

Enabling older people to be resilient through the changes and challenges of later life is at the heart of everything we do.

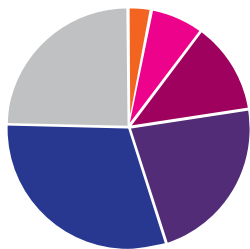
John Burbridge
Chair of the Board



Making a difference to people's lives

During the year we worked with more than **6,354** people who benefited from our services and social activities. The majority of our clients (69%) are aged over 75.

59% female
27% male



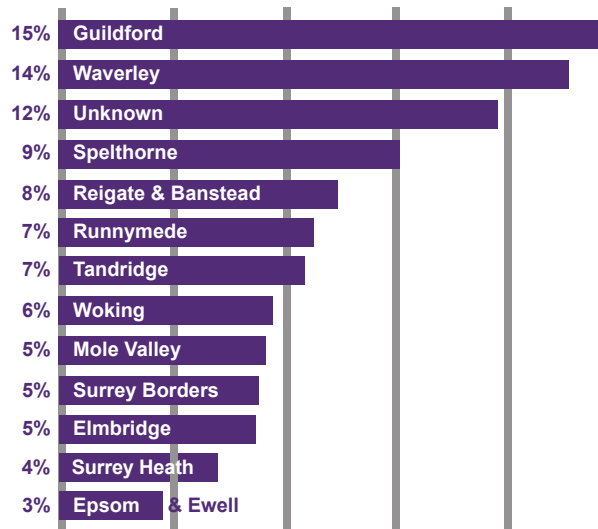
3% under 55 years
7% aged 55-64
12% aged 65-74
22% aged 75-84
30% aged 85+
(24% unknown)

37% of our clients are listed as disabled. Top disability issues and queries are related to **Mobility**, followed by **Dementia** and then **Arthritis**.



We work across all Surrey districts and boroughs and focus on areas of most need and where service provision for older people is more limited.

The graph below shows the distribution of where our clients live:



Improving health and wellbeing

117 new clients were supported by **Making Connections** in Farnham and North East Hampshire.

132 volunteer befrienders visited **212** **Making Connections** clients across Guildford, Waverley, Runnymede and Spelthorne.

Up to **168** patients participated in activities each month at **Farnham Community Hospital**.

"I've been using Shopmobility for about 10 years, and without it, I wouldn't be able to get around Guildford; it would be impossible. The service is excellent and the staff are very friendly and helpful. They always come to meet me off the bus and escort me back. The scooter gives you the freedom to go wherever you need to."

Mr K Coates, Shopmobility Client

848 users made **1,880** trips using **Guildford Shopmobility**.



26 regular clients attended a weekly **Falls Prevention** exercise class in Haslemere.



Providing information and advice

We work to provide older people, their carers and families with improved access to information and advice, delivered over the phone and face to face.

We are experts in older people's issues. Topics we can provide information and advice on include income, community care, support to help people stay in their homes, safety in the home, healthy living, housing, support for carers and home adaptation equipment.

"I made do, but if anything big came up, I had to save for it. I was told about Age UK Surrey by one of the nurses. I was paying full rent and Council tax and was struggling. AUKS did a home visit as I struggle to get out. I now have a personal allowance and a Blue Badge. I didn't even know where to get one from; the badge is such an asset. I also have HB/Council Tax and Water Rates Reduction, thanks to AUKS. I'm so grateful. I can now afford a few treats and don't have to worry at the end of each month."

Betty, Information and Advice Client



Our staff and **14** volunteers helped clients to claim **£2,612,872** of additional benefits.

We responded to **4,898** enquiries, of which over **50%** related to state benefits. **20%** dealt with care - both community and non residential. **5%** of enquiries were connected to health and disability.

2,159 clients made use of our **Information & Advice** service.

Maintaining independence at home

Our **Help at Home** service provides practical support such as cleaning, laundry, cooking, shopping and gardening to enable people to continue to live independently in their own homes.

2,194 clients were supported by **709** self-employed **home helps**.



655 clients were supported by **147** self-employed **gardeners**.



"My Mum's carer Kelly from Age UK Surrey was the light of her life and my sister and I really couldn't have got through these last few months without her. Two years ago, she came to see Mum to do some general housework but her role within all our lives became so much more. Not only was she Mum's carer but she was also our friend and we felt very blessed to have had her in our lives.

Thank you for sending her to us we will be forever grateful".

Help at Home client

Social activities

48 Tea & Chat sessions took place across Caterham, Lingfield and Oxted.



Weekly volunteer-led **Cafe Culture** sessions were held in Cranleigh, Farnham, Guildford and Staines with **144** clients.



A total of **34** clients enjoyed a two-course meal at the weekly **Haslemere Lunch Club**.



36 men and **3** women regularly attended **Men in Sheds** sessions in Ash.



14 volunteers ran **250** sessions at the **Computer Drop-In Centre**. **413** clients used the service.



170 people have taken part in the **Go50** activities this year, with **18** people completing nine or more walks.



"Quite look forward to coming on a Tuesday afternoon, to meet the guys, to have a sit and a chat - and to actually meet somebody. Because when you're retired and an old age pensioner, as we probably all are, I am anyway; you don't meet many people in the course of the day."

Men in Sheds Client

"We're quite a close knit group here, if someone's ill there's always someone who'll pop in and check everything's alright. We give them a hand if they need it."

"It would be disastrous, I think, if it closed. I mean not just for us; but for other people here. I look forward to it every week."

Haslemere Lunch Club Attendees

Our supporters

Thank you to our supporters, funders, volunteers and staff who have made all that we have achieved possible.

"One day I will be that person who is fragile and vulnerable and who needs to spend time with someone who truly cares"

Sally Goble, Farnham Hospital Patient Activities Volunteer Leader

220 volunteers lent a hand during the year, donating more than **14,000** hours of their time.

This is the equivalent of more than **£117k** (based on the national living wage).

