





2016 / 2017 Annual Review



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Age UK Surrey is a local independent charity established for over 50 years. We provide services to improve the quality of life for people in Surrey aged 50+ and work tirelessly to help reduce isolation and loneliness, improve the health and wellbeing of people, and provide information and advice to enable people to remain independent and informed. We raise almost all our funds locally to support our services.

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An Overview of the Year

Loneliness and isolation affect so many people from all walks of life and of course we are concerned about the impact this has on our older population. Surrey is no different from any other County despite its relative wealth. There are many people living alone in large homes which can be isolated and sometimes in very rural locations. If people are not able to get out and about they can become very lonely. Age UK Surrey has established Making Connections services which aim to tackle this problem.

Our staff spend time with people, getting to know them and finding out what they really want to do and then work with them to achieve their goals. It could be something straightforward like going to the shops, or it could be that someone wants to take up a new hobby. We work with people on a short term basis to get them re-engaged in their local community. There have been some wonderful outcomes where people's lives have been turned around by having this support.

During the year we have unfortunately seen both Age UK Waverley and Age UK Runnymede & Spelthorne close their doors. In order for older residents in those communities to continue to receive localised support, I am pleased that we have been able to absorb much of the work they were doing. We have achieved this with the respective support of Waverley Borough Council and Spelthorne Borough Council for which we are very grateful.

We are incredibly grateful to all our volunteers and have had over 230 who have supported us so much during the year. They have helped in all areas of the Charity, assisted in our Men in Sheds project, supported people on a one to one basis through Making Connections and our hospital activity programme, led walks for us, taught computer skills at our Computer Drop-In Centre and helped in the office to mention a few roles. One group of 'hidden' volunteers is our Trustees who do so much work behind the scenes to make sure we are a well governed Charity. They are always willing to help out when needed using their varied skills and experience. I am very grateful to all of them too.

We have a wonderful team of staff, some fairly new and some who have been with us a long time. Staff give up so much of their own time to support the Charity and I feel very privileged to work with such a wonderful team.



Sue Zirps

Sue Zirps,
Chief Executive



Chairman of the Board of Trustees

This Annual Report speaks for itself in celebrating the support that Age UK Surrey has given to older people in Surrey during 2016. Over the past few years, the growth in the number of older people and their increasing longevity, although something to celebrate in its own right, has significantly increased the challenges the Charity has to meet in helping to maintain older people's quality of life. At the same time the funds and resources for running services for older people get tighter and tighter.

In response to these pressures, the Charity has continued to review the services offered to ensure that older people are put first in everything that is done. Specifically the Charity has carried out a thorough review of the standards by which it is governed and managed. Safeguarding, information governance, fund raising criteria and general operational quality standards have been monitored and assessed. Policies and practices have been amended where appropriate.

All of this has been done against the increasing pressures of funding. Whilst on the one hand every effort has been made to improve the efficiency with which the services have been delivered, on the other, we are immensely grateful for the generosity of all our funders and individual supporters which is absolutely vital to the continuance of our work.

We were pleased to be given the opportunity to explain to the Rt Hon Jeremy Hunt, MP for SW Surrey and Secretary of State for Health, what we saw as the issues of older people and what we were doing to help them when he visited our offices on 29th April 2016.

I would like to thank the Hon Lavinia Sealy for being our President this past year and especially for opening her garden on the occasion of Older People's Day. We have said farewell to a number of Trustees and welcomed some new faces during the year. The Board has a good spread of personalities and skills to deploy to the benefit of the Charity and I thank those retired and those who joined us for their time and commitment.

I will be stepping down in September 2017 from my role of chairing the charity. I will by then have been privileged to be associated with Age UK Surrey for over ten years, six as a Trustee and three as Chair. In that time, I have never ceased to be amazed by the Charity's hard working and dedicated staff and volunteers, and I thank them for all they do to help those, who like myself, sometimes struggle with the vagaries of this modern world. And finally, I wish the Charity God Speed in its aim of being a vital support for older people in the years to come.



Robert Avis

Robert Avis,
Chairman of the Board of Trustees



Volunteers and Staff

We will maintain a financially sustainable organisation with a strong and stable staff and volunteer base.

Volunteers

We are very grateful to all our wonderful volunteers and staff for helping to improve later life for people across Surrey.

We would not be able to deliver our services without the support of over 230 volunteers and 67 members of staff (full time equivalent 50.9). A big thank you for your commitment, dedication and energy in supporting Age UK Surrey and the services we provide to older people in the community.

We estimate that volunteer time is worth more than £400K at the minimum market rate of pay, providing the backbone for our support to older people in Surrey - THANK YOU!

Thank you tea party

The charity and the Trustees are very grateful for this ongoing level of commitment and time. As way of a small 'thank you' and to celebrate our wonderful volunteers and staff, we held our annual Tea Party at Denbies in Dorking. It was a chance for volunteers and staff to enjoy the chance to get together, relax and chat over tea, cakes and scones.

We would like to thank all the companies who very generously donated prizes for the raffle; Denbies Wine Estate; Waitrose, the Odeon cinema, Top Golf, Headmasters Hairdressers, Shepperton Studio's and our Men in Sheds.

Awards to volunteers were presented by Robert Avis, Chairman of Age UK Surrey. Services where our volunteers play a key role include: Information and Advice, Advocacy, Counselling, Administration, Making Connections, GO50 and our new Wellbeing projects.

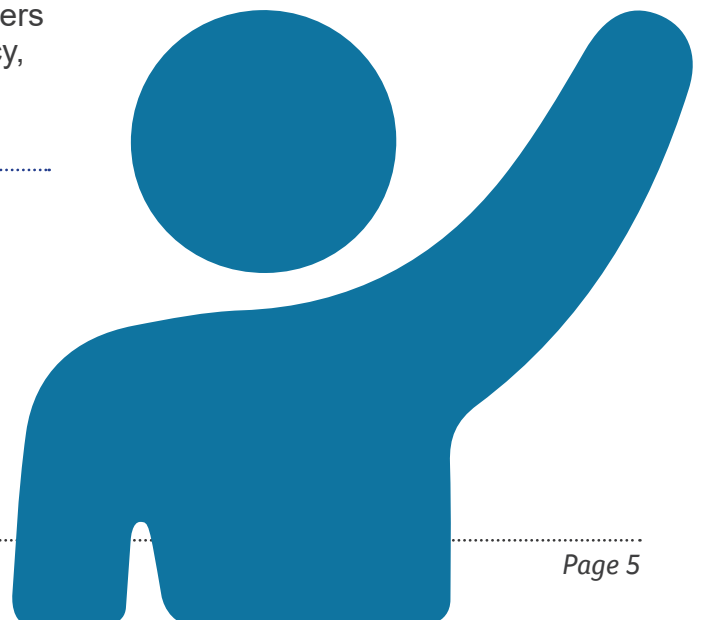
At Age UK Surrey we have had over 230 extremely dedicated volunteers this year.



Our GO50 volunteer, Clive Scott, with our Community Support Lead, Kathy Dry, at our Annual Tea Party.



From left to right: David Hilder (GO50 Cycling), Jill Sharpe (GO50 Walking), Elizabeth Woodfield (GO50 Walking), Robert Avis (Chairman of the Trustees).





Independent and Informed

We will work to provide older people, their carers and families with improved access to information and services.

Information and Advice

The Information and Advice team is as busy as ever this year. In total, the team have provided information and advice to 3,537 enquiries this year. Referrals were received by email and telephone, some of which resulted in face-to-face support at home and in the Guildford office. Core funding for this service is provided by Surrey County Council (Better Care Fund) and is comprehensively monitored by them.

We provide helpful information, advice and support on all aspects of welfare benefits to maximise an older person's household income. This includes comprehensive benefit checks and support to complete claims. Through our four year contract (extended to September 2017) with Surrey Disabled People's Partnership on the Get Wise benefits project, funded by Surrey County Council, the team secured £2,263,056 of extra benefits this year for older people in the County.

Our team of staff were supported by 13 volunteers who have worked on the project along with the staff team.

Advocacy

A total of 208 people received advocacy support from our team of 17 volunteer Advocates, one professional Advocate and two part-time Advocates. It was the fifth and last year of our contract with Surrey Disabled People's Partnership.

One Stop Surrey

Age UK Surrey administered One Stop Surrey from April 2014 - September 2016. One Stop Surrey provides a checklist for older people, their families, carers or professionals to complete. The information supplied is then used to identify and refer people to appropriate organisations, the voluntary sector or local authority for support. 122 referrals were received from April - September 2016. From October 2016 Surrey County Council took the administration in-house.



A total amount of:

£2.26m

annualised benefit entitlement was gained for our clients.

"The wonderful people at Age UK Surrey helped my mum get her full pension entitlements and now she doesn't have to struggle quite as much to make ends meet every week. Very helpful and they even did a home visit."



Help at Home

We will provide practical support and services to help older people remain independent at home.



Help at Home

Across the County 2,343 clients enjoyed the benefits of our Help at Home Service this year.

Our friendly and reliable Home Helps undertake a wide range of tasks to improve the quality of life for anyone aged 50+ who

would like support with everyday tasks around the home and garden. Some of the domestic services on offer include: light housework, laundry, cooking, shopping and dog walking. Having a Home Help not only supports the client in a very practical way, but also provides friendly, regular company.

Our affordable Service is tailored to each client's needs; they choose the support they require.

One of our highly experienced and caring Help at Home Co-ordinators will talk with them about their requirements and personally introduce the clients to a Home Help.

The Service would not be possible without our team of 717 self-employed Home Helps, co-ordinated and managed by small teams in four offices across the County. All our Home Helps are security checked, to give our clients peace of mind.



Gardening

Our Gardening Service is a popular, low cost Service delivered across the County. The service provides basic gardening such as mowing the lawn, weeding and planting - so clients can enjoy and make the most of their garden. This year 198 gardeners have tidied the gardens of 745 clients.



2,343

The number of clients who have received support from our 717 Home Helps.



Keeping You Connected

We will provide a wide range of activities and services to help older people remain healthy and active.

Making Connections

Making Connections supports older people to stay independent and helps keep them more socially or physically active.

The Service is tailored to each and every client's individual needs. Co-ordinators talk to clients to find out the goals they wish to achieve, for example having a regular home visit, going for a walk, taking up a new hobby or joining a community group. The Co-ordinator will personally introduce the client to a trained volunteer if appropriate, who will help them every step of the way.

We also offer support through Skype (internet required) or by telephone, if the client prefers.

Making Connections - Surrey Heath

In Surrey Heath the Service was funded by the Surrey Heath Borough Council and delivered in partnership with Surrey Heath Borough Council and Surrey Heath Clinical Commissioning Group (CCG).

Between April 2015 - June 2016 (when the contract ended) we supported 73 people.



440

The total number of people that benefited from our Making Connections Service.



“Befriending is a valuable service that helps reduce loneliness and isolation resulting in health benefits too.”

Making Connections - Guildford & Waverley

Through the support of the Poyle Trust and Waverley Borough Council we are able to provide our Making Connections Service to residents of Guildford and Waverley. We supported 92 clients throughout the year and are very grateful to our funders for supporting this Service.

Making Connections, Farnham and North East Hampshire

Making Connections North East Hampshire started in July 2016 and combined with the successful Making Connections Farnham programme, which ran during 2015/16. The Service is funded by the North East Hampshire and Farnham CCG (Vanguard funding). Referrals come through GP surgeries. There were 275 referrals in 2016/17. The team were supported by 4 volunteers.

Virgin Care Hospital Activities Service

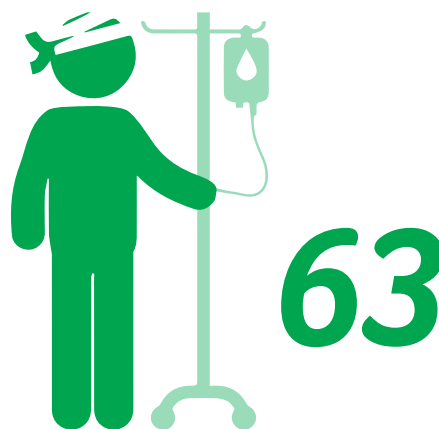
Age UK Surrey has worked with Virgin Care since November 2014 to provide activity sessions and working with people on a one to one basis in three community hospitals – Milford, Farnham and Woking. The Service has been very popular, with up to 63 patients participating each month. We wouldn't be able to run this Service without the support of our 9 volunteers.

Living Well, Guildford and Waverley

Age UK Surrey was delighted to be selected by Age UK to develop their Integrated Care Programme as part of a local partnership. The project was part funded by Age UK and part funded by Guildford and Waverley CCG. The programme ran from August 2015 until August 2016.

Four Personal Independence Co-ordinators received referrals made through health professionals then worked with the individuals to assist them to achieve their personal goals, with support from volunteers.

Of the 324 clients that the project helped overall, 94 were supported during the five months of 2016/17.



Number of patients, per month, participating in the Virgin Care activity sessions.





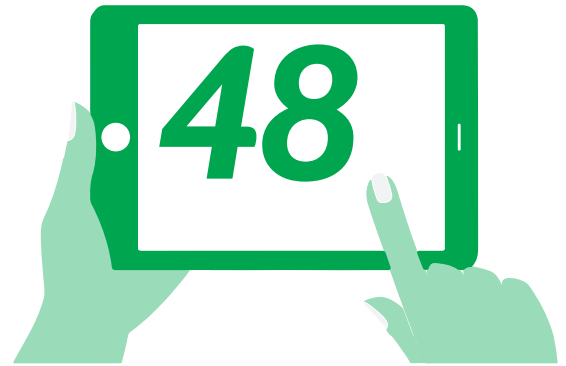
Keeping You Connected

We will provide a wide range of activities and services to help older people remain healthy and active.

Computer Drop-in Centre

The Computer Drop-in Centre, located in Dray Court, sheltered housing in Guildford, is run by a friendly and experienced team of Age UK Surrey volunteers who offer one-to-one tuition and advice. Anyone who wants to learn and improve their skills in using a computer, mobile phone or tablet, are welcome to drop in. The Centre has computers, or people are welcome to bring their own devices.

An average of 48 people per month have used the Centre during the past year.



Average number of clients, per month, who have used the Computer Drop-in Centre.

Men in Sheds

The Men in Sheds project, located in Ash brings together older men to meet up in their own space, socialise and learn new skills from each other. It operates from a large converted garage, owned by Guildford Borough Council, next to the Shawfield Day Centre. The Shed is a very successful venture and opens two days per week with four sessions, each being managed by a qualified Co-ordinator and three volunteers. We are grateful to the Community Foundation for Surrey who fund this activity.

A total of 25 men attended the shed from 2016/17. They have many different reasons for attending, but the overall difference that the Shed makes to their lives is huge.

The Sheddors work on their own projects and also carry out activities that will bring benefit to the local community. Men in Sheds have also used their carpentry skills to produce some beautifully crafted items for sale to help with funding.

In February we were delighted to be awarded the Innovation in the Voluntary Sector Award by Guildford Borough Council. Pictured (right) The Mayor, Kathy Dry (Age UK Surrey), John Fairs (Shed Co-ordinator) and Peter Cluff (Community Foundation for Surrey) at the award ceremony.



We will provide a wide range of activities and services to help older people remain healthy and active.

Tea & Chat

Tea and Chat started in January 2014 and provides a place for older people who live in semi-rural and rural areas to come together and socialise with one another.

We are grateful to Tandridge District Council who funded the sessions this financial year.

A Co-ordinator organises a programme of activities and speakers for the sessions. Six volunteers have supported the 40 sessions, which take place in Caterham fortnightly and in Lingfield and Oxted on a monthly basis.

Up to 78 clients per month have enjoyed the sessions and 713 people throughout the year.



Number of clients, per month, who have benefited from Tea and Chat.

Café Culture

Café Culture is a weekly social group that meets every Wednesday at Mann's Coffee Shop in Cranleigh.

The activity was launched on 15th February and has received a very good response in the first few weeks of running, attracting both existing and new clients.

Waverley has pockets of isolation, particularly in rural areas. Café Culture is one initiative that we set up in Cranleigh to encourage people over the age of 50 to meet up weekly as a social group within the community. The activity provides the opportunity to meet new people and build friendships in a social environment.

Some people come on their own and others bring their carers or family members to join in with the conversations.





Healthy and Active

We will provide a wide range of activities and services to help older people remain healthy and active.

Feet First

Our trained Footcare Support Workers provide a vital toenail cutting and filing service across 16 clinics, covering Woking, Guildford, Waverley, Elmbridge, Banstead and Dorking. Many of our clinics have multiple sessions per week. The Service is staffed by a Co-ordinator and Footcare Support Workers.

We delivered a total of 1,044 appointments and we had 168 new clients accessing the Service during the year.

Shopmobility

The Charity has managed the Shopmobility Service, located in the Bedford Road car park in Guildford on behalf of Guildford Borough Council since 2009.

Shopmobility has a variety of scooters to cater for all our 1,976 registered clients. In 2016/17 the number of trips amounted to a total of 2,289. The Service carries a modest charge.



1,044

Total number of footcare appointments.



168

Total number of new Feet First clients who used the Service during 2016/17.



GO50 Walking and Cycling

GO50 provides regular exercise for older people through an ongoing programme of walks, cycle rides and Nordic walking, led by a team of 24 volunteers.

In 2016/17 approximately 1,145 people took part in a GO50 activity and were able to enjoy the benefits of exercising in open countryside whilst socialising and having fun at the same time. There were 362 walks, 32 cycle rides and 25 Nordic walks.

Donations from the walks and cycle rides help to fund these activities.

Our volunteer cycle leaders formed their own cycling group in June 2016.

Counselling

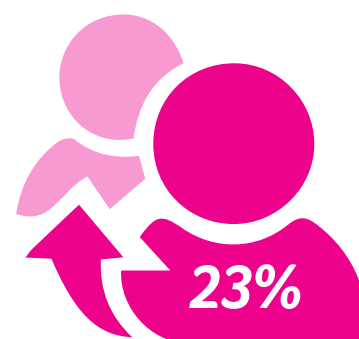
Our confidential Counselling Service is offered to older people and their carers. It gives them the time and space to explore their emotions and help make sense of them.

During the year our Counselling Co-ordinator and 21 professional counselling volunteers supported 99 people. A total of 628 counselling sessions took place.

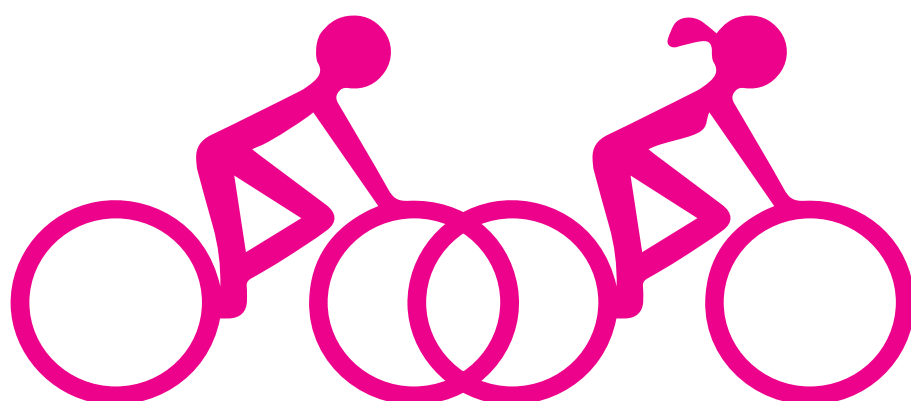
Sessions are delivered in the client's home or an alternative confidential location can be found. A charge of £20 per session was introduced in August 2016 which goes towards the running and sustainability of the Service.



Total amount of GO50 walks that took place during the year 2016/17.



The total increase in volunteer counsellors during 2016/17. There was a total of 102 more sessions than the previous year.





Fundraising, Supporters and Events

We will maintain a financially sustainable organisation with a strong and stable staff and volunteer base.

Fundraising and Supporters

The work of the Charity is funded through grants and trusts, statutory bodies, donations, legacies, community fundraising and events and through the income we raise from some of our Services.

As statutory funding reduces our reliance on voluntary income grows. Without the support we receive from donors we would not be able to deliver our Services.

This year we have received a very generous £285K in donations and legacies.

Thank you to all our donors and supporters who have raised monies to ensure we can continue to deliver our Services.

We are very grateful to our subsidiary trading company, Age UK Surrey (Trading) Ltd, who gifted £60,000 to the charity to support our work.

Both Trustees and staff continue to look for new ways of raising funds to meet the demand for Services provided to older people in the County.

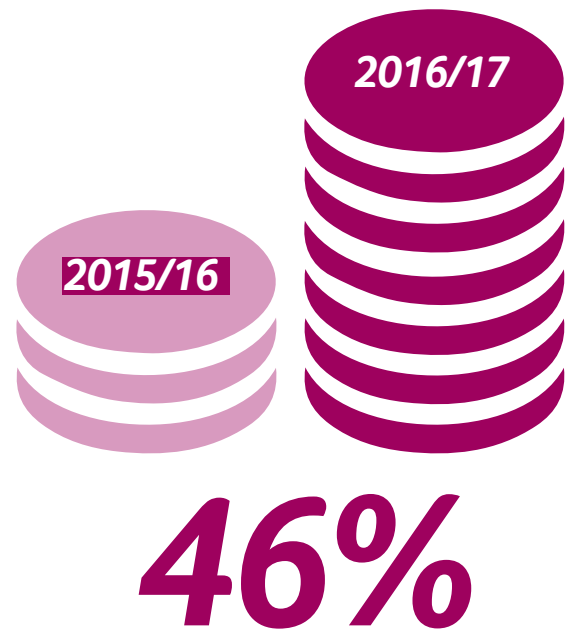
Events

We have been very busy this year promoting our Services and events around the County. Events such as Farmers' Markets, Retirement Fairs and Community Conferences. They are all great opportunities to meet both new and existing supporters and clients.

Open Garden Event

With thanks to Lavinia Sealy, our President, we were able to celebrate Older People's Day with an Open Garden event at Timber Hill in October. Guests enjoyed the beautifully kept and stunning 15 acre garden with views to the North Downs.

Chobham Morris Dancers provided fantastic music and dancing that entertained the crowds. Refreshments were served in the beautiful old Surrey barn.



Increase in the amount of donations and legacies received from last year.



Christmas Events

Donate a Present Campaign

Over two hundred gift bags and presents were generously donated to support our Donate a Present campaign in partnership with Virgin Care this year. We delivered the presents to patients in four community hospitals: Haslemere, Milford, Woking and Walton. We are very grateful to everyone who took part, including: the staff at BP Head Office in Sunbury, the finance team at Procter & Gamble and The Hubs in Godalming and Woking and the Bedser Hub at Woking Community Hospital.



Carol Service

Over 500 people attended and enjoyed our annual Carol Service this year, which was held in the beautiful, heated marquee at Guildford Cathedral. The Guildford Cathedral Singers and Rydes Hill Preparatory School choir performed several songs each and led the audience singing.

We were joined by Mayors and Dignitaries from across Surrey including the Lord Lieutenant Michael More-Molyneux and his wife. Mince Pies and coffee were served by volunteers and staff from Guildford Waitrose and James and Thomas Funeral Directors.

We are grateful to our corporate sponsors who helped support this wonderful event: Headline Design and Print, Maui Jim UK Ltd, The Good Care Group, Jennifer Margrave Solicitors LLP, Waitrose Guildford and James & Thomas Funeral Directors.



Christmas lunch at SC Johnson in Frimley

Thirty Age UK Surrey clients were invited to attend a Christmas lunch at SC Johnson in Frimley. They enjoyed a festive meal which was followed with singing from local school children. We would like to thank the staff at SC Johnson for their very kind hospitality.



In the Media

We continue to work to ensure our Services, events and advice reach as many people as possible by working with the local media and increasing our social media presence.

Thank you to Eagle Radio who surprised one of our clients with a free makeover for her garden, as part of their Random Acts of Kindness, which took place in February.





Financial Summary

We will maintain a financially sustainable organisation with a strong and stable staff and volunteer base.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(incorporating income and expenditure account)

YEAR ENDED 31 MARCH 2017

	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2017 £'000	Total Funds 2016 £'000
Incoming resources from generated funds:				
Donations and legacies	264	21	285	194
Raising funds	145	68	213	257
Investment income	51	-	51	10
Total incoming resources from generated funds	460	89	549	461
Incoming resources from charitable activities	711	365	1,076	934
Total income	1,171	454	1,625	1,395
Resources expended:				
Costs of generating funds				
Costs of raising funds	116	-	116	141
Expenditure on charitable activities; services to older people	1,046	457	1,503	1,365
Total resources expended	1,162	457	1,619	1,506
Net incoming resources	9	(3)	6	(111)
Transfer between funds	-	-	-	-
Funds brought forward at 1 April 2016	605	6	611	721
Funds carried forward at 31 March 2017	614	3	617	611

The Statement of Financial Activities has been prepared on the basis that all operations are continuing operations. The Charity has no gains or losses other than those dealt with in the Statement of Financial Activities.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)
YEAR ENDED 31 MARCH 2017

	2017 Group £'000	2016 Group £'000	Charity 2017 £'000	Charity 2016 £'000
Fixed assets				
Tangible assets	43	59	43	59
Investments	285	242	285	242
Current assets	<u>328</u>	<u>301</u>	<u>328</u>	<u>301</u>
Debtors	48	223	311	352
Stock	-	2	-	2
Cash at bank and in hand	585	448	317	315
	<u>633</u>	<u>673</u>	<u>628</u>	<u>669</u>
Liabilities				
Creditors: amounts falling due within one year	344	363	339	359
Net current assets	<u>289</u>	<u>310</u>	<u>289</u>	<u>310</u>
Net assets	<u>617</u>	<u>611</u>	<u>617</u>	<u>611</u>
The funds of the Charity				
Total unrestricted funds	614	605	614	605
Restricted funds	3	6	3	6
Total Charity funds	<u>617</u>	<u>611</u>	<u>617</u>	<u>611</u>

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.



Our Trustees, Partners and Funders

Our Trustees

- Chairman:** *Robert Avis*
- Vice Chairman:** *John Burbridge*
- Honorary Treasurer:** *Barry Seymour*
- Executive Committee:** *Alison Baker* Appointed 21.09.2016.
- Keith Hawkswell* Co-opted 23.11.2016.
- Jennifer Margrave* Appointed Independent Adviser 23.09.2015; appointed Trustee 21.09.2016.
- Jim Mussett*
- Graham Smith* Co-opted 25.05.2016; appointed 21.09.2016.
- Emma Walker* Co-opted 16.03.2016; appointed 21.09.2016.

Our Partners and Funders



With thanks to our Business Supporters

HEADLINE

DESIGN & PRINT



**Jennifer
Margrave
Solicitors LLP**



**James & Thomas
Funeral Directors**



Waitrose
Guildford

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A FAMILY COMPANY





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Or visit our website at:

www.ageuk.org.uk/surrey

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