



Age UK Merton

Annual Review 2017-2018





**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, 2017-18.

It has been a year of challenge, opportunity and growth. We have seen demand for our services increase by 20% and for the first time the number of older adults accessing our support has gone beyond 3,000. This has undoubtedly put pressure on our staff and volunteers but their dedication and compassion for our clients has not faltered. Some of our long standing staff and volunteers moved on during the year; words cannot adequately convey our gratitude for their support. It is a privilege for us to lead such a committed group of people; we cannot thank them enough for all their hard work and support.

Sadly, we have said goodbye to a number of our clients who have passed away. This has shone a light on the fragility of life and intense nature of our work. We pay tribute to the lives they led and gain strength from their endurance and good humour right to the end. We have recognised how important our services are to older adults in Merton and remain determined to grow and respond to demand. We have worked hard to improve our links within our sector and with partners in health and social care. In particular, we have sought to take our services out into Merton's diverse community increasing clients from BAME (Black and Minority Ethnic) communities from 19% to 24% in 12 months. Our outreach will continue as we seek to be more representative of Merton and address inequalities between East and West.

We have retained a clear focus on ensuring that our clients and partners benefit from a well-run, sustainable organisation with a second year of financial stability. In the coming year we will come to the end of our ambitious strategic plan and feel that we have delivered strongly against our objectives. However, we look to the future knowing that our population is ageing, demand for our services is increasing and our clients are presenting with ever more complex issues. We have to remain relevant and committed to our core strategic objectives to provide practical support, promote active ageing and improve social connection for Merton's older adults.



Clare Gummett
Chair



Rob Clarke
Chief Executive

About Us

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

We believe that living longer should be celebrated and enjoyed. Everyone should have the opportunity to make the most of later life, whatever their circumstances, wants and needs. Everything that we do is geared towards improving health and wellbeing for older adults in Merton.

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 adults benefit from a well-run, sustainable organisation.

Ask Us Anything: Our Information & Advice Service

A confidential and independent information and advice service for people over 60 who live in Merton, their families and carers. Covering a wide variety of topics including pensions, welfare benefits, social care, health, housing, transport and more.

Life After Stroke

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

Befriending

The Merton Befriending Service is led by Age UK Merton in partnership with The Wimbledon Guild, working together to deliver a high quality befriending service for isolated people over 65. Volunteers are matched with older adults to build connection, provide emotional support and help people to regain confidence to engage more with their local community.

Living Well

Providing support to help people stay independent at home and prevent hospital admission. We work one to one to ensure well-being, safety, social connection and nutritional dietary needs are being met.

At Home with Age UK Merton

Our caring, experienced team provide practical help people to feel comfortable, safe and secure at home. This flexible service is tailored to the needs of the person and can include cleaning, shopping and other domestic tasks. As well as a short term support service for carers to provide respite and opportunities to attend appointments etc.

Sole Mates Podiatry

Sole Mates provides high quality affordable foot care delivered by our fully qualified podiatrists who are registered with the Health Professions Council. We also provide a basic nail cutting service.

Love Later Life Activity Programme

We offer a varied, fun and engaging activity programme from our centre in the heart of Mitcham. Our programme provides social and regular special interest clubs such as gardening, games, exercise classes, yoga, scrabble, dance lessons and much more. Everyone will receive a warm welcome from our friendly team of volunteers and staff.

Love to Lunch

We also offer a tasty and nutritious two course lunch and refreshments throughout the day.

Activities Out & About

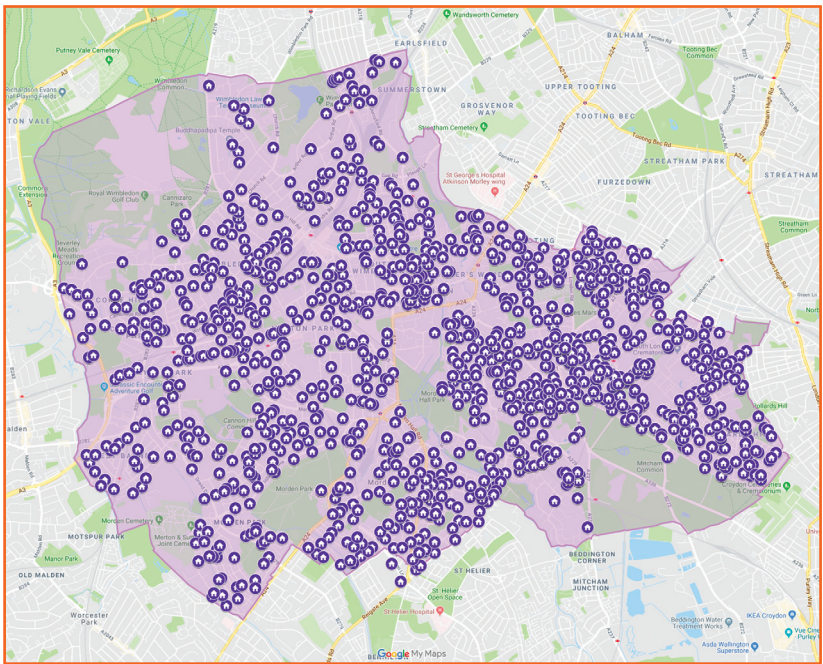
Our exciting and varied programme of walks, outings and theatre trips to places locally, in London and further afield.



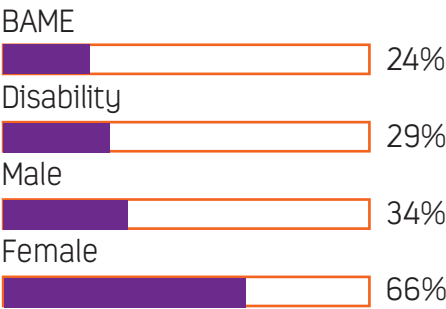
"I feel a lot healthier and have more people to talk to and draw peace of mind. I am much happier now than before as I have somewhere to go and feel valued."

Our Reach

Over 3,000 people across the borough accessed our services in 2017/18. Our reach extended into every ward in the borough.

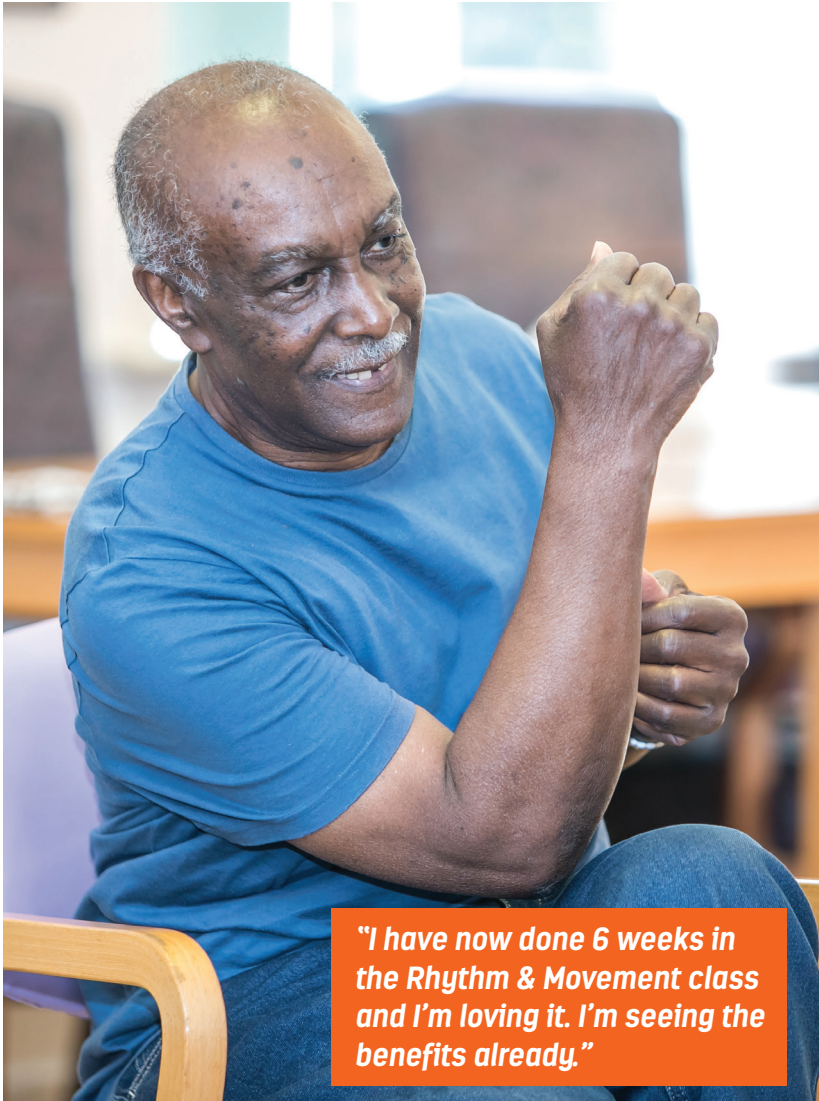


We support and celebrate Merton's diverse community.



Active Ageing

Our Love Later Life programme is designed to provide people with opportunities to stay active, learn new skills and have fun. It is built around a warm, positive atmosphere with welcoming staff and volunteers. We know through our research that this approach can be transformative and encourage older adults to stay active, healthy and happy in later life. We have built on our existing programme to deliver more exercise classes, more out & about activities and unique opportunities for people to make new friends and build their confidence.



"I have now done 6 weeks in the Rhythm & Movement class and I'm loving it. I'm seeing the benefits already."

Living Well

In each service we strive for quality and person-centred care. None more so than in our Living Well service, which helps people to stay independent, access services and build confidence.

Mrs M was referred to us by her daughter. She has poor mobility and mental health issues, making it difficult for her to engage with services. Mrs M was unable to get out and about without her daughter's support and had become increasingly isolated and frustrated at home. At her assessment we identified a number of solutions for Mrs M and encouraged her to join our Love Later Life programme for one day a week. We helped her to access Dial A Ride so that she can get to the centre safely. Mrs M has enjoyed the activities and has asked to attend more frequently. She is enjoying her interaction with other people and has become a valued member of our community. The time she spends with us also allows her daughter to get out and about, knowing that her mother is well supported.

"Mum was isolated and not getting out. She did not seem interested in anything. Age UK worked on her to try a day centre - which she has loved. I have seen a marked improvement in mum's social skills, tolerance and interactions. I have been reduced to tears to see her so happy. I can't express how much it means. I don't know how I would have coped if Age UK had not taken the time to look for solutions to our challenges."

Since we launched the service in 2016:

- 76% of clients reported feeling more connected
- 67% clients reported improvements in their physical health and wellbeing.
- 62% of clients reported feeling more positive.



Practical Support At Home

Many of our services are delivered in people's homes to help them stay safe, independent and feel more confident. Many people would struggle to access our services directly, so we break down this barrier to take our services directly to them.

Our At Home service provides the practical support people need to manage their home environment. We assess each person individually creating a support plan that caters specifically to their needs. This can be transformative, giving older adults and their family confidence that we will be on hand to support and make their lives easier.



"This service has changed my life. My home is always spotless and I look forward to my regular visit from Liz. It's so comforting knowing that someone is there for me."

Our Volunteers

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. We are particularly keen to provide volunteering opportunities for people in transition. This can include providing young people with work experience, job seekers with new skills or retired people with the opportunity to stay engaged with their community.

We now have over 130 volunteers aged between 15 and 92 with over 60% of our volunteers aged over 50. Over the course of the year volunteers dedicated 14,000 hours to volunteering. We are grateful for their commitment, perseverance, patience and compassion, without them our services could not exist.



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?

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

Thank you

As always there are so many to thank but we are particularly grateful to Age UK, the Big Lottery Fund, City Bridge Trust, Francine Trust, Garfield Weston, the Local Sustainability Fund, the London Borough of Merton, Masonic Charitable Foundation, Merton Partnership, Vernon Ely, Wimbledon Foundation, and Wimbledon District Nursing and Midwifery Benevolent Society.



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 1 October 2018. In order to gain a full understanding of the charity, the financial statements, Trustees Annual Report and Independent Examiner's Report should be consulted. Copies can be obtained from Age UK Merton.

	£ 2018	£ 2017
Income from:		
Donations, Fundraising & Legacies	63,239	40,200
Charitable Activities & Client Income	260,817	258,462
Grants & Contract Income	328,276	339,750
Investments	1,342	1,708
Total	653,674	640,120
Expenditure on:		
Charitable Activities	11,216	625,391
Raising Funds	653,966	19,819
Total	665,182	645,210
Operating Surplus/(Deficit)	(11,508)	(5,090)
Net gains/(losses) on investments	845	3,401
Net income/(expenditure)	(10,663)	(1,689)
Total funds carried forward	211,240	221,903
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Of which unrestricted	141,276	144,564

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 September 2017, the policy was revised by the Finance Committee and approved by the Trustees. The revised reserves policy distinguishes between three different requirements, namely, ensuring estimated close down costs for the Charity are available, ensuring 3 – 6 months of operating expenditure is available and ensuring there is sufficient to invest in new initiatives and explore potential development opportunities aimed at satisfying charitable objectives. Unrestricted reserves are reviewed at each meeting of the Finance Committee. Use of unrestricted reserves requires approval by the Board on the recommendation of the Finance Committee.





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