

A world where everyone can love later life





**Our mission is
to promote the
wellbeing of all
older people
and make later
life a fulfilling
and enjoyable
experience**

A good year

Message from our Chair and CEO

I am delighted to report that – as this review demonstrates – Age UK Sutton has had another successful year. But the environment in which we operate changes constantly and we have to keep pace with it to ensure we continue to meet the needs of local older people responsively and effectively.

In my introduction to last year's Annual Review I highlighted that we strive to be innovative in the services we offer and we have certainly maintained that in 2015. Examples of new services include Advice on the Road, an integrated pathfinder health project with Epsom and St. Helier NHS Trust and the Greenmen allotment project at Roundshaw. We are also in the course of developing and improving our practical support service Helping Hands for which demand continues to increase.

We have continued to extend and consolidate our fundraising and operational partnerships as well including Sutton Clinical Commissioning Group (Caring Neighbour), NHS Systems (winter resilience) and the Feldwicke Fund (the Greenmen project). We shall develop our collaborative partnerships further as we move into 2016 and be looking in particular to do so with local businesses, social, faith and ethnic groups.

Some things don't change though and I'm pleased to say one of them is the commitment and dedication of Age UK Sutton's staff and volunteers who, under Marion Harper's leadership, have delivered another year of high quality support and services to enhance the lives of older people in Sutton. I welcome this opportunity to express the Board of Trustees' thanks to all of them.

Chris Jackson
Chair

Age UK Sutton has experienced some positive growth this year. We've seen an expansion in our range of service provision, as well as our reach. Our staff and volunteer numbers have grown, and our annual turnover has increased, driven by funding from the Big Lottery and a contract with the Sutton Clinical Commissioning Group.

We have held a number of successful events this year, including the Digital Tea Party, held in association with LB of Sutton in August 2014 when we launched our programme of internet and computer classes. Such was its success we have committed to hosting an annual DI event.

Reducing digital exclusion in later life requires the removal of a number of barriers and as we move towards a digital by default society the challenges have increased. As a result, Age UK Sutton introduced a strategic priority to ensure older people have opportunities to enjoy a fulfilling, independent later life with access to digital technology. The Big Lottery Fund enabled us to launch friendly, supportive training opportunities with a flexible menu of options.

In October 2014, we celebrated International Older People's Day and Silver Sunday with a 'Love Later Life Extravaganza'. Organisations across the community contributed to a calendar of activities running throughout the first week of October, culminating in Age UK Sutton's Diversity Lunch where guests enjoyed a buffet of world foods, a talk from Age International, laughter yoga and line dancing.

In the coming year, our 25th anniversary, priorities will be to reach out to more people in Sutton, to use our marketing strategy and local partnerships to publicise and spread our message. And, with the loss of prevention funding, the charity will need to come up with innovative, cost effective solutions which allow us to continue delivering a programme of prevention and social opportunities.

Marion Harper
CEO



“Thank you so much for all your kindness and help. I am now able to retire at 70 because I have a guaranteed income for life”

Informed choices improve lives

Information & Advice and Money Matters

Age UK Sutton's Information & Advice (I&A) service has long played a pivotal role in empowering Sutton's older people, their families and their carers. Whether by assisting older people to complete forms that would give them the benefits they are entitled to, or sitting down with families to explain services in the community to support them following a loved one's dementia diagnosis; Information & Advice plays a crucial role in improving quality of life.

The large and varied scope of the service allows users to access information on a wide range of topics, from products and services, to living well and leisure in later life. Key areas addressed by Information & Advice are welfare and benefits, money management, housing options, social care, health and local services.

The 2014/15 financial year saw an increase in the number of enquiries pertaining to benefits and housing, and as a result of I&A's benefit work, older people in Sutton gained a total of £406,405 in additional income.



In total, the service assisted 3210 older people with their information and advice needs, an improvement of 18% over last year.

Advice on the Road

Maintaining an Information & Advice service that is widely available and accessible is very important to us, which was part of the impetus behind our launch of Advice on the Road in April 2014.

Manned by trained, experienced advisors, Advice on the Road brings essential information, advice and support services to the heart of local communities in Sutton. Advice on the Road travels widely across the borough, conducting drop-in advice sessions and outreach talks at venues including sheltered housing schemes, libraries, community centres and churches.



By the end of the year, Advice on the Road had connected with 258 local residents.

Advicelink

A project led by Sutton Borough Citizens Advice Bureaux and funded by the Advice Services Transition Fund, Advicelink further supported the accessibility of information and advice by 'up-skilling' members of local community groups to become effective advisors.

Advicelink saw five community groups including the Tamil Elders' Circle, African Caribbean Heritage Association, Cheam Priory and Sutton South Hello supported to deliver information and advice to their peers, ultimately assisting 159 individuals.

Money Matters

Led by Age UK Sutton in partnership with Age UKs Merton and Wandsworth and funded by Comic Relief, Money Matters is a free, confidential and impartial service that aims to enable older people to manage their money and be aware of key issues pertaining to their finances.

Utilising a combination of group workshops and individual sessions, Money Matters helped older people to maximise their income, conducted financial health checks, supported clients to find the best energy deals and provided information on avoiding scams and identity theft. March 2015 saw the conclusion of the tri-borough Money Matters project.



In 2014/15, Money Matters assisted 380 individuals and maximised £842,795 of income.

The feedback provided by a manager of a local day care centre after a Money Matters workshop, truly encapsulates the nature and the value of the service:

"I would like to thank you for the continuous support you have given our service users and their carers.

They have certainly benefited from the Money Matters session you facilitated at the day service...They have been able to access benefits that they did not know they were entitled to.

I have had very good feedback from carers about how promptly you get things sorted for them and the support in explaining and completing the lengthy forms has been invaluable.

Thank you for all the help and guidance you have given us."

Information & Advice Satisfaction Survey

Feedback is important to us. The results of our user satisfaction surveys help us to know what we're doing well and identify areas of improvement.

100%

100% of clients surveyed were either **satisfied** or **very satisfied**

87%

87% of clients surveyed said they would recommend the service to family and friends

92%

92% of clients surveyed stated the information given was helpful

In 2 years, Money Matters:



helped

1016

older people



£1,351,245

of income

maximised



“I class the Homeshare group as home from home really. I like all of the people there and they are all now my friends and I’ve swapped numbers with them. It upsets me if I am unable to go”

Making loneliness a thing of the past

Homeshare & Social Opportunities

Loneliness is one of the major barriers preventing older people from living a fulfilled, happy and healthy later life, and it affects thousands in Sutton. Loneliness is not harmless: its detrimental effect on people’s mental and physical wellbeing has been well documented, with studies revealing loneliness to be as harmful to health as smoking 15 cigarettes a day.

Through the Outcomes Prospectus for Prevention, the London Borough of Sutton has commissioned preventative services that are focused on improving the health and wellbeing of communities to maintain citizens’ independence. In particular the key outcome for which Homeshare & Social Opportunities has been commissioned is: “People are able to develop and maintain a family and social life and contribute to community life, avoiding loneliness or isolation”.

Homeshare

For many older people, it can be months before they speak to another person, and a little coaxing is necessary to get them to come out of their shell. Our Homeshare groups create a soft-touch approach to socialisation. Generous Homeshare volunteers welcome small groups of older people into their homes every week, treating them to hot home-cooked meals and giving them the chance to break out of the dreary rut that loneliness so often creates.

Real friendships blossom within the cosy and familiar environment fostered by Homeshare, and contact between users and volunteers outside of the group often occurs, which further reduces social isolation. Clients who attend the same Homeshare group often call each other or meet up outside the group. Volunteer hosts visit clients who are in hospital, or take members of the group to enjoyable local events. In a typical case, a Homeshare volunteer brought all her guests to celebrate Older People’s Day at Age UK Sutton’s ‘Diversity Lunch’.



71% of Homeshare and Social Opportunity users live alone

Social Opportunities

Providing user-led social activities which are enjoyable, easily accessible and sustainable is a key aim of the Social Opportunities programme. A varied menu of social activities that is community-based and user-led not only creates the opportunity for older people to meet new friends, but also empowers them by handing ownership of the groups and activities to older people themselves.



A total of 122 people enjoyed our social activities during the year

The knitters of our ever-popular Purls of Wisdom group had an extremely busy year which included creating warm woollies for their furry friends at Battersea Dogs & Cats Home, as well as tiny booties and jackets for the neonatal unit at St. Helier.

For Sing for Joy, it was a year of expansion – not only in numbers, but also, in their repertoire of songs, under the guidance of volunteer Yvonne Wales, whose vibrant guitar playing filled the hall of St. Oswald’s church fortnightly. Together, the group organised and hosted an afternoon tea as part of Age UK Sutton’s ‘Love Later Life Extravaganza’ in honour of Older People’s Day. The group also showcased their talent as star performers at Age UK Sutton’s Annual Review in December 2014.



70% of clients said they felt happier and more content after involvement in the Homeshare & Social Opportunities programme

The year also saw the launch of the Amigos coffee group for Spanish speakers, Nordic Walking sessions, a Scrabble group and Arts & Crafts group. Funding from the Feldwicke Trust led to the creation of the Greenmen allotment gardening group at Roundshaw allotments. Although primarily aimed at men, mixed allotment gatherings were introduced for the benefit of enthusiastic female gardeners.

Befriending

Community Helpers can be seen as a ‘befriending plus’ project for clients aged 75+ who are socially isolated and living in the London Borough of Sutton.

Through our ‘befriending pathway’ of support, Community Helpers volunteers encourage beneficiaries to progress from one-to-one telephone and face-to-face befriending to active community participation including attendance at, and setting up, new interest groups at various community venues and sites. People participate as active and equal citizens, and have opportunities to contribute as well as receive. We seek to create a cohort of more active people, less dependent on carers, better able to cope in challenging times, and who can contribute to the vibrancy of local community life.



Community Helpers supported 191 people during the year

*Irene’s Story

We first met Irene when she came to Information & Advice, seeking help. She had recently lost her husband, and was understandably bereft, becoming quite tearful when she talked about him, and the situation she now found herself in.

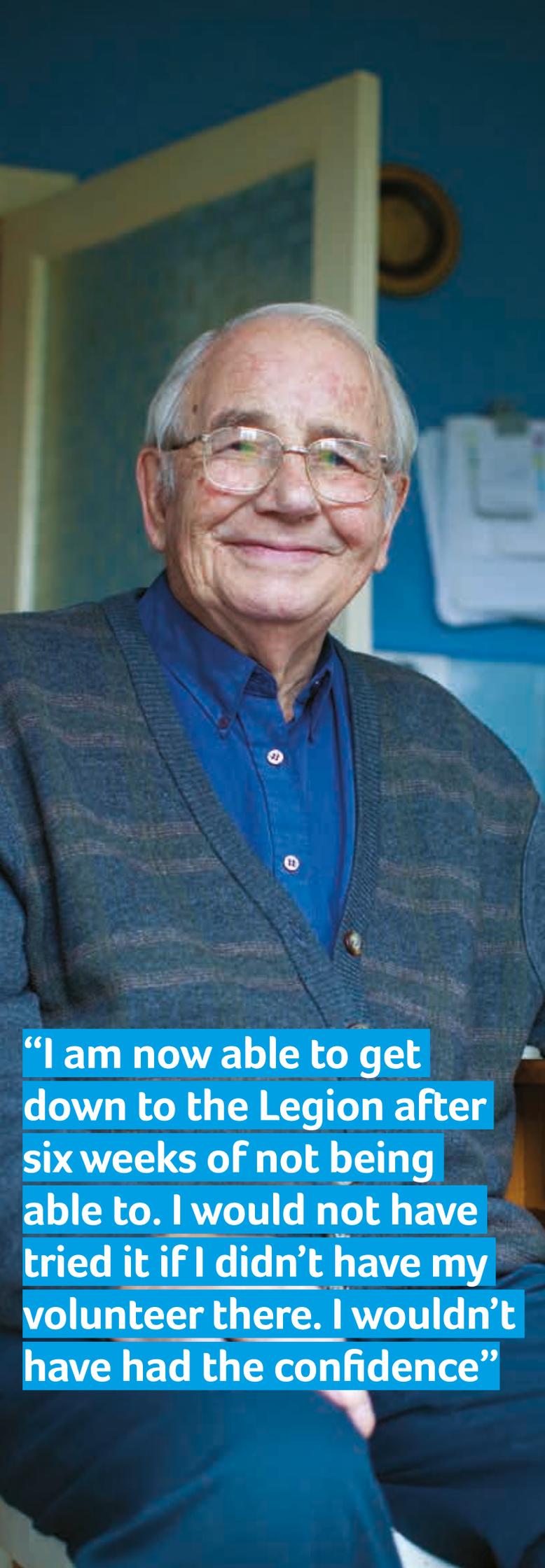
Irene was struggling to cope with living alone. New responsibilities of managing the household and finances – which her husband used to do – left her feeling overwhelmed. Her children did not live in the area, and due to their own health problems, were unable to visit frequently. Irene described feeling extremely lonely. She rarely saw anyone, and desperately missed her husband.

After listening to Irene, it was clear to our team that she would benefit from getting out and about in the community, and making new friends. She was matched to a Homeshare group in her area; on her first visit, a volunteer driver picked up Irene to drive her to the group, accompanied by one of our team members who ensured that Irene felt comfortable and settled in well.

Irene is now a regular at the Homeshare group and together with three other ladies enjoys a fabulous two-course meal every week. She has exchanged telephone numbers with her new friends, and they often call each other for a chat. Irene’s volunteer host, supported by our Information & Advice team, also helped Irene to fill out a Taxicard application form, so she could get to and from the group without any hassle.

Our services, working together, have helped support Irene to turn the curve of isolation and loneliness. Speaking to a team member after her first visit to the Homeshare group, Irene said “This has been the best day since my husband passed away and I am so grateful to you for arranging this.”

*name has been changed



“I am now able to get down to the Legion after six weeks of not being able to. I would not have tried it if I didn’t have my volunteer there. I wouldn’t have had the confidence”

A circle of support to improve health and wellbeing

NHS Home from Hospital, Community Helpers & Caring Neighbour

We believe older people deserve co-ordinated services that respond to their needs. That is why Sutton Clinical Commissioning Group (SCCG) commissioned us to deliver this integrated service to help reduce hospital admissions and to target support at those living in the community to help them manage long term conditions.

Our low cost, low intensity services are individually tailored, integrated with health, community services and social care; they enable older people to live a full life at home and sustain their independence for as long as possible. Our staff and in particular, our volunteer team make an invaluable contribution to help older people reach their personal goals.

Home from Hospital is a rapid response 7-day service available to patients registered with a Sutton GP. We particularly target those with no family or friend networks with practical and emotional support for a four week period. We seek to prevent an acute hospital admission, reduce length of stay and reduce re-admission rates upon discharge from hospital. Apart from practical and emotional support, our staff will ensure we refer patients to appropriate services in the community.



Our Home from Hospital staff and volunteer team prevented the admission or supported the discharge of 278 older people

Often we find patients are lonely or isolated and need longer term active support. Our **Befriending Service** uses a guided conversation to talk about their goals in life. We connect patients to a befriender who will call or visit depending on the patient’s preference. Our longer term goal is to decrease the cycle of dependency by connecting older people to local social activities. Case studies indicate older people feel more connected to family and community.



180 people received befriending support through NHS Community Helpers

A little extra support given in the right way at the right time can make all the difference, and is at the heart of **Caring Neighbour**. The service targets older people living in the community by raising awareness of how to keep warm and well in winter and cool and hydrated in summer and connects them to other services of their choice. With twice weekly reassurance phone calls for a three month period we often identify people with information & advice needs and those at crisis point, for example, breakdown of heating or the need for a crisis loan.



Caring Neighbour assisted 153 individuals and made 5215 reassurance calls

Pathfinder

In partnership with the Acute Trust, we delivered a Pathfinder project based at St Helier Hospital. A successful first pilot took place over the winter of 2014 supporting a cohort of older patients identified via the B5 short stay ward. A further pilot funded under NHS Systems Resilience monies commenced in February 2015, with the Pathfinder team co-located and integrated within the St. Helier Hospital OPALS (Older People's Assessment & Liaison) team.

The Pathfinder programme was developed in response to stakeholder engagement with patients, carers and voluntary agencies to address the discharge period which is often unsettling, confusing and challenging for older people.

The aim of the Pathfinder is to enable patients to leave hospital more quickly and prevent admission or readmission by providing information and support to patients and carers at discharge and in the immediate post-discharge period. We also link patients to services available from a wide range of voluntary sector providers, knowledge of which is not widely available to health and social care.



127 patients benefited from our Pathfinder service

*Martha's Story

When we first met Martha, she was in low spirits, following a bad fall. Her reduced mobility meant she was essentially housebound. Apart from a nephew in Scotland, she had no other family.

88-year-old Martha was supported by the Home from Hospital team, who helped her with shopping and ensured she had plenty of food in the fridge. The team called and visited Martha regularly in the first few weeks following her discharge from hospital, to make sure she was keeping well and to check if she needed help. During one of their visits, the team discovered Martha had mice in her home, and helped her to organise an exterminator to get rid of them.

The Home from Hospital team realised that the fall had taken an emotional toll on Martha, who was feeling extremely lonely as she was unable to get to her weekly club. In order to ensure that Martha continued to receive emotional support, a referral was made to NHS Community Helpers.

At first, Martha was reluctant to accept help from the NHS Community Helpers team. She turned down a befriender but agreed to receive "catch-up" calls over the telephone. A telephone befriender called Martha once a month, to check in on her and have a chat. Martha accepted the calls but didn't seem to want to get involved beyond that. She refused offers to attend local activities and groups, and was undecided about attending a Homeshare lunch group.

Despite Martha's reluctance to engage, the Age UK Sutton team continued to be in touch, and invited her to a Christmas party hosted by a local pub. A volunteer driver picked Martha up and took her to the pub, where she thoroughly enjoyed herself. At her next "catch-up" call, Martha herself asked if she could start attending a Homeshare group.

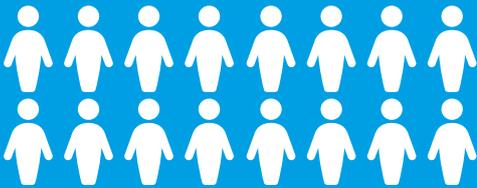
Today, Martha is a much happier lady, who takes pleasure in her life, saying "I appreciate the help I was given. I was in a bad place, and now I feel much better."

*name has been changed

The difference we make

3611

older people aged 75+ supported



2269

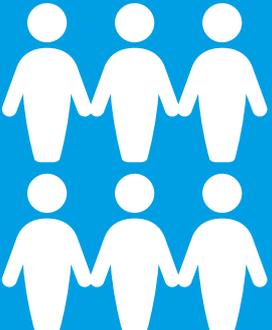
older people living alone assisted

£ £448,665
value of
volunteer
time

90,468
Total annual reach


prevented admission/
supported discharge

577
people aged 65+


185
volunteers
recruited



£1,249,230
income maximised
for people aged 50+

A commitment to outstanding performance

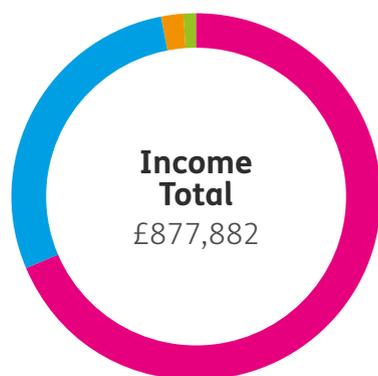
Financial Review

This is the third consecutive year that Age UK Sutton has been able to grow its services to benefit older people in Sutton. High levels of performance in carrying out existing services has meant that funders have been willing to continue their support, and careful targeting of new opportunities - particularly in the health sector - has secured funding for new services. And, most importantly, the numbers of older people in Sutton that we help continue to grow.

This level of performance can only be achieved in an organisation which is well governed and well run. Recent events within the voluntary sector have served to highlight the need for sound financial governance, and this is a key priority for the Board of Trustees and senior management. Sound governance requires good, open and honest communication between all of those involved. This is achieved through regular meetings throughout the year - both formal and ad hoc - and ensures that the financial, legal and contractual obligations of the charity are regularly reviewed and addressed.

Age UK Sutton is determined to maintain these high standards of governance and financial management and, with its highly focussed staff and management, to continue to grow and be a leading voluntary sector organisation in the borough.

	Unrestricted	Restricted	2015 £	2014 £
Total incoming resources	340,247	537,635	877,882	706,881
Total resources expended	227,940	587,098	815,038	611,541
Net incoming/(outgoing) resources	112,307	(49,463)	62,844	95,340
Transfer between funds	(33,900)	33,900	-	-
Net movement in funds	103,358	(15,563)	87,795	100,701
Total funds as at 1 April 2014	613,663	102,814	716,477	615,776
Total funds as at 31 March 2015	717,021	87,251	804,272	716,477



- Grant funding
£599,948
- Self generated
income
£247,971
- Voluntary income
£19,182
- Investment income
£10,781



- Staff & volunteer
costs
£674,877
- Premises and
office expenses
£94,094
- Publicity, promotions
and activities
£21,987
- Insurance and
professional fees
£24,080



By older people, for older people

One Voice for Age

Older people are the heart of One Voice for Age (OVFA). The group is led by, developed by, and delivered by older people as Steering Group members, volunteer advocates, information champions, befrienders, researchers and trainers and is open to all residents of Sutton aged 50+.



One Voice for Age provides a forum through which members ensure the voice of Sutton's older population is heard, so that policy, practice and local services take into account and meet the needs of the borough's older people. As an engaged and learning community of older people, One Voice for Age aims to identify and communicate their peers' expressed needs in order to secure improvements to service delivery and access, and to improve health and life chances of those in later life through advocacy and wider activities.



2014/15 was a landmark year for One Voice for Age, with the receipt of a significant grant from the Big Lottery Fund kick-starting a programme of development that has enabled the group to fully realise its potential as a hub for older people's intelligence, expertise, learning, campaigning, involvement and peer-support.

The grant from the Big Lottery Fund was used to develop three areas of priority, namely Involvement, Advocacy and Digital Inclusion. Members of OVFA were crucial in identifying and agreeing these three strands of development to address gaps in local services and digital exclusion issues among older people.



Involvement

One Voice for Age's monthly Monday meetings are at the centre of Involvement's activities. Here, members get together to discuss issues of importance, hear from speakers on topics of interest, and progress their campaign priorities.

Overarching campaign priorities identified by One Voice for Age include addressing social isolation and community engagement, transport in Sutton, access to services including health and social care, and carers' needs.



The year saw OVFA Involvement lead a notable campaign to open a second post office in Sutton, following the closure of a branch on Sutton High Street. Members led a petition calling for continued post office provision on the high street which collected over 2000 signatures. Members also led in the development and delivery of a training course – 'Dignity and Respect when

Caring for Older People’ – giving health and social care professionals unique insight into the challenges faced by older people receiving care.

In September, the group held a launch party, inviting the wider Sutton community to learn about One Voice for Age and its work. Special guest Lionel Blair was in attendance, who spoke about the value those in later life bring to the community and society. Guests also enjoyed treats baked by members of One Voice for Age and a raffle.

Advocacy

Peer interviews conducted by OVFA members highlighted the need for a dedicated advocacy service to support older people in the resolution of problems. The unique aspect of the OVFA Advocacy service lies in its use of trained volunteer advocates, who are older people themselves, supporting their peers.

Led by a full-time Advocacy Manager, peer volunteer advocates provide all the information needed to help individuals make choices, and ensure their voices are heard.



OVFA Advocacy supported 275 individuals in 2014/15

One Voice for Age Year 1 highlights



Recruited **151** additional **volunteers**



Increased the **knowledge** and **skills** of **270 learners**



83 older people involved in **campaigning** and strategic and **public forums**

Improved **access** to **services** for **233** people



*Vernon's Story

Vernon, 71, came to OVFA Advocacy for help with his energy provider. Having switched providers the previous autumn, Vernon had yet to receive a bill despite making several requests and diligently providing regular meter readings. He had been given a complaints reference from his energy provider, but nothing was resolved, and he still hadn't received a bill.

The situation with his energy provider, which had been ongoing for several months, was mentally draining for Vernon. He was very worried about the prospect of receiving a large bill in the future and being unable to pay. He felt ignored and did not know what more he could do to get a response from his energy provider.

The first thing Vernon's advocate did was to provide information on Ofgem regulations pertaining to the energy provider. The advocate highlighted the fact that the energy provider was required to work with customers to ensure they wouldn't be damaged financially by any errors on their part. This reassured Vernon that he could agree repayment on his own terms with the energy provider once a bill had been delivered.

With Vernon's permission, his advocate telephoned the energy provider to ask them for the bill, and was told it would be delivered within 7 to 10 working days. Vernon was sceptical, having received the same promise before, and so his advocate worked with Vernon to write a letter to his energy provider, noting the verbal assurances given to both Vernon and the advocate about the delivery of the bill. The letter also referenced Age UK Sutton's involvement in the matter, as well as our support of Vernon in further action pertaining to his complaint.

Following the telephone call and letter, Vernon received his bill within the time promised. He was very relieved and was empowered to liaise with his energy provider to pay the charges without any difficulty. Of his experience with advocacy, Vernon said "I am very pleased with the service. I am glad to know you are there in case of any future problems."

*names have been changed



Discovering the Digital Jungle

OVFA Digital Inclusion

Digital exclusion of people in later life was identified as an issue by members of One Voice for Age via interviews carried out with older people throughout the community. Discussing the impact of digital exclusion, members highlighted the lack of access to information and less contact with friends and family as major impacts.

Building on learning from previous digital inclusion projects, a programme of Internet and Computer Classes was launched, with the aim of tackling digital exclusion by giving older people the opportunity to learn and improve their digital skills in a friendly and supportive environment.

A comprehensive menu of options offers plenty of choice when it comes to learning, from one-to-one individual classes tailored to users' needs, to themed workshops on mastering email, staying safe online and more. Inter-generational group learning sessions harness the tech-savviness of the younger generation, giving older students the opportunity to learn from the best.

The appetite among older people to develop their digital skills was demonstrated by the record numbers in attendance at a Digital Tea Party, organised in partnership with the London Borough of Sutton.



117 older people enjoyed 'tech with a side of tea' at the Digital Tea Party



The Digital Tea Party - the first of its kind in Sutton - featured IT taster sessions with trained volunteers as well as help and support from representatives from Breeze, EE and Barclays Digital Eagles. A live Skype session with Richard Hannam from Northumberland - who was shortlisted as an Age UK Internet Champion - was one of the highlights of the event, bringing alive, as it did, the power of digital technology and the internet in enabling people to connect with each other.



During the year, One Voice for Age's Digital Inclusion programme received 280 referrals and trained 201 individuals in digital skills

Enjoying life at home with a little extra help

Helping Hands, Gardening & Approved Provider

We seek to support older adults to live their lives with dignity. This is one of Age UK Sutton's key principles, and one of the ways it is realised is through our provision of a suite of help at home services, that enable older people to live independently and enjoy their life at home.

Helping Hands

Drawing on decades of experience providing help and support in the Sutton community, Helping Hands prides itself on being a service that is trustworthy, affordable, and flexible. Compassionate and dedicated Helping Hands assist with a variety of tasks in and out of the home, whether it's getting the weekly shop done, making sure the house is spic and span or just a bit of company.

In the 10 years since its launch in April 2005, Helping Hands has grown to be a very popular service. During the year, 405 people used the service, with 457 referrals received from older people, their families, carers, health and social care professionals alike. User numbers at 31 March 2015 were 266.

Gardening & Approved Provider

Peace of mind is the foundation of our gardening and approved provider services. Alarming – and heart rending – incidents of older people in the community being scammed out of vast sums of money by rogue traders underscores the need for help at home services that older people and their families can trust.

As direct employees of Age UK Sutton, our gardeners are DBS-vetted and trained in adult safeguarding. In addition to undertaking a range of typical gardening tasks, they often go above and beyond by completing small odd jobs around the house - such as changing a light bulb or fixing a TV. This year, with increased staff resource, a total of 643 jobs were completed - a 44% increase on the previous year.

For the larger jobs that require skilled tradesmen, our Approved Provider service connects older people to individuals who have been through Age UK Sutton's vetting process, and with whom we maintain a relationship with. Thus, people are afforded peace of mind knowing that the individual(s) they're letting into their home, be it to fix the washing machine or do some painting, are trustworthy and offer value for money.

“We have become really good friends. I trust her to the end of the world”



Help us be there, day after day

Supporting Age UK Sutton

For many older people, a visit or call from Age UK Sutton can be a lifeline. It can mean the difference between feeling alone and vulnerable, or supported and secure. Sometimes just knowing we're there is enough, and with your help, we can make sure we always are.

 **£10 pays for a lonely older person to meet new friends and enjoy a hot, home-cooked meal at one of our cosy lunch groups**

Make a donation

You can make an online donation through our Localgiving page:

www.localgiving.com/charity/ageuksutton

It's easy to include Gift Aid when making an online donation, and sites like Localgiving often offer Match Funding, which doubles the value of your gift.

Of course, you can donate the traditional way via cheque (made out to Age UK Sutton) or cash sent to our office (see back cover for address).

You can also raise money for us whenever you shop online through Give as you Live. Whether you're shopping as an individual or for a business, there are some great deals available with over 4100 retailers. Register to support us at:

www.giveasyoulive.com/join/ageuksutton

 **£25 trains a Home from Hospital volunteer who in turn can offer vital support to several older people who have no one else to turn to**

Leave a legacy

Local people who have left us a legacy in their wills are remembered not only within our organisation, but for the way in which they have contributed to the future of others. Through their gifts, their generosity lives on.

A gift in your will does not have to be large; a £50 or £100 legacy is extremely beneficial and ensures we can keep making life better for older people.

We understand that leaving a bequest to a charity is a personal and private matter, but it would help us greatly in our planning for the future if we had an indication of a proposed legacy. We can also guide you in the best wording to be used and can refer you to a local solicitor if you wish.



£50 covers a month's expenses for a volunteer driver to help several older people attend activities they otherwise couldn't

Become a fundraiser

Fundraisers do invaluable work, not only by raising money for Age UK Sutton, but also highlighting our cause.

Fundraising does not have to be intensive – we've had mountains climbed on our behalf in the past (Kilimanjaro, if you're wondering) – but not all fundraising has to involve a physical challenge. It could be as simple as asking your local pub to host one of our donation goblets.



£500 will enable 20 older people to receive the benefits they are entitled to, with the help of trained Information & Advice volunteers

Shop with us

Located at the bottom of Sutton High Street, you'll find the Aladdin's Cave of brilliant bargains and needful things that is the Age UK Sutton charity shop. Pop in for a browse - who knows what hidden treasures you'll discover on our shelves!

If you've got unwanted items that you're looking to donate or throw away, we'd be happy to have them. We're especially on the lookout for used (but in good condition) clothes, shoes and accessories like handbags, jewellery, hats, ties, etc.

Our charity shop is managed by Tina Murray supported by Euan Irwin and a lovely team of volunteers. You can visit them at 281 High Street, Sutton SM1 1LD or call 020 8770 0206.



£1000 helps an older person overcome loneliness, by giving them the opportunity to attend and enjoy weekly social activities, like a lunch club, for an entire year

£25k for 25 years

We're going to be 25 next year and to celebrate, we'll be hosting a number of events throughout 2016. Do join us and help us reach our fundraising goal.



A moment to say thank you

Our funders, partners and donors

We are immensely grateful for all the support we receive from our funders, partners and donors. Our success depends in no small part to their generosity and commitment to our belief that we can help everyone to make the most of and love later life.

The contributions made by our supporters are deeply valued and appreciated. The funders who have enabled us to deliver vital services within the community; to those local and national partners who have helped us to reach out to more older people, to to reach out to more older people and the donors whose generosity helps us carry on our work, a heartfelt thank you from all of us at Age UK Sutton.

African Caribbean Heritage Association
Age UK
Age UKs Merton & Wandsworth
Alan Prior
Alzheimer's Society Sutton
Andrew Charles and the team at Amai Salon Sutton
Anthony Fitzpatrick
Barclays Bank Digital Eagles
Big Lottery Fund
Brewin Dolphin
Carshalton Methodist Church
Cheam Priory
Comic Relief
Coombe Girls School
Cuff and Gough LLP
Debbie Gates
Epsom & St. Helier University Hospitals NHS Trust
Eve Somers and G4S Secure Solutions (UK) Ltd.
Feldwicke Trust
Frances Patel, Cuddington Golf Club
Gem Wason
Home Instead
HSBC Sutton
Imagine Mental Health
Jennifer Spall
John Collins
John Dodwell
Kathleen Doran Almeida
KBR Government Services EMEA
Lloyds Bank Foundation
London Borough of Sutton
Marie Prater
Mark Henderson, Digital Solutions
Mark McNestry
Metro Bank Sutton
Moore Stephens (Guildford) LLP
Paul Burstow (previously MP for Sutton & Cheam)
Peter Gerard Stubbs
Quality Solicitors Copley Clark
Raj Patel, Mount Elgin Pharmacy
Reena Barai, SG Barai Pharmacy
Riverside Centre
Robin Hood Lane Health Centre
Santander UK Plc
SCVS
Silvia Schehrer
St. Oswald's Church

Stroke Association
Sutton Borough Citizens Advice Bureaux
Sutton Carers Centre
Sutton Christian Centre
Sutton Clinical Commissioning Group
Sutton College
Sutton Food Bank
Sutton Guardian
Sutton Housing Partnership
Sutton Housing Society
Sutton LGBT Forum
Sutton Libraries
Sutton Shopmobility
Sutton South Hello
Sutton Vision
Tamil Elders' Circle
Tazza coffee shop
The late Dorothy Gertrude Townsend Hawkins
The late Elizabeth Mackinnon
Tom Brake MP
Vaclav Klocanka
Wallington Arms
Zurich Community Trust





“I think it’s a personal responsibility to help in any way you can...I know how important getting encouragement is, and having someone to talk to. It’s a comfort to know someone is there. It’s almost like a lifeline”

Together we are Age UK Sutton Our People

The success of an organisation lies in its people. And given positive growth and performance this past year, our people are exceptional.

It is no exaggeration to say that Age UK Sutton would simply cease to be were it not for the tireless work our volunteers, staff and trustees undertake as we strive together to make a world in which later life flourishes.

Volunteers

Our volunteers are the most valuable assets we have. In the spirit of true giving, they give of themselves - their time, skills, energy, to promote the wellbeing of all older people in Sutton.

Volunteers are involved at every level of Age UK Sutton’s operations, from administration to service delivery to governance. They are the friendly voice on the other end of the telephone, providing comfort on a bad day. They are the advisors whose knowledge and guidance ease worries and give hope. They are the befrienders whose companionship makes the world a little less lonely, and teachers who empower with new skills and knowledge.

Ours is a diverse team of volunteers, spanning a range of ages and careers. Older people, college students, working parents, full-time employees – all are represented within our team, and each contribute enormously to our success. As an organisation working for the benefit of older people, we especially value the contribution made by our older volunteers who donate their skills and expertise after retirement.

 **31% of our volunteers are from a BAME background**

We are conscious as well of our duty to our volunteers as beneficiaries and their contribution to our future. Volunteers provide valuable input at ‘away-days’ where, together with trustees and staff, they help to determine Age UK Sutton’s direction and strategic objectives.

 **335 people gave of their time as volunteers during the year**

To each and every individual who has volunteered with us this year, a heartfelt thank you for everything. We couldn’t do it without you.

 **16% of our volunteers are younger people and professionals**

Staff and Trustees

Trustees

Chair	Chris Jackson
Hon. Finance Advisor	Richard Jones
Trustees	Sharon Haffenden Roy Prytherch Kate James Rosie Westcott Raj Patel (until May 2015) Daniel Hobden (until August 2015)

Staff

CEO	Marion Harper
Performance & Quality Director	Judy Okeke
Development Director	Amanda McGrath
Finance Officer	Yong Chang Eggert
Finance Assistant	Virginia James
Office Manager, Central Services & Marketing	Menaka Piyaratna
IT, Data and Services Administrator	Chris Dulake
Central Services Administrator	Adrienne Jeffrey-Taylor
Socialisation Manager	Emily Corr, Toni Stead
NHS Community Helpers	Gabrielle Pearce, Candy Williams, Jackie James
Health and Social Care Administrator	Sue Campbell
Home from Hospital Senior Manager	Charlotte Dick, Victoria Wright
Home from Hospital Pathfinders	Josie Holden, Christiana Edwards, Victoria Wright Charlotte Dick, Dan Covington, Kay Hefferman-King, Anne Marie O'Hara
Information & Advice	Faith Insley, Michelle Arthur, Gerry Benneworth
Money Matters	Phil Dale, Manjit Johal, Michelle Arthur
OVFA Involvement Manager	Maya Albert, Holly Lewis
OVFA Advocacy Manager/ Interim Involvement Manager	Hannah Murphy
OVFA Digital Inclusion Manager	Vizma Ezite
Digital Trainer	Aditi Deshmukh
Social Care Assessors	Karen Adams, Shelley Price, Victoria Wright
Helping Hands Administrator	Charnee Wilson
Helping Hands	Alanna De Antiques, Angela Sajjad, Angelique Woolston, Ann O'Meara, Anna Pompilio, Caroline Holness, Chantal Folan, Chris Rothwell, Christine Feist, Christine Smith, Cristiane Arbuckle, Donna Leaver, Elaine Atkins, Fathima Musaamil, Fay Bryant, Gemma Duke, Geraldine Phillips, Izolda Jemielniak, Jackie Breslin, Jean Williams, Jennie Brooks, Jo Brown, Jodie Lowe, John Smyth, Karen Jackson, Keane Grey, Kellie Carpenter, Kim Harding, Laura Cripps, Lina Maciulis, Liz Osgood, Liz Ward, Louise Duncan, Lynne McGowen, Nichola Gallagher, Nima Tabari, Penny Perkins, Sandra Phillips, Sharon Haughey, Shirley Anne Cummings, Susan May, Tahmina Ameer, Tina Morton
Gardening Team	Nima Tabari, Keane Grey, Patrick Bloomfield, Paul Carter

A great place to grow older



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