

Fit for the Future

Annual review 2014 - 2015



***“Thank you for all
the help, fun and
encouragement over
the last 12 weeks”***

Fit4Life participant

About Age UK Southampton

We are an independent local charity that has been working to improve the lives of Southampton's older people for over 50 years.

Our 10 staff and 100+ volunteers work together to offer a range of tailored services designed to help our city's older people stay healthy, happy and connected to normal daily activities.

Our vision is for Southampton to be a city in which people in later life flourish.

Our aims are to:

- Provide support and services to Southampton's older people, and those who care for them
- Reduce isolation, poverty and health inequalities
- Promote positive ageing and independence by supporting active and healthy lifestyles
- Inform local older people and those who care for them of their rights and choices.



Fit for the Future

Like all charities, we work in a rapidly changing environment, presenting us with both challenges and opportunities.

Particular factors that affect us include significantly reduced budgets for local authorities and the growing needs of Southampton's ageing population.

In 2014-15, we worked hard to modernise our charity and make it fit for the future. This was a 'capacity building' year, in which we agreed to invest £76,472 from reserves in effective new structures and systems.

We worked with Southampton City Council and local NHS services to model how together we might offer 'wrap around' help when and how local older people and their families need it, and took part in a services transformation programme delivered by national Age UK.

We also took a long hard look at how we are organised. We recruited new posts to lead and develop our front-line services, and to improve our assessment of and rapid response to older people's needs. Building on learning from other local Age UKs, we integrated our services so we offer older people more seamless support.

Volunteers lie at the heart of all we do. We held a series of focus groups to find out what they felt about working with us, and

how they saw key challenges and opportunities; this fed into the volunteer development strategy now being implemented.

We raised the bar on how our charity operates, strengthening trustee governance, and putting in place new scrutiny and strategic planning processes.

Perhaps most importantly, we put ourselves on a firmer footing financially. We recruited a new post to lead our income-generation activities, and successfully bid for health and local authority contracts valued at over £106,000.

In summary, we successfully laid the foundations for Age UK Southampton to move forward confidently in its mission to help make Southampton a city where older people can continue to enjoy life to the full.

Looking ahead to next year, we plan to achieve Age UK's demanding Organisational Quality Standard in and to reach more of Southampton's older people with high-quality, targeted and linked up services.

Bo Priestley,
Acting Chair of Trustees
Peter Bennie
Chief Officer

Our services



Information and Advice

Our comprehensive free and confidential advice service, run by trained volunteers, can help with a wide range of queries, from getting help at home, benefit entitlements, to navigating local health and care services. They can also put you in touch with other helpful local charities.

Visiting Service

Would you (or an older person you know) like to feel a bit more linked up to the outside world? Or perhaps you need someone to look in or phone an older person after an accident or stay in hospital? Our friendly team of volunteers visit clients at agreed times, providing support and companionship for lonely, isolated or housebound older people. Many become life-long friends.



Padwell Road Day Centre

The Centre offers high-quality day care for physically and mentally frail older people in the heart of Southampton. Run by Age UK Southampton and Age Concern Hampshire it provides a warm and welcoming place where every day 30 older people can enjoy company and craft activities, make use of the Centre's hairdressing, laundry and podiatry services, and eat a tasty lunchtime meal.



Computer Club

Run by volunteers, our weekly computer drop in at Challis Court provides one-to-one computer support on a range of different IT-related subjects for older people in the city. If you want to get to grips with online shopping, emailing friends, watching TV programmes you've missed, or setting up an online bank account, we'd love to see you!



Health and Wellbeing projects

We run several projects to help local older people stay mentally, physically and socially active - the best way to keep healthy and stay independent in later life. These projects include:

Fit4Life: A fun, social and enjoyable way of keeping active through weekly dance and gentle movement classes at Freemantle Community Centre and Tai Chi classes in Shirley.

Falls Revolution: A project run in partnership with Solent NHS Trust that aims to support older people who have had a fall, or are at risk of doing so, by building muscle strength and improving stability through exercise.



Lunch and Laughs Social Club

If you're based in Thornhill, our lunch clubs could be a great way for you or an older person you know to enjoy a healthy lunch, have a good laugh and meet new friends. Every month, over 80 Thornhill residents attend these popular events, which are funded by the Thornhill Community Health Group, and supported by local volunteers who help cook and serve the meals.



What our clients say

We're proud to be able to support local older people, often in small ways that make a big difference, with the help of our fantastic team of volunteers.

"The information you gave me has been a great help"

Rose (52), who lives in Shirley, contacted our Information and Advice volunteers about getting extra help at home. They found her a reliable external supplier, so she can continue to live independently without worry.

"I really miss the lunch club when I can't make it"

Val (67), who lives in the city centre, started attending one of our lunch clubs four years ago, and she just loves the food. As importantly, she's met new people at the club, and it gives her a regular outing to look forward to.

"Absolute life-saving help"

Our Information and Advice volunteers helped Eve (81), from Shirley, join a local scheme to get older people's electricity reconnected quickly if there's a power cut. So when the lights went out on Christmas Eve, she didn't worry – after a quick phone call, they were back on again.

"You've made a big change to both our lives"

Our advisors helped Derek (80) and his wife, who live in St Denys, successfully apply for an Attendance Allowance. The additional weekly payments have brought peace of mind – they can now pay household bills without worrying and use taxis get to and from doctors' appointments.

"The classes keep me fit and active and I've met new friends"

When Millie (82) came to live in Bassett to be closer to her family, she decided to join our keep fit classes. She says she's been really impressed with the personal care and help given to everyone in the class.

"I can now plan to be more independent"

Peter (79), who lives in Bitterne, was feeling increasingly isolated and house bound as he got older and friends and family moved further away. We helped him apply for additional financial help, and he's now saving for a mobility scooter to get out and about.

"You have changed my life completely"

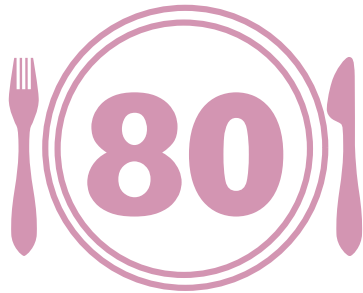
Doris (64), from Lord's Hill, wasn't getting out much and was beginning to lose her confidence, when a neighbour offered to take her to our Tai Chi classes. She's now a regular member and feels they've improved both her mental and physical wellbeing.

"I've found the sessions thoroughly enjoyable"

Violet (86), from Bassett, spotted a flyer about our Freemantle exercise classes at her GP surgery and hasn't looked back! A keen line dancer in her youth, our Gentle Dance classes have given her a way to stay active in later life and meet new people at the same time.

Our impact in 2014-2015

With growing numbers of older people and substantial cuts in adult social care funding, there has never been more demand for our services. Here is just some of what we did in 2014-15.



older people a month attended our weekly Lunch and Laughs social clubs in Thornhill

77



older people were visited at home to chat through managing their finances



lonely and isolated older people were matched with befriending volunteers



As a result of our advice, older people claimed state benefits worth a total of

£248,000



people contacted our Information and Advice service



older people gained or improved their skills in using IT skills at our weekly Challis Court computer drop in



hours of their time helping older people in Southampton

Our wonderful team of 100 volunteers gave



older people a week enjoyed gentle, supervised exercise as part of our Fit4Life project



people from local businesses, community groups and Age UK Southampton staff were trained as Dementia Friends

What our volunteers say

It's no exaggeration to say that without our volunteers' time and commitment, we simply could not do what we do. From befriending to information and advice, their efforts lie at the heart of Age UK Southampton.



"Volunteering with Age UK Southampton gives me a real feeling of satisfaction. I've always been involved in community affairs, and since retiring and getting that bit older myself, I've become very interested in the welfare of older people".

Visiting volunteer

"After a career in business, I've found helping older people with their IT problems very rewarding. They need a basic understanding of what computers can do to cope with so many aspects of their lives nowadays, and often they find out it's a lot easier than they think!"

Computer Club volunteer



"Older people really need to know what's available locally and how to access it, and that's where we come in. I took a call from a lady who unfortunately had been burgled, and was in quite a distressed state. Luckily I was able to put her in touch with the Hampshire Bobby Scheme, which offers free home security checks to vulnerable people. She calmed down immediately, and phoned back later to say thanks – I felt so pleased I'd been able to help!"

Information and Advice volunteer



"So many housebound older people are just hungry for a normal, human conversation. I'll always remember that final handshake in hospital from a lovely old gentleman I had been visiting for years. It was like losing a good friend."

Visiting volunteer

"One older lady with some particularly complicated family problems thanked me just for listening and letting her speak about what was going on out loud. Sometimes people contact you in quite a stew, and just calming them down helps. You have to listen carefully so you can hear what's under the surface, and give them time to get to the problem."

Information and Advice volunteer



"It's very flexible – they make it clear you can volunteer in lots of different roles, and help you find the one that suits you and your other commitments. People often have just a little slot of time they want to give."

Administration volunteer

"My wife volunteers with Age UK Southampton and I just sort of got pulled in! It seemed such a good cause. Charities like ours are really important – society will really need to get to grips with the needs of older people in the future, given the scale of those needs."

Lunch and Laughs volunteer



For more information, contact our Volunteer Coordinator on volunteering@ageuksouthampton.org.uk

Summary accounts 2014-15



Grants (contracts)	£326,060
Donations & Legacies	£2,938
Fundraising	£529
Projects & Activities	£1,477
Investment	£2,875
Other	£4,649



Fundraising	£156
Charitable Activities	£398,161
Governance	£6,015

As forecast, Age UK Southampton ended the year with a planned deficit of £66,324 in 2014-15, as a result of investing in new staff roles to take forward the development of our front-line services, while maintaining core services such as Information and Advice. This was fully funded from accumulated reserves and we entered 2015-16 in a healthy financial condition, with significant reserve funding (£218,452) and substantial forward funding commitments already in place.

We were delighted to secure significant government and public authority contracts to the value of £326,060 to provide services to older people in the city. We also made a start on our strategy to move towards a more balanced funding model, securing voluntary and other unrestricted income of £3,467.

All figures are extracted from accounts independently examined by Fiander Tovell LLP.

If you would like a full copy of our accounts for the year ending 31 Mar 2015 please contact us or download a copy from our website at

www.ageuk.org.uk/southampton/about-age-uk1



Behind the scenes



Our small staff team enjoys the support of a group of 100+ volunteers, who work closely with us to support older people across Southampton, and bring a wealth of experience and skills to their different roles. We are most grateful to all of them.

Trustees:

Bo Priestley (Acting Chair)
Jackie Powell (Acting Vice Chair)
Christine Robinson
Philip Sampson (Treasurer)
Ron Staker
Phil Taverner

Chief Officer

Peter Bennie*

Information & Advice Coordinator

Mary Carnegie

Information & Advice Service Officer

Graham Chamberlain

Fundraising & Communications Officer

Tim Corke

Administrator/Receptionist

Melanie Dabell

Volunteering Coordinator

Andy Fulford

Business Development Manager (Interim)

Matu Kamanda

Services Assessment & Navigation Officer

Linda Moon

Services Officer

Ranjan Patel

Services Manager

Claire Roberts*

Health & Wellbeing Development Officer

Phil Williams*

*Member of Senior Management Team.

Details correct as of 14 Jan 2016

Thank you

We are most grateful for the wonderful support we receive from a wide range of individuals and organisations. Without your help, we simply could not deliver the range of services we do.

Key funders

Age UK

Comic Relief

Hampshire and Isle of Wight Community Foundation

Southampton Charitable Trust

Southampton City Council

Southampton City Clinical Commissioning Group

Thornhill Community Health Group

Professional services

FianderTovell LLP

Paris Smith LLP

Our biggest thanks are extended to our dedicated team of volunteers who have continued to exceed our expectations within the various roles they play across the organisation

Help us to help older people

Your generosity in supporting our work helps us run existing services and develop new ones to meet changing needs.

Our clients tell us that our services make a great deal of difference to their lives, but in a time of sharp budget cuts to public funding we do need your help. That doesn't always mean making a donation, though! We would really welcome your support in whatever way you can give it.

Here are some ideas:

- Organise a local fundraising event at your school, business or workplace
- Donate your time to one of our current volunteering opportunities
- Make a regular or one-off financial donation
- Share our news and events on your social networks
- Consider leaving a gift in your will to help older people live later life
- Nominate us at your work to become your charity of the year
- Support our local Age UK shops by buying or donating goods

For more ideas, visit

www.ageuk.org.uk/southampton/how-you-can-help1

Contact details

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Charity number: 1122954

Company number: 06144912



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