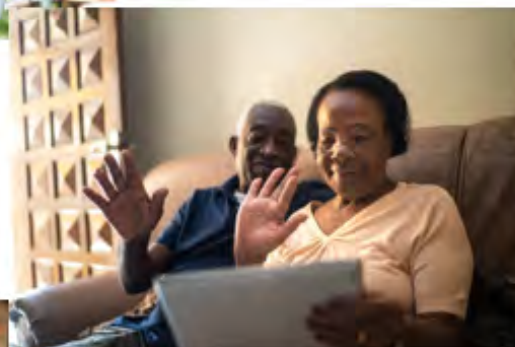
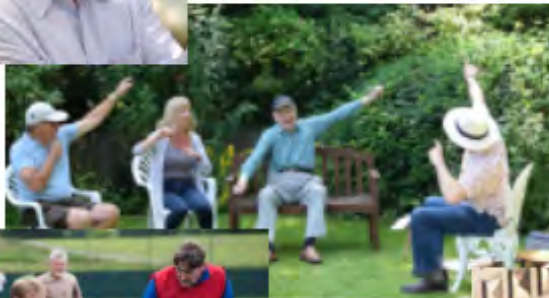


Making a real and positive difference to the wellbeing and quality of life of local older people

Annual report 2020/21



Chair's Report



Sue Graham

Chair

Board of Trustees

Sue Graham (Chair)
 John Goodman
 (Vice-chair)
 Meg Bates
 Janet Deeley
 Stewart Jones
 (Acting Treasurer)
 Diana Payne MBE
 Jan McMeekin
 Maria Lang (from
 Dec 2020)
 Anne Dodds (from
 Dec 2020)
 Anne Parrish
 (resigned June 2020)
 Paul Blantern
 (resigned June 2020)
 Lesley Hamilton
 (resigned June 2020)

Well, what a year!! Last March 2020 we saw the start of the pandemic, our shops had to close in an instant and our services either ceased to fully operate or to be adapted with new ways of working.

What we didn't know then is what would be in front of us and what would be coming our way. There was the expectation from the Government and Councils, that charities like ours would have to respond to the pandemic by providing, as an example, hot meals for all and to give as much support and services as possible!

Our staff did not disappoint us and I have to start by saying an enormous THANK YOU to so many staff and volunteers who took up the challenges that were needed to provide the many services that were vital to so many people. Volunteers just seemed to appear offering to do so much such as shopping, preparing and delivering 4,684 hot meals and working in our warehouse at Kiln Farm sorting the mounds of kind donations. I must also mention the supermarkets, restaurants and people who supplied so many of the essential products that were needed and not just food. Without their kindness and generosity many older people would have suffered a great deal.

Not only did we have to deal with the pandemic, but our Chief Executive sadly had to resign from her position and for a time we were without a leader to steer our ship through these turbulent times. However, I must thank our Senior Management team who took on the challenge of providing leadership and support to our workforce and ensuring that the organisation continued to provide the vital services for older people, so that they knew there was someone there for them.

In February, we started to look for a new Executive Director by advertising through social media and undertaking interviews on ZOOM, which was a very different experience! Despite all the difficulties, I am delighted that we were able to appoint our new Executive Director, Denise Stygal-Watson, who took up the position in early April. Certainly not the easiest of times to begin a new career.

Although I would like to report we are up and sailing, the waters are still very turbulent, not only have we had the struggles of getting the shops open and recommencing some of the services, but like many charities, the financial situation has been very difficult, and we are certainly not free from problems.

Once again, I would like to thank all our staff, volunteers and supporters for seeing us through what has been a very difficult year and ensuring that Age UK Milton Keynes continues to be there for older people.

Sue Graham, Chair of Board of Trustees

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

Executive Director's Report - Looking to the Future



Denise Stygal-Watson
Executive Director

Having joined Age UK Milton Keynes at the beginning of the new 21/22 financial year, I immediately realised the huge challenge I had taken on.

The focus for 2020/21 was to ensure we could provide key services through the pandemic and as has already been said by our Chair, Sue Graham, we managed to continue to support the older people of Milton Keynes with our wonderful staff and volunteers who went beyond the call of duty. You will see throughout this report the changes that we had to implement quickly to adapt our services.

There is no way of hiding that the next few years are going to be the most difficult yet. The COVID Pandemic has definitely changed the way we all go about our everyday life and certainly forced us, as a charity, to be more innovative about how we deliver our services going forward. Technology has played a huge part and will continue to help us with supporting many people with on line and telephone calls rather than face-to-face visits.

Our next focus for 2021/22 has to be to **get back out there** to see and support our clients, fully open our shops and stabilise and grow our services as we begin a gradual move to a new normal.

We need to listen and hear what our clients' experiences are and validate our understanding of what they now need in this different world.

Loneliness is not uncommon to our clientele and the pandemic has raised the issue even more with everyone understanding what loneliness and isolation is about.

Pandemics may end but loneliness continues.....

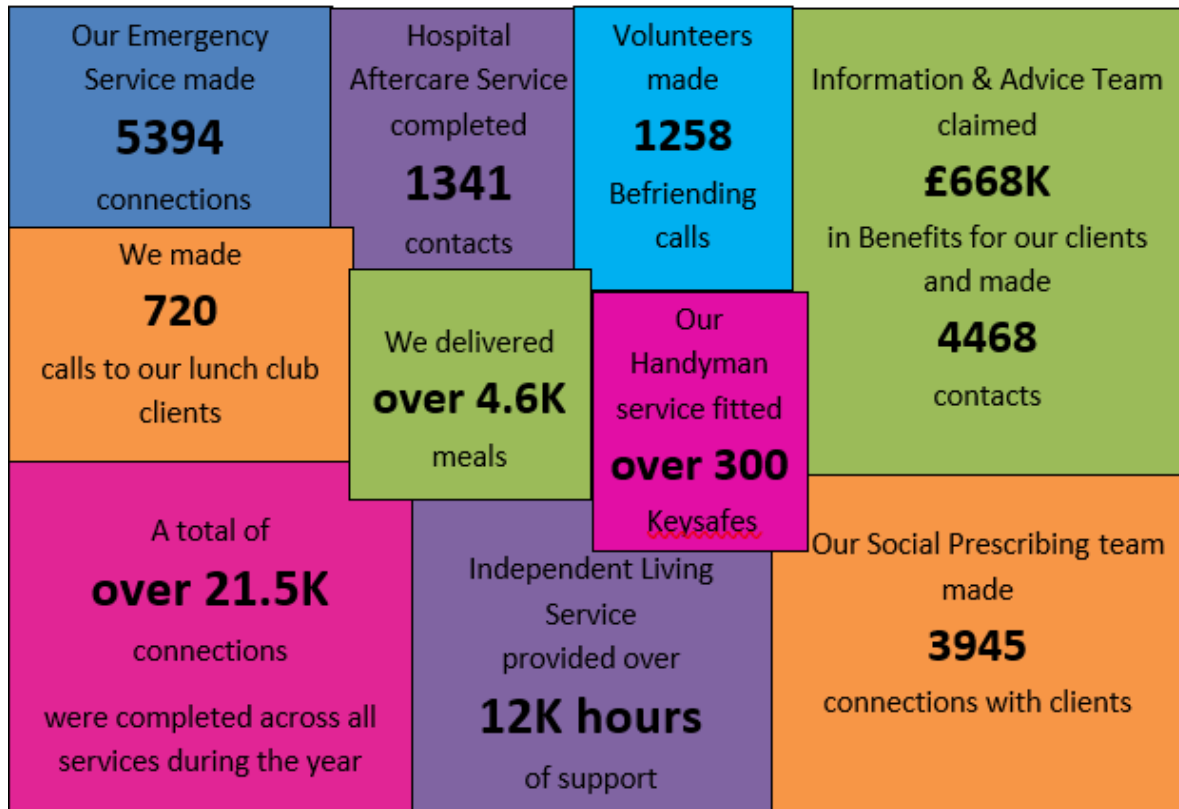
Our aims will be to:

- ✓ Reduce social Isolation and Loneliness
- ✓ Empower to maintain independence and improve standard of living of those living in poverty
- ✓ Enhance self-respect, improve confidence and self-worth driving emotional and physical resilience
- ✓ Enhance Wellbeing, have fun and encourage growth for the life ahead, the next stage

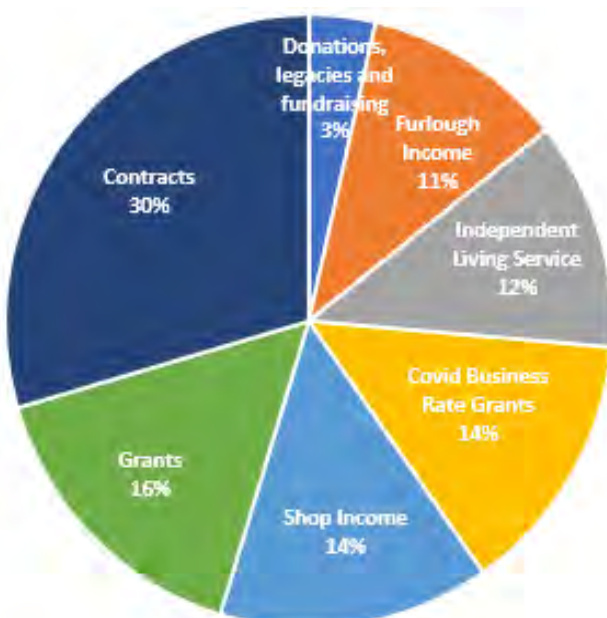
Impact Report

Although 20/21 was an unusual year, Age UK Milton Keynes still supported the local community with over £2.2M of services, delivered by our team of committed employees and volunteers.

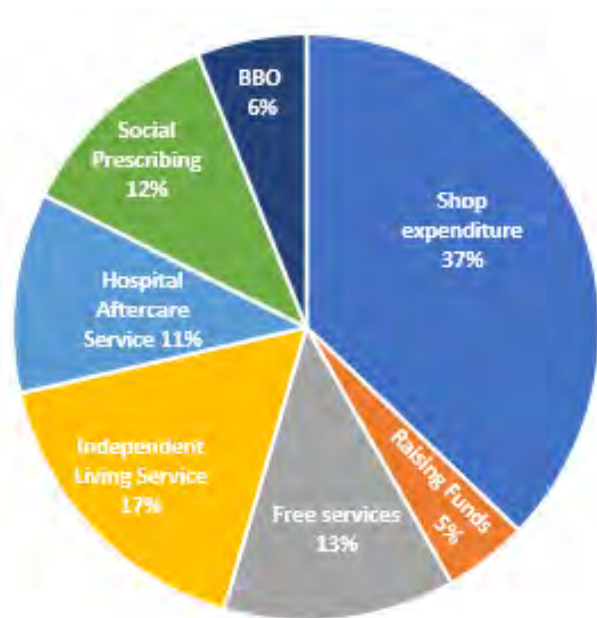
This illustrates the impact we had:



Where did our income come from?



How did we spend it?



Emergency Response Service

On 16th March, people were told to stop essential travel and contact. Our Emergency service offering - shopping essential packs, prescription collection and IT support, was up and running on 17th March with the first provision of the service on 18th March.

People were already panic buying, with older people left scared to go out and without access to vital essentials.

The service continued for many months and during that time, we provided over 5,394 connections with new and existing clients. Every interaction was also a welfare check on the most vulnerable of society.

A highlight of the year was our delivery of Christmas gifts and lunches to local residents. In all over 150 5-course lunches were delivered and over 400 gifts - for many this might be the only gift they received.

From this essential service the new Meal Delivery service was formed.



Our volunteer was the only person this lady saw week after week for months.

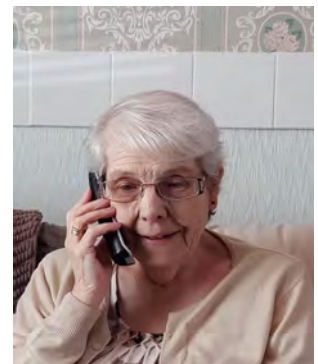
"I can't thank you enough. I've been living on porridge for 2 weeks and I was down to my last packet" – from a grateful client who received one of our essential packs

Befriending

Our volunteers were key to making this service a lifeline for so many people, very quickly adapting from a face-to-face service to a telephone befriending service. Clients were called every week to ensure they were safe and had someone to talk to.

In all, 1,258 calls were undertaken with over 8,000 hours of chatting, listening and laughter.

Volunteers were happy to assist new clients who were often just desperate for someone to talk to, having been alone for months.



Sam Snelus, our Befriending co-ordinator chatting with one of our clients

Walking Befriending

Losing confidence to go out by yourself or developing a life-changing illness that prevents you staying active, are two of the most common issues that Walking Befriending can address.

As the lock down made many people more anxious about leaving their home, our friendly volunteers have been able to accompany many people on a walk in their local area.

"I've seen no friends or family during lockdown, having someone call me every week when I was so lonely, isolated and desperate for someone to talk to has changed my life"

Hospital Aftercare Service

During the pandemic, the need for our traditional service was reduced due to the lower number of non-Covid patients in hospital.

However, our team continued throughout the pandemic to support the NHS in other ways by undertaking new services. Prescription collection for those shielding, transport to essential medical appointments including Covid vaccine and telephone welfare checks to former patients were just some of the essential services we were able to provide.

Thanks to donations of PPE and the use of a wheelchair accessible vehicle, we were able to keep both patients and staff safe. This was vital and during the year we achieved 1,341 contacts with clients under the most difficult circumstances.



Our wheelchair accessible vehicle which was such an asset during Covid restrictions

“I felt supported and the care and concern I received left me a feeling of not being alone”

Lunch Clubs

Unfortunately, our popular lunch clubs had to close due to Covid restrictions. However we still kept in touch with our clients.

The volunteers who support the service invested a great deal of time and commitment by carrying out welfare telephone calls which were greatly appreciated.

In all, over 720 such contacts were made.

The importance of the clubs is embodied in the quote below from the son of one of the attendees - clubs such as these really are crucial to people's wellbeing.



Moving to a new way of providing lunch during these challenging times

“My partially-sighted Mum said she misses her friends and that it was like losing her lifeline”

Independent Living Service

Our Independent Living Service saw one of the greatest pandemic impacts with staff unable to visit client's homes.

However with the wide variety of services such as Cleaning, Shopping, Relief Care, Footcare, Deep Clean, Handymen and Gardening, we were still able to provide help and support.

For example, the Handyman service became essential in carrying out emergency safety maintenance and fitting key safes for access to clients who were housebound.

Even with the restrictions, the service delivered 4,377 contacts across all of its services with the core being to maintain contact with its clients by telephone

Information & Advice (I & A)

This service became a lifeline for many people who had nowhere to turn. The ability of the service to adapt from face-to-face to telephone assistance so quickly was a credit to all involved.

During the year, the service had 4,468 contacts with clients and claimed £668K in Benefits for clients who were either confused by the Benefit system or were not claiming all they were entitled to.

Despite this phenomenal figure, this is only one aspect of this service, which offers free information and advice on a whole range of issues faced by older people.



A key safe being fitted by a volunteer



The way the service was offered pre-pandemic but we quickly adapted to telephone support

"Age UK Milton Keynes put my mind at rest during Covid. To know I could call and hear a friendly voice on the end of the phone was a lifesaver. Life would have been much harder without Age UK Milton Keynes"

"My wife has just died and I have been diagnosed with terminal cancer. The Council are threatening to evict me, my wife dealt with all the paperwork and I don't know what to do. Thank you for your help with information and advice'.

Social Prescribing

Our Social Prescribing service helps find non-medical solutions to worries and problems that affect health.

Our 8 link workers continued to provide the service throughout the year by telephone, outside visits and online.

Even in these challenging times, they completed 3,945 contacts and were still able to reach people, signpost, connect and support them, working in partnership with other local organisations.



One of the social activities we've helped clients enjoy

"I am so grateful for the help and support I've received. I am now enjoying myself and have made new friends at the Walking Football club - I never would have joined without your support. Thank you"

Memory Club

Our Memory Club not only helps those suffering with Dementia by offering a structured course of stimulating tasks, both mental and physical but also offers their carers a well earned break.

Once the pandemic restrictions began we had to look at other ways for contact with those locked at home who very quickly became lonely and isolated. Our team sent out mental agility quiz packs to complete and set up a puzzle/game swap scheme where we collected, sterilised and passed on the puzzles and games to others.

We also set up a Pen Pal scheme with schools and a children's centre. The children wrote letters and drew pictures and we became the postman, forwarding the communications between Memory Club and Lunch Club Members, and the children.



A group enjoying the sunshine and activities

Volunteers

Our heartfelt thanks go out to our army of volunteers, without whom we would never have got through this difficult year.

We were so lucky that people really rose to the challenges that the pandemic presented. At some points during the height of the pandemic we were receiving up to 30 new volunteer applications each day. And by the end of the year, we had a team of over 400 volunteers willing to help.

The numerous tasks carried out by our volunteers were varied - battling long waits to collect prescriptions, delivering thousands of meals, queuing for shopping, often having to search for essential items, collecting and organising donations, prepping and cooking meals, keeping in contact with new and existing clients to name but a few.

All of this was always done with a smile on their face and a genuine desire to ensure the older people of Milton Keynes were supported during the toughest period of the pandemic.

How we work

We currently have seven members of our Executive Board who work on a voluntary basis to provide leadership and direction, input and challenge our charity activities to ensure we are providing the best services possible within the resources and income Age UK Milton Keynes has available.

During the last year, the Board met frequently with the Senior Management Team prior to our new Executive Director coming on board and after to ensure some consistency of Leadership.

We ensure that this Annual report is available to as many members/contacts as possible and a copy of it will be on our Website.

Income Generation

Trading

2020-2021 was probably one of the most challenging years for our shops and retail outlets. Along with everyone else, our normal activities were curtailed by lock downs and restrictions. Our shops, who rely on footfall for revenue, were closed for over six months during the year. Our furniture warehouse in Kiln Farm fared better as we were able to introduce an appointment only system and also increase our online presence which provided some income.

However, during the time our retail was limited, we still had to pay rents, utilities, etc and the charts on page 5 illustrate the impact this had on our finances - over 37% of our expenditure was spent on keeping our shops whilst revenue received from retail was only 14%! In a normal year, the retail from our shops accounts for over 50% of our income - a significant reduction which cost us over £1M.



Fundraising

Our fundraising efforts very quickly came to a halt, however we did raise over 10k from donations which included a Go Fund Me appeal. We were featured on various media platforms including articles by the local BBC news teams, highlighting not only our own predicament as a charity but also the predicament of older people living in Milton Keynes and generally.

Thank you to our donors

A big thank you to everyone who has given a donation to Age UK MK, in particular our major donors below:

Individuals

Bennie Affleck	Martyn Durbidge	Amanda Kingston	T Robbie
James Allen	Kay Ealy	David Kinns	E Rogers
Manfred Ambrosius	Judith Edwards	John Kirk	R&B Rook
Dorothy Archer	Tony Elliott	Freda Lee	Chris Row
Shirley Atkins	Jacqueline Emery	Lynne Lehrle	Diana Rowe
Christine Bailey	Jacqueline Eustace	Hannah Lewis	Margaret Ryan
Simone Bailey	Dick Evans	Pauline Linkins	Lawrence Savage
John Baker	Raymond Forman	Betty Lloyd	Ray Shaw
Frances Ball	Margaret Francis	Eric L'olive	Anthony Sheppley
Brenda Beck	Frederick Freeman	Ewan Mackenzie	Dorothy Shooter
N Bedford	Christine Frost	Judy Malpass	David Siddon
Penelope Birtill	Peter Frost	Puspha Maniam	Ruth Simms
Derek Blackman	Lee Gallagher	L Matthews	Maureen Smith
Catherine Bott	Jennifer Gannon	Bradley Mayo	Ed Sobczak
Walter Bourne	June Gilbert	Jenny Mercer	D Southgate
Janet Brazier	Barry Goddard	MI Dental	Nigel & Ivane Steel
Roy Britton	Glenda Goddard	Andrew Mian	Arthur Stephens
Jennifer Brown	Keith Grierson	Ratamie Milentijevic	Jill Strong
Leslie Brown	Francis Haddow	Alan Morris	Julie Szczepaniak
R Browse	Alan Hall	Colin Morris	Martin Thompson
June Bryant	J Hamblin	Mr Napthen	Maureen Thomson
Hilda Buckland	Betty Harper	Irving Nicol	Gwen Thurlow
J Campailla	Jan Harter	Jonathan Ofei	Ann Todd
Yune Campbell	Kathleen Haydock	Charlotte Oliver	John Ward
Kay Carter	Anna Henderson	Robert O'Neil	Peter Waterman
Peter Chambers	Margaret Hodgkins	Jack Ord	Mrs S Webb
June Chapman	Vivienne Holliday	Jill Owen	Stewart Webb
Pamela Clarke	Thomas Holyday	Vera Pain	Ian Whetton
Gillian Collick	E Hussey	Belinda Palmer	Leanne White
Patricia Congreve	Pam Ingles	Stuart Parker	Margaret Wilkinson
Pamela Coulson	Patricia Inglis	John Pascoe	Maureen Wilson
Wendy Cox	Andrew James	M Passafonti	Rosemary Winn
Sue Crabbe	Ann Johnson	Diana Payne	Pam Winter
Cynthia Cruickshank	Doreen Jones	Terry Phillips	Alan Wood
Edith Dare	H Jones	Colin Phipps	Shirley Woolhead
Ann Davies	Margaret Jones	Colin Pickering	Tracey Wray
Barry Dougall	Mary Jones	Joyce Pidgley	Valerie Young
Kenneth Dove	Vanessa Jones	Dorothy Pittock	
William Dowrick	Philip Kempster	John E Reynolds	
	W King	David Riley	

Corporate Organisations

Autotech Recruit
Ball Corporation
Capital One
ISIS Chiropractic Centre
John Lewis Partnership
MK Christian Centre
Mountain of Glory Church
Network Support Services
Purcell Solicitors
Rexam Beverage Can Ltd

RWDI Anemos
Shoosmiths Solicitors
Yardi Systems Limited

Grants Received

Campbell Park Parish Council
Julia & Hans Rausing Trust
MK Community Foundation
Neighbourly Community Fund
Rank Foundation
Shenley Church End Parish Council
Simpson and Ashland Parish Council
Stony Stratford Town Council
Tesco Bags of Help (Groundworks UK)

Legacies in memory of

Rosemary Ann Forth
Salmi Haq
Sylvia Smith
Josephine Marshall

Thank you also to the trusts and individual donors who wish to remain anonymous, to players of our Weather Lottery, to the knitters who make the many hundreds of hats for the Innocent drinks, to those 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.

We would also like to thank the below and everyone who donated goods and time to our Emergency Service, Meal Service and Christmas Hamper Gifts

Morrisons CMK	Faith Dimensions Church	TGI Fridays MK1
Co-op Newton Road	Sainsburys Shenley	Sainsburys CMK
Co-op Netherfield	Co-op Emerson Valley	Co-op Grange Farm
Brioche Pasquier	Nandos CMK	Nandos MK1
Online Grocer	KAM Projects	Stantonbury School
Angela Banks	Co-op Woburn Sands	Intu Milton Keynes
Water Eaton Church	Sparkles Cleaning Company	Sainsburys Bletchley
The Three Trees	The Caldecotte	Michael Anthony Estate Agents
Intrust Care		



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

t 01908 550700

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 (Chair: Sue Graham, Vice chair: John Goodman, Meg Bates, Janet Deeley, Stewart Jones, Jan McMeekin, Anne Dodds, Diana Payne MBE, Maria Lang) 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.

