experience and feel part of a team.

Chris is one of our volunteers who helps with activities and reception. She first came to us having met one of our team out in the community. She was already involved in a number of community initiatives but wanted to use her skills to support Age UK Merton.

"I used to walk past Age UK Merton multiple times a day. I thought it was a place where 'old people went to sit around and drink tea'.

I started coming on a few trips and met some amazing people. I noticed that the charity was looking for volunteers on reception and thought I would use my previous experience to help out. It's lovely to give people a warm welcome to the building and help out with any questions they have."

Chris is a great asset to Age UK Merton and has built some strong relationships with other volunteers and clients. We now have over a hundred volunteers contributing to all of our services and seeking more to help us meet an ever increasing demand for support.

Over 100 volunteers supporting our services and clients.



Whether you're jumping out of a plane or holding a bake sale, fundraising for Age UK Merton is a great way to help older people in your community



How can you help us?

We are an independent charity. All of our services are provided through funding we can raise ourselves. In challenging times we need the support of local organisations and people more than ever.

Partnerships

We are passionate about working with partners across the borough. If you're a business, school or community group, we'd love to hear from you. We have a wealth of experience in events and partnerships and can help you engage your staff or community in a meaningful way.

Making a donation

Support from our local community helps us to support Merton residents right across the borough. You can donate online, it's easy, just follow the donation links on our website.

Sporting Challenges

Talk to us if you or your team want to take on a challenge. We can support you with fundraising and give you top tips on the types of challenges that would suit you.

Leaving a legacy

We are a local charity relying on the support of local people. Making a legacy for Age UK Merton will help us to support people in the future. It's easy to do, we can give you some guidance on how to go about it.

Will you consider making a difference after you have gone?

Hold a quiz night

We've launched an exciting new initiative in the borough and looking for supporters to join our quiz challenge. We provide you with all you'll need to run your quiz, you just need to find a venue and some friends!

For more information about fundraising please contact Claire on 020 8648 5792 or Claire@ageukmerton.org.uk.

Volunteering

Volunteering is a great way to meet new friends, learn new skills and support your community. We have a wide range of roles to suit all interests and experiences.

Get in touch on 020 8648 5792 or email volunteering@ageukmerton.org.uk or visit our website.

Summary financial statement

The summary financial information included in this Annual Review shows the income raised from our activities, the cost of raising the income and the amounts spent. It is intended to give a broad overview only and is taken from the full financial statements, which were approved by the Trustees on 4 September 2017. In order to gain a full understanding of the charity, the fully audited financial statements, Trustees Annual Report and Auditor's Report should be consulted. Copies can be obtained from Age UK Merton.

	£ 2017	£ 2016
Income from:		
Donations, Fundraising & Legacies	40,200	56,569
Charitable Activities & Client Income	258,462	226,115
Grants & Contract Income	339,750	241,705
Investments	1,708	1,889
Total	640,120	526,278
Expenditure on:		
Charitable Activities	625,391	595,931
Raising Funds	19,819	9,395
Total	645,210	605,326
Operating Surplus/(Deficit)	(5,090)	(79,048)

Reserves

The Trustees of Age UK Merton have adopted a reserves policy, which they consider appropriate to ensure the continued ability of the Charity to meet its objectives. In April 2016, the policy was revised by the Finance Committee and approved by the Trustees in May 2016. The Trustees agreed to review the reserves policy and level of unrestricted reserves on an ongoing basis.

Reserves are defined as that part of the organisation's investments and current assets that are freely available for its general purposes.

At 31 March 2017 the level of unrestricted reserves was £145K which equates to approximately 3 months of operating expenditure.



Coming here has opened a whole new world for me.



Age UK Merton
Elmwood Centre
277 London Road
Mitcham CR4 3NT

020 8648 5792
info@ageukmerton.org.uk
www.ageukmerton.org.uk

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