



# Social Impact Report

2022 - 2023

# Our Aim

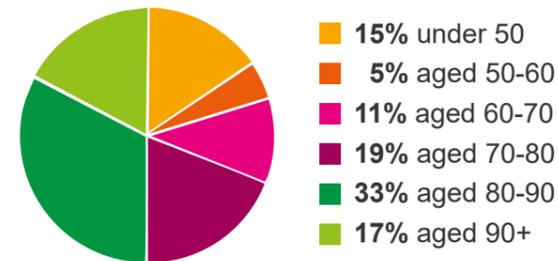
Our aim is to provide services, support and activities across Surrey to enable people to be resilient throughout the **changes & challenges** of later life.



## Making a difference to people's lives

During this year we supported over **6,300** people who benefited from our services and social activities. The majority of our clients (80%) are aged over 60 and 50% are aged over 80.

68% female  
31% male

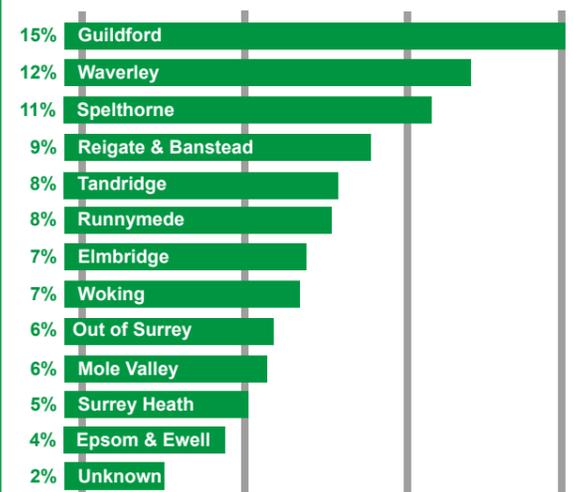


10% of our clients are listed as disabled. Top disability issues and queries are related to **Mobility**, followed by **Hearing** and then **Sight**.



We work across the whole of Surrey 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:



## Adapting and growing

On 1st December 2021 Age UK Surrey acquired The Milford and Villages Day Centre - known as The Clockhouse.

We have renovated the Community Centre and opened a community cafe. We offer a wide range of activities and services including a 10 to 3 day service for our frailer residents and Maintenance Cognitive Stimulation Therapy sessions for people with diagnosed or undiagnosed dementia.

There have been over **7,000** visits to **The Clockhouse Community Centre** during the year - many regular attendees.



With designated funds from our reserves and to generate a new revenue stream to support our services we opened our first **Retail Charity Shop** - your local Vintage Store - in March 2022 in **Haslemere**.

In August and September we opened 2 more shops in **Esher** and **Lingfield** respectively.

The shops sell good quality clothes, accessories and bric-a-brac and are not only delivering good income but are also proving very popular with local communities.



## 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.

During the past year the demand for this service has been increasing as people have had concerns post-pandemic and are now especially worried about the cost of living and need support.

**3,360** clients made use of our **Information and Advice** service.

We responded to **9,411** enquiries, a 23% increase on 2021/22

**26%** of enquiries were health and care related, with a further **26%** relating to State Benefits.



Our staff and **9** volunteers helped clients to claim **£2,082,433** of additional benefits.

Volunteers support the service over the telephone, including the completion of benefit forms, though some outreach visits are now taking place.

*John needed help for his brother who was living with dementia and prostate cancer. 'I was aware of Attendance Allowance, but I had difficulty getting the forms. Your Advisor Kate organised for them to be sent to me and then I pencilled in the details. She went through everything with me on the telephone as I couldn't visit the office'.*

*Thanks to Kate's help, John's brother was awarded Attendance Allowance at the higher rate which John said, "was important as it made a big difference. My brother has carers coming in 4 times a day – without that he'd be in a bad state. The extra money helps to pay for the carers as his pension is not enough to cover his outgoings".*



## Maintaining independence at home

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

The **Gardening Service** provides essential gardening such as grass cutting, weeding and pruning so that clients can continue to enjoy their outdoor spaces.

**1,042** clients were supported by **499** self-employed home helps.



**240** clients were supported by **95** self-employed gardeners.



*"Lisa provides reliable, honest and thorough support. With Lisa you get much more than mopping, shopping, and vacuuming". June, a Help at Home client who is registered blind, contacted us to express how grateful she is for all that her Home Help, Lisa, has done for her. Since losing her guide dog, coping with various health conditions, and losing support from the specialist housing for the blind, Lisa has helped her client to get to appointments, assisted getting a new washing machine, and even found her a reliable plumber.*

"I used to think befriending was just to sit there and talk but I slowly realised that it actually meant **'be a friend'** not just a visitor. We put the world to rights and it's great. When you walk in, and they look up and smile you know it's worth it. **It's very rewarding."**

Bob, Volunteer Befriender

## Our People

People are at the heart of our organisation. We employed 72 staff in 2022/23 and were supported by over 455 amazing volunteers. We also have 594 home helps and gardeners.

## Reflecting older people's needs

**GO50** helps people to keep active by offering a programme of walks of varying lengths across the County. The walks are very sociable and led by a volunteer.

We offered **172** separate walks led by **9** walk leaders. Over **400** people are registered on the programme. The number of participants across all walks was **978**.



**Check in and Chat** telephone befriending service was set up to support people who were isolated and lonely during the pandemic. The service enables us to support many more people who are lonely and isolated. The continuation of the service has been much appreciated.



We received **185** referrals in the year and we have supported **218** clients with the assistance of **173** volunteers.

We developed a new **Lasting Power of Attorney** service in conjunction with Age UK and it launched in June 2021.

To March 2023 **115** LPAs were completed and sent to the Office of the Public Guardian for registration.



*"I live alone and being disabled I can't go out much so having a call from my befriender every two weeks is something I look forward to. It's nice to have someone to talk to outside of my own family as they are all working and busy during the day."*

*She is really considerate and always arranges to call me at the same time so I know it will be her when the phone rings, which is helpful as I get so many cold calls"*

**Maureen, Check in and Chat client**

## Our strategic plan aims 2023-26

1



Put older people at the heart of everything we do.

2



Extend our reach to connect with more older people and professionals.

3



Further develop community support to improve older people's wellbeing.

4



Further develop services to keep people independent at home for as long as possible.

5



Strive for operational excellence and financial sustainability.

## Widening our reach in the community

**12** volunteers ran **Tech Support** sessions. **54** clients used the Tech Support service which can be accessed across the county by telephone or at Dray Court in Guildford or The Clockhouse Community Centre in Milford.



*Dr John Thomas MBE has given up his time on a weekly basis for over 14 years to assist anyone over the age of 50 who requires help to keep up to date with digital technology on a computer, tablet, iPad or mobile phone.*

*John says "We aim to guide people step by step through their tech support queries in a relaxed and safe environment. There is no such thing as a stupid question, and we offer help for as long as necessary until people have the confidence to do it for themselves".*

**35** people attended **843 Men in Sheds** sessions in the campus of Merrist Wood College. They learned carpentry skills, made products and new friends.



*"Quite a few people in my circle had died and my network wasn't as strong as it was so I decided I would like to meet some other guys in similar circumstances as me.*

*It's very social – that's probably one of the most important things about it. We have a good chat during the coffee break, and we sometimes go out on trips. It's a fixture in my week and something I really look forward to."*

**Ken, Men in Sheds client**

**Shopmobility** in Guildford offers mobility scooters and powered wheelchairs. Registered subscribers and single users made **1,625** trips over the year.



*"The Shopmobility scheme has been a life changer. Visits to Guildford Town Centre are now so easy, parking spacious and included in the fee, with access straight into the Friary leading to all the town. I can get everywhere including the beautiful castle gardens.*

*I cannot speak highly enough of the Shopmobility team. Always welcoming and the scooters are ready to go. Guildford used to be so difficult with parking, hills, and cobbles. Now it is a pleasure to visit. Thank you team Shopmobility"*

**Graham, Shopmobility client**

**503** patients were visited on wards at **Farnham Community Hospital** by a team of **7** volunteers, providing company and activities.



**24 Tea & Chat** sessions were held with **30** regular clients in Caterham, Lingfield and Oxted with the help of **14** volunteers.

**15** clients have enjoyed meeting and socialising at **104 Cafe Culture** sessions held in Farnham and Cranleigh. **4** volunteers facilitated the sessions.



**50** volunteer **Befrienders** visited **63** clients at home across Guildford, Waverley, Runnymede and Spelthorne.



A volunteer lead trained volunteers to capture people's life story in pictures and words. **5** clients received their personal **My Life My Story** book, captured over 8 sessions a client.



We delivered **Scams Awareness** talks, to **1,045** people. **33** talks were provided in the community and **6** delivered by webinar.



“ **Company and contact is so important to our wellbeing, especially to older people who live alone.**

I am delighted that we have been able to deliver services in person this year, following the pandemic and clients have been able to join in social activities in the community again.

To prepare us for the years ahead and review our aims and objectives, we have published our Strategic Plan 2023-26.

I am confident we are well placed to support our ageing population and to help them live well.

Thank you to all our supporters and volunteers who help to make our work possible.”

**Sue Zirps, Chief Executive Officer**

We rely on donations and legacies to support our local services. If you would like to get involved by volunteering, fundraising or supporting an event, we would love to hear from you.

For more information please call:

**01483 503414**

Or visit our website at:

**[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)**

Keep in touch and follow our news on social media:



**@AgeUKSurrey**

**Age UK Surrey**

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