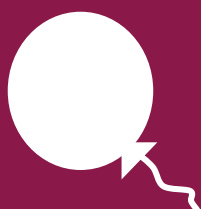


# Annual report

2017 - 18



**celebrating 40 years**  
1978 - 2018





**Celebrating 40 years**  
1978 - 2018



## Chief Executive and Chairman's report



**Jane Palmer**  
Chief Executive

In our 40<sup>th</sup> year in Milton Keynes we have much to celebrate: staff and volunteers who are astonishing in their dedication to the work they do in the community and who really bring joy to the lives of older people, new services that we can offer our most vulnerable clients and new partnerships that bring added value to the work we do. 2017-2018 has again been a challenging time for the Voluntary, Community and Social Enterprise sector (VCSE). As local authority spend reduces, and its criteria for services become more stringent, many older people now rely on the voluntary sector for their needs, and the pressures are growing.

Age UK Milton Keynes aligns its Strategy to that of the local Health & Wellbeing Board and prioritises people who are lonely, isolated or in need of practical help or information (which can be difficult to access) to enable them to remain independent. To facilitate this, we are working towards a more streamlined approach to assessment and delivery of services by using IT solutions which ensure the frequency and quality of the service to the client remains seamless. This has already proved successful for clients and staff alike.



**Sue Graham**  
Chair

Transport is still one of the biggest issues for our clients and the present MK Mobility Strategy does not appear to register the difficulty that the more vulnerable in the community have in accessing transport in the Borough of Milton Keynes. This affects our lunch clubs and any other activities we arrange for older people. On a lighter note, we continue to successfully deliver contracts for the Health sector. Not only do we enable people to leave hospital in a more timely way, but the new LiveLife service gives GPs the option of making a community referral for people who no longer need medical help and has gained further funding which starts in October 2018. This will support the GP practices with their waiting lists and enable us to ascertain the social need in the community. In August 2017 we were delighted to launch the fortnightly Peartree Memory Club for people living with dementia, or symptoms of cognitive impairment. A decade of working on research in partnership with the Open University into social isolation and healthy living has been paramount to some of our decisions and we would like to thank the OU for their commitment to the welfare of older people.

### Board of trustees

Sue Graham (Chair),  
John Goodman (Vice  
-chair), Meg Bates,  
Janet Deeley, Peter  
Lazard,  
Mike Malget\*, Jan  
McMeekin, Diana  
Payne MBE, Kris  
Raina\*\*, Stewart  
Jones, Dr Tony  
Watson

\* until July 2018

\*\* until September 2017

We are mindful of the need to be continually vigilant in how our new measures sustain those elements of Age UK Milton Keynes that we do not receive funding for. We rely on the surplus from our shops to fund our outreach Information & Advice, Advocacy and Home Visiting services and we are grateful to supporters and donors whose generosity enables us to provide these free services.

### Mission statement

Age UK Milton  
Keynes works with  
and for older people  
to make a real and  
positive difference  
that contributes to  
their wellbeing and  
quality of life.

Charitable organisations are formed because there is a need in the local community. Age Concern Milton Keynes (now Age UK Milton Keynes) was founded in June 1978 by a group of people who were concerned about loneliness and social isolation amongst older people in the new town. It is our 40<sup>th</sup> anniversary this year and our priorities remain the same, but we are no longer the backup for the statutory bodies, we have become the first port of call for many who are unable to access social service information or assessment. Let's hope our colleagues in social care receive the boost they so badly need and quickly.

Finally, we would like to thank everyone who has supported us over the years – here's to the next 40.

## Information & Advice Service

We provide 12 information and advice sessions at seven locations across Milton Keynes. Our seven Community Home Visitors also visit people at home to carry out benefits checks and fill in application forms, ensuring that the service is accessible to people who don't have transport or are disabled or in poor health.

In April 2017 our Information and Advice Service was awarded the Advice Quality Standard which is for organisations that provide advice to the public on social welfare issues and have demonstrated that they are easily accessible, effectively managed, and employ staff with the skills and knowledge to meet the needs of their clients.

We are grateful to West Bletchley Council and Woburn Sands Town Council for their continued support. We are delighted to continue our partnership with Evans Mediation and Paralegal Services.

Mrs G rang us because she was worried about her husband's deteriorating health and was struggling to pay for carers to visit three times a day. She and her husband are in their 70s and he is confined to bed because of emphysema and diabetes. A Community Home Visitor visited and helped them apply for Attendance Allowance, and they were awarded the higher rate. Mrs G now feels she has someone to turn to for help and also she is less worried about paying for the care that enables Mr G to continue living at home.

### Last year's figures

- 1,800 enquiries made to the service
- £1,520,698 total value of welfare benefits claimed by clients following our intervention
- We made 3,532 telephone calls to clients
- 1,174 visits were made to our Information & Advice offices
- We resolved Social Care matters for 166 clients



## Advocacy Service

This service which helps people when their rights are being disregarded is provided by two part-time mental health advocates and 12 volunteers. Without our volunteers we would not be able to provide this free, confidential service to anyone aged over 60 years and living in Milton Keynes, either in the community or in a care home.

### Last year's figures

- Total of 176 referrals
- 32 clients helped to resolve social care funding issues
- 45 clients were helped with family, personal or safeguarding concerns



# Building Better Opportunities



LOTTERY FUNDED



European Union  
European  
Social Fund

The programme is designed to support people who are unemployed or economically inactive, to find work; particularly for those who experience barriers to getting into work. The programme can offer training, confidence building and mentoring to support them providing a tailored plan to suit their needs. In the first year (March 2017–December 2017) we have worked intensively with our clients, reaching our funders’ requested target. Of these, to date over 25% of the clients have gone into employment and nearly 10% have gone on to further training.

**“Without the help of the Advisor I wouldn’t have been able to use the computer, or have a CV, so wouldn’t have got my job.”**

Job Clubs have been set up across Milton Keynes to provide easy access for participants and have been promoted through Job Fairs; working in partnership with Jobcentre Plus and Community Groups.

**“We didn’t know where to go for support. Coming here and the people who have listened and helped us has been wonderful” husband and wife Aylesbury Vale Job Club**

**“Sue helped me put my CV in order, helped me apply for jobs and within the month I have a job and I start tomorrow!” female aged 50**

**“Paul encouraged me to apply for a job the application took a long time, I got an interview the first one I’d been to in 30 years. I didn’t get the job but it gave me confidence and now I’ve just had interview for another job and I’ve got it!” female aged 57**

What is clear to us from the clients being referred and accessing the support is that the ‘barriers’ to them working are not just lack of current IT skills or interview techniques but mental health issues including self harm, homelessness and changes in

the benefit system. This leads us to believe that services for the 50+ age group will need a more strategic response if they are to continue working into later life.

The project started in January 2017 with recruitment and advertising for participants, staff and the setting up of systems with Luton Borough Council who are the accountable body. In March we started delivery with Job Clubs across Milton Keynes

## Volunteers

In a year of difficult times for many charities, we have seen our volunteer workforce grow and flourish. Most areas have been fully staffed and advertising forums have helped us reach candidates who are looking for a voluntary opportunity.

The introduction of new services, such as Walking Befriending, offers new opportunities for potential volunteers. Several of our volunteers carry out more than one role for the charity. Our volunteer workforce is extremely supportive of ad hoc fundraising events and regularly sign up to help at quiz nights, The Winslow Show and supermarket bag packs, for example. Such occasions can be great team-building opportunities and everyone involved gets satisfaction from seeing people enjoying themselves. We simply would not be able to run our events, and the whole organisation, without our volunteers’ support.

### Last year’s figures

- Average total of 488 volunteers
- 36% of volunteers help in our shops
- 26% of volunteers are befrienders
- 52 people volunteer in our lunch clubs
- 35 people volunteer at our CMK offices (includes Snack & Chat cafe)



## Property Services

Our Handyperson Service carries out small electrical and carpentry jobs to enable older people to live independently. In 2017 the service celebrated 20 years of operating in the borough of Milton Keynes and has helped thousands of older people to carry on living independently since 1997.

Our Handypersons continue to work closely with our Hospital Aftercare Service to prevent people having to spend unnecessary overnight stays in hospital. Last year we arranged 107 keysafe loans at short notice.

Our list of vetted local Trusted Traders, which helps protect consumers against rogue traders, is available on our website and was looked at by 1,392 people last year, averaging three minutes 20 seconds per visit. The information is also available by telephoning any of our offices. Plumbers are one of the most requested trades

Funding from Age UK with E.on enabled our handypersons to visit 66 older people in Milton Keynes to carry out free energy checks and help people take measures to reduce their energy bills.

### Last year this service

- Completed 1,028 jobs for 995 clients
- Fitted 341 keysafes
- Carried out 66 free Home Energy Checks
- Installed 44 ramps or steps for access
- Arranged for 107 keysafe loans to be fitted at short notice
- 82% of clients aged over 65 years, 52% of clients aged 75 - 84, 37% aged 85 - 94



### This service improves lives



The handyperson secured a wooden rail which was in danger of coming away from the wall. The door now closes properly and I can stop worrying about it.



The handrail you fitted means my 86 year old mother can get up and down the garden steps and is able to visit me.



I have been very pleased with the work carried out by your Handyperson Service. Two different workers, very polite and helpful. One to replace a toilet seat, one to fit a keysafe.



I am grateful to be able to get help without too much cost. I feel more organised and clear headed. It's good to have willing, friendly helpers.

Supported by players of





## Gardening Service

In the last financial year we have tackled more overgrown gardens than in previous years and have extended the service so that our gardeners work throughout the year. As well as providing a general maintenance service there are always plenty of jobs, such as clearing leaves, cleaning pots and equipment, that can be carried out in winter to help clients get their gardens ready for spring.



### Last year's figures

- Number of people whose gardens we have tended in the year: 823
- 73% of clients are female
- 30% of clients age 75-84 years,
- 3% of clients age 95-104 years
- By parish: 105 gardens in West Bletchley, 76 in Great Linford, 63 in West Bletchley & Fenny Stratford, 59 in Woughton

84 year old Mrs G's sight is not good and she has dementia so is now unable to look after her garden. Her family asked us to remove brambles from her garden because she kept hurting herself by pulling them, thinking they were harmless weeds. She had always enjoyed gardening and likes to sit in the garden during our gardener's visit. We removed the invasive brambles and also tidied the garden to make a safe outdoor environment for Mrs G. She particularly enjoys sitting out in her favourite sunny spot.

## Relief Care Service

The Relief care service is personalised to meet the client's needs. Some carers just want the reassurance that, when they are not there, the cared-for person is being looked after in their normal home surroundings. Sometimes a carer does not always live with the person they provide care to and they like to know that that person is engaging in social activities that they enjoy, but need assistance to do. It might be a trip out to the local pub, shopping for new clothes or afternoon tea at a garden centre. The Relief Care Service can provide regular visits, or ad-hoc visits as and when required, sometimes for up to ten hours a day. There were 31 new referrals to the service in the year.

### Last year's figures

- 75 clients used the service during the year, of which 40 are regular
- 13 sitters
- 29 hours average total of weekly hours provided





## Home Support Service

We are continuing to develop and improve this essential service and in the last year have increased capacity and efficiency through the use of new technology. We have expanded the admin team to ensure that we could continue to provide the service during school holidays and other times when staff absences are traditionally higher than usual.

Although the majority of our staff provide a shopping and light housework service we try to be flexible so that the service meets the needs of our clients. Home Support Workers will accompany older people to social appointments, for example, or can prepare a light meal and post a letter. Our clients look forward to a regular visit by someone they know and who cares about their wellbeing and safety.



### Some figures from the past year

- 67% of clients who use the service are female
- Average of 58 Home Support Workers employed at any one time
- Total of 768 people used the service over the year, an average of 400 at any one time
- 89% of clients use the service for cleaning
- 15% of clients use just our shopping service
- 14 clients rely on the service for shopping, cleaning and meal preparation.
- 9 people used the service on a one-off basis

## Deep Clean Service

The Deep Clean service is aimed at our clients who require a more comprehensive cleaning service than the Home Support Service provides. We carry out spring cleans, an intense clean and help clear homes of unwanted items and rubbish. Referrals come from family members, social services and the local hospital, as well direct approaches from clients.

Of the 120 referrals received last year 24 were for hospital in-patients and enabled them to return home to a comfortable, safe and hygienic environment. After their home is cleaned by this service many clients decide to pay for the regular cleaning Home Support Service to keep their home clean.

**“What a fantastic job you’ve done - I am just so pleased.” client of the service**

### Last year the Deep Clean Service

- Carried out 62 deep cleans
- Average time taken: 12 hours
- Average cost: £225

## Footcare Service

Now that there has been a reduction in primary care Podiatry services in Milton Keynes, the service provided by our Footcare Health Practitioners is even more essential to older people who have difficulty looking after their own feet. We provide the service to people in their own homes as well as at community venues, and it is for older people and people with a physical disability, or learning disability, who can no longer manage to cut their own toenails. Poor foot care is one of the most common causes of falls among older people, so regular visits by our Footcare Health Practitioners help keep people safe as well as comfortable.

### Last year this service

- Trimmed the toenails of 967 people
- Carried out 3,924 home visits
- Took on 488 new clients
- The largest proportion of clients (38%) are aged 75 - 84 years
- 21% of clients live in West Bletchley
- 4% of clients are aged 95 - 104 years

76 year old Mr H's wife has dementia and he found he was neglecting his own feet due to lack of time and not being able to leave the house on his own. When he rang us he said "My toenails are longer than my toes" and he was delighted to learn that our Footcare Health Practitioners do home visits. He now has his toenails trimmed on a day that fits in with his wife's care needs and with a regularity that suits him.

## Technology Help Service

Funded for a second and last year by the Rothschild Foundation, we have successfully managed to make this service sustainable for a third year going forward. The service helps introduce technology such as laptops, tablets, smart phones, and other intelligent devices to older people and offers a "Tryb4ubuy" opportunity. We also provide support on a one to one basis either at home or at our local office. This service is charged at a reasonable rate that covers our costs and helps to sustain the service.



### Last year this service

- Helped 293 people, including people living in Little Brickhill, Castlethorpe, Gayhurst, Lavendon and Weston Underwood
- 35% clients age 75-86 years
- 11% age 85-94 years
- one person age 95-104 years



Mr P was referred to the service by I&A after experiencing a telephone scam. We helped him with his PC, printer and mobile phone.



Mrs K is visually impaired so we helping her set up improved accessibility on her phone and laptop, including clearing a virus from the laptop. On a second visit we installed new software on her laptop.



## Hospital Aftercare Service

Last year was the second year of a three year contract with the NHS Milton Keynes Clinical Commissioning Group; we help facilitate an early discharge from hospital and provide support in the home for a short period after discharge to help prevent re-admissions. A new Information, Advice and Support office located in the new main entrance of the hospital opened in May. The office, which we share with Carers MK, is open to all hospital visitors, patients and staff seven days a week for general enquiries or just for some emotional support. We have also started a contract working with the Home 1<sup>st</sup> team in the community, providing practical support to people taken unwell at home, to prevent admissions.

### Last year this service

- Helped 1,456 people,
- The average time this service supports people is 21 days
- 667 people were transported home



## Social Prescribing



LiveLife is a Social Prescribing scheme which enables primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary sector. Age UK Milton Keynes is the facilitator in the borough of Milton Keynes, providing support for people aged 18 and over. The scheme started in February 2018.

One of the outcomes of this work is designed to ease pressure on busy GP practices because it is estimated that at least 20% of GP appointments are for non-clinical reasons.

Our experienced Community Link Workers use the Short Warwick-Edinburgh Mental Wellbeing Scale and the Wellbeing Guided Conversation to carry out an assessment to help people to access the support they require. Some older patients will be directed to existing Age UK Milton Keynes services and others of all ages will be signposted to other services where appropriate.

Mrs A's GP mentioned LiveLife to her because she was feeling depressed, lonely and isolated. The link worker discussed Mrs A's social networks with her and suggested walking locally and also followed up on her interest in joining a gym. Mrs A said she would like to return to work and to do this felt she needed IT training. She was given details of Age UK Milton Keynes' Technology Help Service and Support into Employment. She has now applied for three jobs and is awaiting the outcome.

## Day Activities

The Age UK Milton Keynes lunch club service is one of our longest running services. It provides older people with not just a great lunch but also the chance to leave their home and catch up with friends. This vital service helps to combat isolation and loneliness for some of our most vulnerable clients. With the average age of lunch club members now at 92 years, and with the complexities of providing accessible and appropriate transport always increasing, the charity is looking at how we can develop this service to better suit the growing needs of our clients

### Last year's figures

- 7 lunch clubs
- 463 people attended a lunch club at least once in the year
- 71% of club members are female
- 42% of club members are aged 85 -94 years
- Approximately 70 people from the Bletchley area attend three clubs supported by West Bletchley Council

## Peartree Centre Memory Club

The Peartree Memory Club was set up in August 2017 by a volunteer organiser and her team, with the full support of Age UK Milton Keynes. For a nominal charge, the club provides one and a half hours of stimulating group activities for older people with dementia, or symptoms of cognitive impairment, who are living independently in the community. It runs fortnightly every Monday afternoon at The Peartree Centre and aims to be enjoyable and help build self confidence in a relaxed, non-judgmental environment

While carers enjoy a short break, members get the chance to gain enhanced self-esteem as a result of doing something successfully and independently. In the past year 28 older people have registered with the club and most sessions have 12 - 14 people.

## Befriending Service

Our Befriending Service continues to grow faster than any other service and volunteer befrienders are always needed. We envisage it will continue in this direction as the issue of loneliness seems prevalent amongst clients in our specified age bracket.

Our difficulty is trying to reach the clients who need it most as people can sometimes be reluctant to ask for help. Age UK Milton Keynes is passionate about Befriending, and will continue to promote and deliver a befriending service to help to combat the rising levels of loneliness, which in turn can lead to further health issues.



Friendly  
visitors

loneliness

reduce



## Fundraising

Age UK Milton Keynes could not survive without the generosity of local donors and fundraisers. Active support of us, means we can actively support local older people. The centre:mk continued their support raising **£2,761** for us through activities and once again welcoming us to join their Santa's Christmas parade.

We are grateful to all our supporters, including Mikee Cararra whose Santa's Grotto in Newton Leys raised **£686** and the residents of Kennington close in Newport Pagnell whose Christmas Lights raised a twinkling **£1,406.70**.

We continue to join in larger fundraising promotions such as Age UK and innocent's Big Knit campaign, MK Community Foundation's charity car raffle, the Winslow Show and the Newport Pagnell Carnival Parade. We are grateful to the National Citizens Service and runners in the MK Marathon and locally-based businesses Blum UK, BP garages, Santander, John Lewis, VWFS, AJ Barr, Coca Cola, Costa CMK, Sainsbury's, Tesco and Waitrose.

### 2017 Milton Keynes Dragon Boat Festival

As festival charity we would like to thank the 49 crews who signed up to race in this annual event; their team fundraising activities are vital to us. We are particularly grateful to Gold sponsors Topdrill Ltd, Action Express, Blum UK, BSH Home Appliances, Fibre Fab Ltd, Calverton Finance, SMC Pneumatics and to Silver sponsors PJ Care Ltd, AC Flooring Ltd and De Vere Horwood Estates.

**The charity trophy was won by Santander who raised an amazing £1,150. Together all teams and sponsors raised a staggering £16,147**



### Some fundraisers from last year

- Two quiz nights raised **£2,223**
- **£1,175** by knitting 4,700 little woolly hats for the Big Knit
- Christmas activities, including bag-packs and the Christ the Cornerstone and intu Milton Keynes Christmas gift-wrapping appeal, raised **£1,603**.
- Bletchley Town Bowls Club raised **£323.91** for us
- Marc Davis ran the London Marathon and raised a whopping **£2,385.30!**



Every penny raised helps support **older people** in Milton Keynes

Raise

funds

Join in,  
have fun!

## Income generation and trading

With the reduction in other funding streams placing stress on the finances of the charity the role of our retail team has become more and more vital. This added pressure for increased net profit to support services comes at a difficult time for all high street shops. The British High Street is changing and many of the destination stores such as post offices and banks have closed, reducing the footfall overall. Our shops have fought hard to attract customers and have again met targets for the year, which is a credit to all staff and volunteers who work so hard.



## CMK offices

The Snack & Chat café based in The Food Centre in Central Milton Keynes continues to offer good quality food at a reduced cost. Most visitors are regular customers and rely on our services for nourishment as well as the social aspect that this café offers. Volunteers keep the café running smoothly by cooking, cleaning, serving meals and covering reception. We are lucky to have so many supportive people who are passionate about keeping the venue open. A small number of clubs use our café area, utilising the space and providing further social activities for older people.

We run three Information & Advice sessions at the offices and the arrangement with Age UK Northamptonshire to provide Age UK insurance services for clients one day a week continues. Day excursions continue to be popular, largely because we offer five pick-up points in Milton Keynes.





## Finance report

It is not a comfortable time in the charity world at present, and trying to balance the books takes a team of people from trustees who scrutinise every penny we spend to volunteers who help raise money for us. Cuts in funding from local councils and a growing population of older people in Milton Keynes means every penny counts.

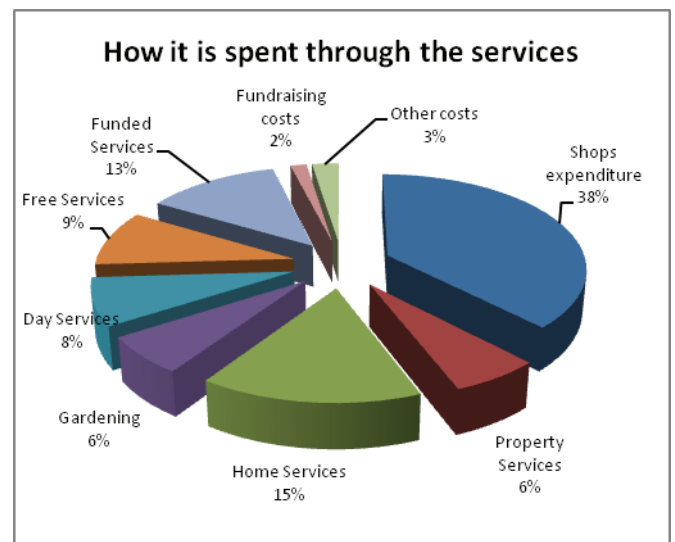
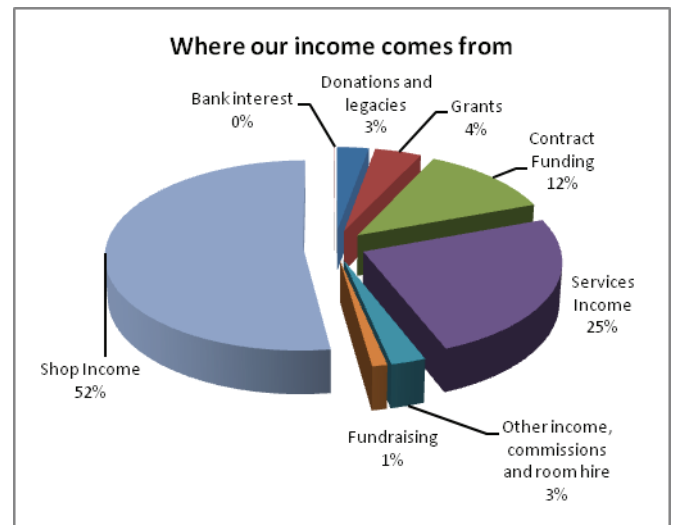
Age UK Milton Keynes had a deficit budget for the year and unfortunately finished the year with a higher than planned deficit. This means the trustees and senior management are taking a long hard look at the charity and how to bring the finances back in order. This will take a year or two if we are to do this without cutting any of the vital services we provide.

The deficit for the year ending 31st March 2018 is £194,215, compared with a deficit of £176,997 in 2016-17. The withdrawal of funding by Milton Keynes Council still affects the charity and further changes are planned for 2018-19 to reduce the deficit.

Total income for the year was £2,098,803 compared with £2,217,242; this is slightly up on last year, once the transitional grant of £121,000 received last year is taken out of the equation. Income from shops and fundraising represents 53.3% of total income, compared with 51.6% last year. Expenditure on charitable activities accounts for 63% of all expenditure.

We are determined to eradicate the deficit and return the charity to a strong financial position which will allow us to meet our charitable objectives and continue to provide services to older people in Milton Keynes, enabling them to enjoy living independently.

Gaye Baker  
Head of Finance



This report contains insufficient information to allow a full understanding of the financial affairs of the charity. For further information full accounts and the three year Strategic Business Plan 2018-2021 should be consulted. Copies are available for inspection at Age UK Milton Keynes, The Peartree Centre, 1 Chadds Lane, Peartree Bridge, Milton Keynes MK6 3EB.

Auditors: Keens Shay Keens MK 01908 674484

# Thank you to our donors

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Pamela Williams  
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Maurice Yates

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Betty Daykin, Pauline Clark, Joan Short,  
Adrian Wilkinson

**Gifts in memory of dearly departed \***  
Gladys Banks, Colin Beaumont, Pamela Brightman, Gloria Chaplin, Kenneth Clark, Fred Harrison, Frank Houseman, Patricia Jewell, Rose Johnson, William McCulloch, Margaret Nicholls, Violet Orpwood, Adrienne Rutter, Eileen Ryan, Eileen Smith, Joyce Tootill

Thank you also to the trusts and individual donors who wish to remain anonymous, to players of our Weather Lottery, people who have made online donations via Virgin Money Giving and Local Giving, and to the many other individuals and organisations that have in some other way supported our work.

\*Individual donors who make gifts in memory are acknowledged but we do not name them here.






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Registered charity 1079773  
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(Cardiff)

 @AgeUKMKchatter

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 Age UK Milton Keynes

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**Together** we can help everyone in **Milton Keynes**  
make the most of **later life**

Our charity's purposes, as set out in the Objects contained in the Company's Memorandum of Association, are to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Milton Keynes (hereinafter called "the area of benefit").

The Executive Committee – Sue Graham (Chair), John Goodman (Vice-chair), Gaye Baker, Meg Bates, Rachel Bell, Janet Deeley, Stewart Jones, Peter Lazard, Mike Malget (until July 2018), Jan McMeekin, Jane Palmer, Diana Payne MBE, Laura Price, Kris Raina (until September 2017), Nick Stacey, Dr Tony Watson - has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the further development of the strategic business plan which will allow for the diversification of funding activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with the health and safety of staff, volunteers, clients and visitors. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

The figures in this annual report are as accurate as we can make them at the time of printing.



**Milton Keynes University Hospital**   
NHS Foundation Trust

