

Annual report

2018 - 2019



Chief Executive and Chairman's report



Janet Doran
Chief Executive

The climate for the social care sector continued to be very difficult in 2018/19 leading to many changes in the voluntary sector, including charities shutting down or merging with other organisations. Austerity, the uncertainty around Brexit and a downturn in donations all played a part, prompting our Trustees to take stock and necessitating some difficult decisions. Unfortunately due to the economic climate, we reluctantly had to make redundancies last year, nine people were re-deployed and some services were reduced.

We are, however, encouraged by the resilience and tenacity of our volunteers and staff. Throughout the very difficult period they continued to deliver and develop services. An enormous thank you is due to Age UK Milton Keynes' workforce for their continued support and dedication. We all pulled together last year and there is still much to celebrate. This annual report contains more detail about the work of the charity and demonstrates how we provided practical and emotional support to thousands of local older people.



Sue Graham
Chairman

Last year we opened a Memory Club for people living with dementia. That service has developed well and a second club was added to meet growing demand. We have also built on the Social Prescribing work that we piloted and now deliver this service under a two-year contract with the CCG and NHS England. Our Befriending Service is important to many people and thanks to funding from Sport England and Big Lottery we were able to develop a Walking Befriending Service which started in October 2018.

Board of trustees

Sue Graham (Chairman), John Goodman (Vice-chairman), Meg Bates, Janet Deeley, Peter Lazard, Jan McMeekin, Diana Payne MBE, Stewart Jones, Dr Tony Watson

GDPR legislation that came into force in May 2018 took up much staff time and energy to ensure that we are compliant with the new laws. We have found ways to streamline practices and procedures and have made efficiencies through using new technology. We introduced payments over the telephone for services, and continue to make more effective use of Charity Log, a cloud-based client relationship management system, to ensure staff and customers are better supported. Our shops continue to do well and provide a surplus to help us support older people in Milton Keynes, so please continue to support us by donating and buying from us. We were pleased to open a new shop in Melrose Avenue in August 2018, serving the West Bletchley area.

In September 2018 we joined Age UK's Save Social Care Campaign that united 130 local Age UKs in pushing for publication of the promised Green Paper. This has still not happened and leaves the charity and statutory sectors in the difficult position of not knowing what the future holds.

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.

Our Chief Executive of 12 years retired in March 2019 after nearly 24 years working for the charity, helping to improve later life for thousands of older people, as well as being a strong advocate for older people's services. Our thanks go to Jane Palmer for her hard work and dedication. With a new Chief Executive in post, the year ahead will be one of reflection and consolidation, of making plans and starting to deliver them so that our future is sustainable. We will continue to work with older people, volunteers, staff and partner organisations to understand what is important to them. This will form the foundation of a new Strategy that will focus on meeting unmet need and creating enough surplus to deliver services that local people tell us they need. We thank all our supporters and look forward to working with you and to making new friends in the coming years.





Volunteers

Our volunteer workforce of around 450 continues to be our shining lights on the front line. There are few services at Age UK Milton Keynes that run without the support of our volunteers. Even our paid-for services provided by paid staff quite often rely on the support of a volunteer in the background, helping the service in some crucial way. This volunteer workforce helps out in a myriad of ways, from essential fundraising to keeping the lunch clubs going, helping with administrative tasks, taking part in activities at the Peartree Memory clubs, IT training, reception and advocacy. The list goes on.

Our volunteers have several reasons for wanting to participate. As well as a wish to help and be useful, one of the main reasons people volunteer is to add structure and routine to their daily life. Many of our volunteers are over pensionable age and find the lack of routine in their week, or “something to get out of bed for”, is difficult to bear. Other volunteers want to stay physically, as well as mentally, active. Whatever their reasons for volunteering, we are fortunate to have them on board, and hope that as an organisation we make our volunteers feel valued and happy in their workplace.



14 Peartree Memory Club volunteers



2 Technology Help volunteers



15 Walking befriender volunteers



11 Information & Advice and Advocacy volunteers



47 Lunch club volunteers



27 volunteers in CMK offices and Snack & Chat cafe



134 shop volunteers

Last year's figures

- 34% of volunteers help in our shops
- 21% of volunteers are befrienders
- Assuming a modest calculation of four hours a week being paid the minimum wage, our volunteers represent a financial value of over £795,000 a year.



“It’s the interaction, the people I work with. I love being useful and it must be good, because I’ve been here five years!”



Befriending

There continues to be a growing need for our Befriending Service which offers friendship and companionship to the most lonely and isolated older people in our community. This is one of many examples of an excellent service being delivered by a team of dedicated volunteers. Over 100 clients benefit from a regular visit in their home. Loneliness and isolation can be difficult to identify for a variety of reasons. People in later life who have become housebound but still live independently can easily slip through the net unless someone (family or a professional) identifies and takes seriously the issue of loneliness and its effect on mental wellbeing and quality of life.

Simon and Harry

Harry lives in sheltered accommodation but finds he doesn't enjoy socialising there, he prefers to go out. He contacted us for a visitor but after a chat decided a Walking Befriender would suit him best.

Simon is a fundraising volunteer who was interested in the walking befriending as he enjoys keeping fit. He was paired up with Harry as they live in the same area of Milton Keynes. After the first few walks near Harry's home, the two men discovered a shared love of cricket and went to see a game together. When Simon helped out at a fundraising stall at an event he encouraged Harry to come and visit. Simon now takes Harry to different parks in Milton Keynes, making sure he can rest when needed.

Walking befriending

In October 2018 we set up a new Walking Befriending Service which provides volunteer befrienders to accompany an older person on a short walk near their home on a regular basis. The confidence and support provided by the Walking Befriending Service enables people to be as active as they are able. Feedback has been positive with people reporting that they feel the benefit of being able to get out. The volunteers also provide feedback on a regular basis, explaining how the walks benefit our clients, as well as looking for signs of improvement in general health and wellbeing.

We are grateful to Sport England and Big Lottery who provide vital funds to enable this service to be delivered. 32 clients currently use the Walking Befriending Service.



More men than women use this service, which is great news as older men sometimes don't wish to be visited by a befriender at home.



LOTTERY FUNDED

Information & Advice

We hold face-to-face information and advice sessions in Central Milton Keynes, Olney, Stony Stratford, Bletchley and Woburn Sands, which is provided by four I&A advisers and two volunteers. All sessions continue to be well attended and where possible we recommend that appointments are made to avoid disappointment. West Bletchley and Woburn Sands operate on a drop-in basis. Our thanks go once again to West Bletchley Council and Woburn Sands Town Council who continue to provide financial support for the benefit of their residents.

Community Home Visiting

Our team of seven Community Home Visitors continues to support clients, and sometimes their families, in their own homes. These are people who are unable to attend our outreach I&A offices. Our staff identify benefits for clients and assist them to make claims, along with providing information and support on a variety of other matters. On average, a Community Home Visitor will visit a client three times during the course of a benefit claim.

We would also like to thank Evans Mediation and Paralegal Service, Franklins Solicitors LLP and Joanna Addison who provide services for our clients.

Some figures from the past year

- 1,681 enquiries made to the service, of which approximately 1,093 were made through the outreach offices and The Peartree Centre
- £1,601,796 total value of welfare benefits claimed by clients following our intervention
- We made around 4,700 telephone calls to, and on behalf of, clients
- We had 7,881 contacts with 1,960 clients
- Our staff made 1,207 home visits



Advocacy

This year has seen a change in Advocacy, with the difficult decision to use solely volunteers to deliver the service. Our advocates helped 148 people last year. Usually clients need help with a specific issue but often the matter can be quite complex. Clients we are able to help receive excellent support from our team of 10 Volunteer advocates, and those we are unable to accommodate are signposted to other agencies.

'To say she was unbelievably kind, caring, understanding, and went beyond the bounds of just doing her job would be an understatement. She was an angel from Heaven'.



Mr H aged 89 and was admitted to hospital after his son found him lying on the kitchen floor after a fall. He had been unable to move for ten hours. When he returned home a Community Home Visitor called to help him apply for Attendance Allowance. The claim was successful and Mr H has paid for the Community Alarm to be installed and feels much safer.



When Mrs J was widowed she visited our I&A office in Bletchley as she had been her husband's carer and was under state pension age, struggling to pay funeral costs. Our adviser helped her make a telephone application for a Bereavement Support payment which was successful and she was awarded £2,500.



Mrs B was discharged from hospital after a long stay and felt very anxious and not sure how she would cope. The Community Home Visitor helped her apply for Attendance Allowance, which was successful. With the increased income she was able to pay for regular meals to be delivered to her home, helping Mrs B to look after her health.



Independent Living Service

In 2018 we amalgamated several of our paid-for services into one unified service to ensure our clients receive a more comprehensive assessment of their needs, and that the minimum number of staff visit to meet these needs. The Independent Living Service provides support with shopping, domestic cleaning, gardening, handyman, footcare, relief care sitting-service and home management. A client previously receiving these services, may have had up to six different members of staff coming into their home. Now, they may only have two who have more flexibility and variation to their job role. This enables us to provide a better service to our clients and also improve our income.

“I am calling the office to say how wonderful my Independent Living Assistant is. I was having a bad day and after Trish’s visit I was left not just with a sparkling house but with a big smile. Trish really cheered me up. It is so nice to get on with her so well, so thank you so much for sending her to me.”



Some ILS numbers

- 16,812 contacts made, 12,030 confirmed visits and appointments by ILS workforce
- 7,582 visits were for domestic cleaning only
- 1,774 visits were for domestic cleaning and at least one other service
- 757 visits were for meal preparation and another service
- 197 visits were for meal preparation only
- 66% of clients are female
- Our Footcare Health Practitioners trimmed the toenails of 1,437 people
- 51 clients used the Relief Care sitting-service

Some more ILS numbers

- Number of people whose gardens we have tended in the year: 884
- 72% of gardening clients are female
- The parishes where our gardeners are busiest: 52 gardens in Bletchley & Fenny Stratford, 47 in Campbell Park, 76 in Great Linford, 124 in West Bletchley, 53 in Wolverton & Greenleys
- Handyman jobs completed for 1,166 people
- 32% of handyman clients are male
- 11% of Footcare clients are in the age range 85-94 years



Deep Clean Service

The Deep Clean Service provides a thorough spring clean or a more intense deep clean and declutter. Most deep cleans require a team of three staff working seven hours. We have the use of heavy duty steam-cleaners, vacuum cleaners and carpet cleaners that we were able to purchase thanks to a grant we received from The Balney Charitable Trust.

Demand for this service is always high. Priority is given to referrals from the Hospital Aftercare Service where a deep clean is required to enable a patient to go home to a clean and safe environment.



“I can’t praise them enough. The staff were lovely, it’s unbelievable the difference they have made, especially to the bedroom and kitchen. It’s absolutely wonderful and I feel human again.”

* * *

Technology Help Service

The Technology Help Service provides support on a one to one basis for older people in their home or at our offices. Whether it is repairing a device, accessing our ‘tryb4ubuy’ scheme, or supporting an older person to use their technology in the way that suits them best. The service helps people to

Continued...

access technology such as laptops, tablets and smart phones. There is a charge for this that helps sustain the service. We are grateful to MK Community Foundation who have provided funding for an Energy Switching scheme this year, which we are offering alongside our Technology Help Service. This is a free service which can support older people to identify more cost-effective energy tariffs and help them to switch if requested. Volunteers are integral to the success of the Technology Help Service which helped 285 last year.



Mr L bought a smartphone so that he could use Facetime to talk his son who lives in Argentina. We visited Mr L to set up his phone and show him how to use the app, guiding him through a practice call. Mr L is thrilled that it is now so easy to contact his family and he looks forward to his weekly chats with his son and grandchildren.



Recovered £400 for Mr J after he was mis-sold a mobile phone contract.



Building Better Opportunities



This year has been extremely busy for the small team on BBO. We have reached over 114 people during the first year of this contract, supporting 23 people into jobs and 19 into further training and opportunities, successfully over-delivering on our contract.

It has also been a challenging time, with the Government requirement for people to continue working until they are 67 and the roll out of Universal Credit. As mental health and physical disabilities are the main barriers to people remaining or getting into work the team has had to offer more emotional support to clients. We have delivered across Milton Keynes, Aylesbury Vale and South Northants, attending job clubs and working in partnership with Vale of Aylesbury Housing Trust and Grand Union Housing.

There has been a rise in the need for more basic skills support for the over 50s, reflecting that when they left school there were more 'blue collar' jobs and the level of English and Maths was not so much of an issue. It is hard for people of this age to come to a Job Club and to admit they cannot read or write. Whilst this programme will support people until they get into employment, sometimes employment is not the outcome we can achieve for everybody. These people are supported to engage with other services that can help meet their needs.

In December we carried out a Social Return On Investment audit on the project. The research was carried out by The Connectives. The report found that for every £1 invested by the funders we returned a value of £2.42. This demonstrates the good value offered by the project and the cost savings to the public purse by reducing reliance on benefits where appropriate.



“The BBO project aligns well with all other support activity happening in the healthily living centre hub. It removed duplicate activity, building strong social capital and offering essential support services – we really couldn’t afford to lose this support service.” Vale of Aylesbury Housing Trust

Eammon

“I first met Sue at a job fair in Aylesbury. I attended my first meeting at 10am the following week with Sue. Sue spoke to me with respect and offered genuine support in my quest for employment, giving sound advice and moral support. Sue offered a lot of advice about looking for work and offered to look at my CV and rewrite it to make it more relevant in the current job market. She rewrote my CV using the information from my CV and within a few days she had emailed me a new draft copy. I had applied for about 200 jobs with my old CV and never even got an interview.

After about a week using the new CV I got my first job interview. I never got that job but it was a morale boost after so many rejections and no responses. I attended a course for Forklift truck training and also got lots of information about other training that could be provided. I passed the Forklift test and got a current licence. I am now working in Reading as a logistical supervisor. I truly believe that the support and advice I received from Sue gave me the moral support I needed to give me the confidence I needed to get me the job. I believe that they went above and beyond their job remit to support me and I am so grateful for their help and support. They had become like friends, with their open and honest approach.”

Trusted Traders Service

Age UK Milton Keynes’ list of vetted local Trusted Traders, which helps protect consumers against rogue traders, is available on our website and was looked at 2,256 times last year. The information is also available by telephoning any of our offices. Plumbing is the most requested trade, often for issues relating to taps and toilet cisterns. Companies wishing to join the trusted Traders Scheme should contact The Peartree Centre office on 01908 550700.

Hospital Aftercare Service

The Hospital Aftercare Service continues to be an essential asset to Milton Keynes University Hospital, in the facilitation of timely discharge. Our team of staff works in both the hospital and the community helping to keep patients living independently in their homes and reduce re-admissions to hospital. Ward staff feel they are able to discharge vulnerable patients because they are reassured that they will be escorted home safely.

Last year this service

- Helped 1,456 people,
- 21 days: average time this service supports people
- 31% of clients were aged 75- 84
- 39 people age 95+ used the service

People tell us they

- feel more confident,
- regained independence,
- felt reassured,
- felt less anxious,
- were treated with dignity and respect

We know that the service

- improved our clients' economic well being as a result of the extra benefits we helped them claim
- gave clients access to a wide variety of other services that enable them to live independently
- enabled people to have a better discharge experience when leaving hospital
- makes carers feel better supported, less stressed and anxious in their carer role

Social Prescribing



Since the start of the scheme in October 2018, referrals from GPs and others have increased month on month. Our Link Workers give people time, focusing on “what matters to me” and taking a holistic approach to clients’ wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Our Link Workers have been really busy and doing some excellent work with clients. The tool we use to measure the impact of working with a client shows that the majority of clients feel that their wellbeing has improved since engaging with a Link Worker. The questionnaire all clients fill in shows that the service has met needs and that their knowledge of where to get help from, or get involved in an activity, has improved. Engagement with GP practices is good and other parts of the Health and Social Care sector are increasingly keen to refer patients to the service.

The new GP contract says

Social prescribing can help to strengthen community and personal resilience, and reduces health inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people’s active involvement with their local communities. It particularly works for people with long term conditions, for people who are lonely or isolated, or have complex social needs which impact on wellbeing.

Ms S is in the early stages of recovery from a severe psychotic episode, which has caused her to reevaluate her life. Discussion with the Live Life Link Worker has identified that she is seeking to develop her interests in art, running, walking and general fitness. With support from the link worker she has attended an introductory session at the health hub, has become aware of the Walking for Health Nordic Walking sessions, has applied for Arts on Prescription place and is considering enquiring about becoming a volunteer with the MK Gallery.



Day Activities

It's not just lunch and bingo! Every week our cooks and volunteers go the extra mile, arranging entertainment and outings for our club members throughout the year. This brings interest and variety to all of our lunch clubs. Club members have enjoyed performances by musicians and singers, fashion and handbag sales and a visit by a manicurist. Our team even arranged a hog roast and a summer party which was attended by 80 people, many of whom enjoyed a bit of a dance. The clubs have also enjoyed lunch outings to local restaurants and garden centres. The Peartree Centre lunch club were particularly delighted to be visited by Sara Ikumu, Simon Cowell's 'Golden Buzzer' act from 2017's Britain's Got Talent.

The Dega day club in Aspley Guise provides a quality service which gives essential support to frail older people in the local area. Special credit is due to the staff and volunteers who put on bespoke activities and tailored support to people with dementia and other health conditions. The Dega day club has been successfully run in partnership with The Dega Project Charity for the past 27 years. The Dega Project Charity has decided to pass the lunch club fully to Age UK Milton Keynes from 1st April 2019. We would like to thank The Dega Project Charity for all their support over the years.

Last year's lunch club numbers

- 7 lunch clubs
- 472 people attended a lunch club at least once in the year
- 39% of club members are aged 75 – 84 years
- 40% of club members are aged 85 – 94 years
- Average club size is 35 people

Peartree Memory Clubs

The Peartree Memory Clubs for people living independently with a diagnosis of dementia go from strength to strength. Our Co-ordinator and her team of fantastic volunteers ensure that all attendees enjoy a range of stimulating activities whilst taking every care and effort to ensure a calm, safe environment.

Using the Peartree Centre

The Peartree Centre is a well-designed building constructed in 2006 to be a venue where older people can feel safe and comfortable. It is suitable for all kinds of social events and activities and individual rooms, or the whole building, are available for hire. Over 20 independent groups and societies currently use the building on a regular basis, as well as our own lunch clubs and Memory Clubs.



Fundraising

All types of fundraising are vital to us, whether it's employees of a multi-national company choosing us as their Charity of the Year or an individual holding their own event and sending a cheque afterwards, we are hugely grateful for all donations, large or small. Without the support of our community we would not be able to carry on improving life for thousands of older people living in Milton Keynes. There is not the space to thank every donor and supporter here, and some people ask for no recognition, but every donation is acknowledged and appreciated.

Fundraising event donations

Kennington Close residents' Christmas Lights donated **£2,750**, our tea tent at The Winslow Show raised **£2,193.02**, our share of the bucket collection at Wolverton & Greenleys Town Council fireworks display was **£1,067.93**, Christ the Cornerstone Appeal Christmas Wrapping raised **£185.12**, MK Rotary Clubs Swimathon raised **£2,500**.

Corporate fundraising

Thank you Tollers Solicitors who chose us as their Charity of the Year and donated **£877**, Tesco Kingston who sponsored the Mad Hatters Tea Party in Newport Pagnell and helped raise **£1,066**, Waitrose where a Christmas bag-pack raised **£652.40** and Kuehne + Nagel who donated **£4,500**.

Some fundraisers from last year

- Two quiz nights raised **£2,193.02**
- Helen and Stewart Jones donated **£1,347.09** from their Golden Wedding Anniversary party
- Di Payne's Christmas Quiz raised **£550**
- Dick Evans and Stampede's Ceilidh raised **£371**
- Christmas Fayre at The Peartree Centre raised **£999.27**

Legacies

Income from legacies is becoming an increasingly valuable source of income for us. We were grateful to receive three legacies last year and would remind supporters that a simple way to fund our work is to leave 1% of your estate to Age UK Milton Keynes.

Our Weather Lottery

We have been raising funds with our own weekly lottery for over 13 years and last year it generated £715.95. For £1 a week players can support us and have the chance of winning £25,000.



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



Retail

After an extraordinary effort by our dedicated shop staff, volunteers and management team retail targets have been met and exceeded again. In addition to excellent sales, the retail team also added to the portfolio of shops with the addition of a new shop at Melrose Avenue in Bletchley. We now trade from ten locations, raising funds to provides services and support in the borough.

Trading conditions in the charity retail sector remain highly competitive with many charities relying on the unrestricted income that the shops generate. The statistics below illustrate that this would not be possible without the massive contribution from all our volunteers.

Last year's shop volunteer figures

- 134 shop volunteers work an average of five hours a week, valued at £286,036.40 (if we paid them minimum wage) per year
- 29 people have volunteered in one of our shops for 10 years or more
- 35 volunteers regularly work at our Olney shop

Central Milton Keynes offices

Our offices and cafe in The Food Centre in Central Milton Keynes continue to be a popular and necessary hub offering several services to the community. As we are ideally based, opposite the main shopping centre, the regular bus services bring clients and customers from all over Milton Keynes and the surrounding areas, making us accessible to all.

At the offices we offer Insurance Products, Funeral Plans, Legal Services, Information & Advice sessions, IT training and Volunteer services. We also aim to help every person who comes through the door with their query, either solving the issue ourselves, or signposting them in the right direction.

Our cafe provides a friendly environment for two knitting clubs, as well as serving as a meeting place for many outside groups. We continue to offer a varied menu Monday to Friday as well as a hot meal at lunchtime Tuesdays to Fridays. Our hot meals are by far our most popular offering as for many people, this saves the need to cook a hot meal in the evening. Many of our customers come to enjoy the social aspect our cafe provides.

$$£1 + \text{giftaid it} = £1^{25p}$$



Finance report

2018/19 was a difficult year for Age UK Milton Keynes. When the budgets were set we were looking at another large deficit. After the deficits of the last two years this was unsustainable and work was undertaken to come up with a plan to reduce costs but still keep services. The separate departments of Home Support, Gardening, Practical Services and Relief Care were merged into one department named the Independent Living Service. From a financial point of view this has transformed an annual deficit for the four separate departments of £18,000 into a surplus of £40,000 for the one single department, bringing us closer to breakeven point.

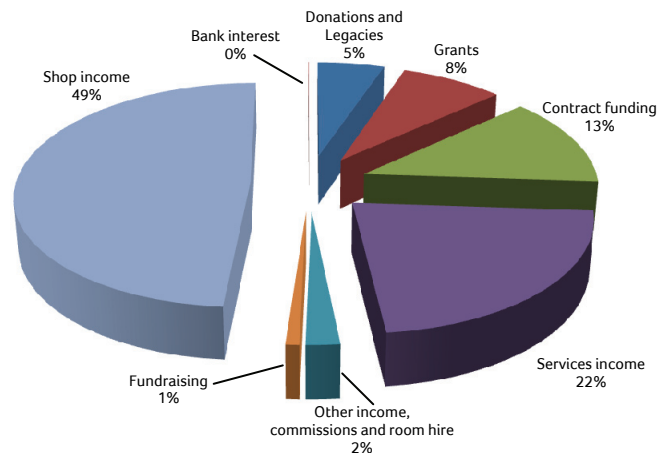
Total income for the year was £2,346,981 compared with £2,098,803 in the previous year. Funding for two new projects, Life Live and Walking Befriending, contributed to this increase, along with two generous legacies which boosted our income by £72,000. While it is not possible to thank these people personally for these gifts, we can thank all of you who have left a bequest to Age UK Milton Keynes in your Will. A gift in your Will is one of the most effective ways that you can support people in later life and can make a real difference to the lives of older people in Milton Keynes.

Our income this year was more diverse, with less reliance on the income from shops and while our expenditure has gone up, the percentage spent on Day Services and services which we do not charge for, has increased.

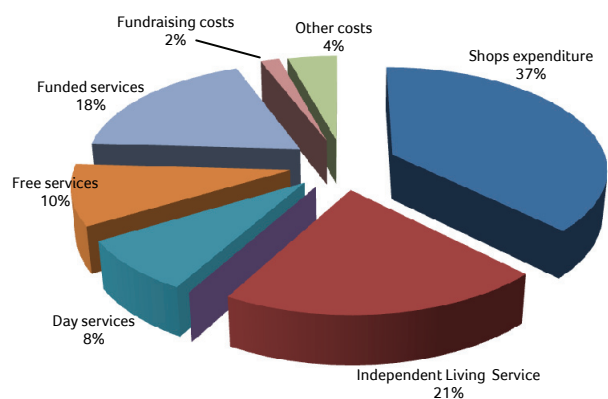
The deficit for the year ending 31st March 2019 was £82,542, compared with £194,215 in 2017/18, a better position than expected and will help us to reach breakeven in the next two years.

Gaye Baker
Head of Finance

Where our income comes from



How it is spent through the services



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

Bennie Affleck
Age UK - Big Knit (innocent)
Guilda Akopians
Kathleen Andrews
Jean Baker
Margaret Ballinger
Andrew Bailey
Hilary Beckett
Brian Beesley
Reginald Frederick Bill
Blackened Sun Brewing
Bletchley Conservative Club
Elizabeth Blight
Susan Bonhomme
Maureen Booth
Molly Boreham
Peter Borner
Maria Bouchier
BP Oil UK Ltd
Andrew Brady
Laraine Brown
Valerie Brownhill
Carole Bruce
Ivanka Burnside
Michael Cahill
J Campailla
Centre:mk
Alex Chan
Alec Chaplin
Ana Chaplin
Anton Chaplin
H Cheney
Paul Chase
Christ the Cornerstone
Christmas Appeal
Philip Church
Stella Clayton
James Clifford
Marianne Cockburn
Paul Collins
Emma Corbett
Sidney Cox
Curriers Company
Charitable Fund
Irene Cursley
Thomas Cuthbertson
Beatrice Davies
June Davies
Dawnsong
Karen Dawson
Wendy Day

Maureen Deeks
Janet Deeley
Anne Dodds
Irona Dougherty
Tabitha Douglas
Kenneth Dove
Jacqueline Eustace
Dick Evans
Evans Mediation and
Paralegal Services
Clare Fogarty
Sheila Frank
Mark French
Georgina Garrett
Sue Graham
Elsie Gregory
Keith Grierson
Mrs Gunn
Jan Harker
Anna Harris
Janet Harter
Dawn Harvey
Margaret Hawksby
Margaret Hayden
Jane Heaney
Anna Henderson
Ralph Hipkin
Harry Hogben
Jane Hook
Jacqueline Inskipp
Balvinder Jagdev
Andrew James
John Lewis Partnership
Wendy Johnson
Bryony Jones
Stewart Jones
Colin Joyce
Amir Kapasi
Kennington Close
Residents
Kuehne + Nagel
Sutharshan Kumaravel
Matilda "Ann" Lait
Ivan Laudat
Sylvia Ann Lawson
Geoffrey Leaver
Freda Lee
Rosemary Levins
Helene Lloyd
Savi Ludgate
Julia MacFarlane
M&S Kingston
Shirley Marler

* Listed alphabetically by surname *

Rob Mason
Bhapinder Matharu
Memory Assessment
Service
Howard Miller
• MK Community
Foundation
Annie Morgan
Rita Mount
Mountain of Glory Church
Oonagh Murphy
National Citizenship
Service
Newport Pagnell Post
Office
Amanda Nicholson
Rosemary Novis
NSS
Ruth Nuttall
Chrstine O'Dell
John O'Flynn
Margaret Ann O'Gorman
One Stop, Olney
Online shoppers
Catherine Oldfield
Edith Ovans
Margot Ovenden
Jane Palmer
Kathleen Parkes
Praful Rambhai Patel
Diana Payne
Ralph Pacquadio
Jenny Pollock
Maryanne Poole
Phillipa Poultney
Pamela Pryor
Elizabeth Rabone
Mohammed Fazil Rajab-
Ally
Marion Ralph
• Rothschild Foundation
S Reynolds
James Edward Rigg
Marina Ringana
Chris Row
Margaret Ryan
Brian John Salter
Santander Discovery Days
Salina Sarang
Catherine Seymour
Clare Shum
Shenley Brook End &
Tattenhoe Parish Council

Shenley Over 60s Club - Sainsbury's
Mavis Skelton
Reginald Smith
Roland Sorrell
• Sport England
St Pauls Catholic School
John Stacey
Adam Stansfield
• Tesco Bags of Help (Groundworks UK)
Martin Thompson
Tuesday Fellowship
Michelle Turnbull
Gayle Vickers
Adam Wagner
Waitrose
Peter Walker
David Wallace
Guler Watson
Wizard Fancy Dress
Wolverton and Greenleys Town
Council
• Young Charitable Trust

Legacies kindly bequeathed by

Irene Lamb, Ronald Mossman, Sylvia Poole

Gifts in memory of dearly departed *

Frank Sefton Bamford, Ruther Beaver, Germaine Davison, John Dent, Audrey Goody, Edna Lillian Hall, Geoffrey Reginald Hudson, Kenneth Hughes, John Michael Lawson, Hazel May Le Blanc, Michael Keith Moore, Clifford Alan Raven, Ann Rogers, Win Weatherhead, Yvonne Whitlock

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 or via online shopping, 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.





Age UK Milton Keynes

The Peartree Centre
1 Chadds Lane
Peartree Bridge
Milton Keynes MK6 3EB

t 01908 550700

f 01908 557899

info@ageukmiltonkeynes.org.uk

www.ageukmiltonkeynes.org.uk

Registered charity 1079773

Company limited by guarantee registered number 3897291
(Cardiff)



@AgeUKMKchatter



@ageukmiltonkeynes_charity



Age UK Milton Keynes



@ageukshops

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 (Chairman: Sue Graham, Vice chairman: John Goodman, Meg Bates, Janet Deeley, Stewart Jones, Peter Lazard, Jan McMeekin, Diana Payne MBE, Dr Tony Watson) constantly reviews the major risks to which the charity is exposed. 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

