

A world where everyone can love later life



Our year in numbers

4314

older people aged 75+ supported



1961

older people living alone assisted



£495,165
value of
volunteer
time

74,050

Total annual reach



prevented admission/
supported discharge

760

people aged 65+



98

volunteers
recruited



£1,795,259

income maximised
for people aged 50+

Message from our Chair



In my first year as Chair, I am delighted to report that Age UK Sutton has had another successful year in what continues to be a changing and challenging environment. Public sector funding to the voluntary sector has continued to decrease and like all

charities, we need to be innovative both in how we raise funds and how we use that money to have the greatest impact for older people in Sutton.

Age UK Sutton has just celebrated its 25th anniversary, a phenomenal achievement for any charity serving its local community, with a series of events involving staff, volunteers, local older people and supporters. During this time we have expanded dramatically. For example, in 1992 we opened our advice centre with just 13 volunteers, whereas this year we recruited around 100 volunteers and now have a total of 400 currently active in various roles supporting older people.

We are proud of what we continue to achieve. This year we significantly increased both the number of people who contacted us for help and support in the over 75 age group and the number of people to whom we were giving information or advice. We also performed well against our NHS contract in preventing the admission and supporting discharge from hospital of older people in the Borough.

Our work is only possible as a result of the commitment and hard work of Age UK Sutton's staff and volunteers and my thanks go to them. I would also like to acknowledge the work of my fellow trustees and note in particular the work of Sharon Haffenden and Chris Jackson. Sharon stood down at the December 2015 AGM after serving both as a trustee and as Chair from 2010 to 2014. Chris, my predecessor as Chair, remained a trustee until his very sad death in July. They both contributed a great deal to the success of Age UK Sutton and I thank them.

Kate James
Chair





Our services are developed according to our users' needs, building a 'circle of support' around older people, their families and friends so they can feel fulfilled and enjoy later life.

Empowering and enabling Sutton's older people, their families and carers through information and advice.

At the core of Age UK Sutton's "Circle of Care" approach is the vast knowledge and understanding gained over the past 25 years of the issues that impact upon the lives of older people, their families and carers.

We always put older people at the centre of everything we do. We empower older people by providing them with access to a whole range of information and advice to enable them to make informed decisions in their later years.

Age UK's multi-faceted Information and Advice (I&A) service provides expert information on topics such as housing and social care, welfare benefits and income maximisation, health and local services and general information on living well in later life. This wide variety of information is not just available to older people, but also to their families and carers who may need reassurance or support in how best to care for a loved one.



In 2015/16 Age UK Sutton's Information & Advice (I&A) service received 6165 referrals and assisted 3742 older people compared to 3210 in 2014/15.

It's not surprising that given the economic climate in 2015/16 which saw pension reforms and the introduction of the Care Act, that there was an increase in older people seeking clarification and reassurance about their financial position and wellbeing. These changes undoubtedly led to an increase in older people turning to Age UK Sutton's Information & Advice (I&A) service for support.



From April 2015 to March 2016 the impact of our Information & Advice service's benefits work helped individuals to gain £1,705,079 of additional income, that's a 300% increase on the previous year.

Delivering information, advice and support where it's needed most with Advice on the Road. For older people who are isolated or cannot make their way to our office, our Advice on the Road team continue to provide a vital lifeline by delivering the service direct to the door of those in need.

Funded by City Bridge Trust, in 2015/16 our mobile Information & Advice unit has been pivotal in continuing to extend our community focus, bringing information and advice to the heart of local communities. Manned by trained advisors with experience and knowledge of specific issues commonplace amongst older people, the Advice on the Road van visits locations and venues across the borough.



In 2015/16 we personally delivered tailored advice and support to over 163 isolated older people.

Our Money Matters Advisors offer assistance with money management through free confidential advice, financial health checks, help with how to avoid identity theft and scams, assistance with finding the best energy deals, and how to get out of fuel poverty advice and maximize income. Following the end of a two-year grant, the service was integrated with Information & Advice.



In the last quarter of the 2015/16 financial year, Money Matters assisted 154 older people with their finances, maximising income by £90,180.

Advicelink, funded by BIG Lottery is a partnership led by Sutton Citizens Advice Bureau (CAB). The project trained older people volunteering with community groups to deliver information and advice; it concluded in June 2015, however we are delighted to report Sutton CAB has secured continuance funding and Advicelink recommenced in April 2016.

What do our service users say about us?

Feedback is important to us. Every quarter service users complete a satisfaction survey. The results indicate that:

88%

88% of service users felt **'listened to'** and **'understood'**, an increase of 22% compared with last year

77%

77% of service users felt **happier** and were **more content**, up 15% on last year's results

81%

81% of respondents stated our service made them feel **like they had 'someone on their side'** (an increase of 29% from 2014/15)

Making Sutton a less lonely place

Age UK Sutton's socialisation programme

At Age UK we aim to help people in later life to have fun, keep well, participate and contribute. We are committed to services and activities that promote healthy ageing and wellbeing, and tackle loneliness and isolation.

Our socialisation programme delivers a range of social activities, in a way that is sustainable in the long-term by increasing older peoples' independence and resilience and reconnecting them to social support networks in the community. The socialisation and Community Helpers befriending programme offers support with confidence building, motivation and the ability to mix with others and take part in enjoyable activities.

Mr G "We enjoy each other's company, you made an excellent choice".

In 2015/16 there was no excuse to be unfit with the launch of a number of wellbeing classes including Nordic walking, chair based exercises and postural stability.

Our Green Buddies Allotment Gardening group, continued to grow, with help from volunteers from Santander who undertook a major clean-up and preparation of the allotment over the summer.

Purls of Wisdom and Sing for Joy - our knitting and singing group respectively - continued to thrive. Members of Purls of Wisdom were kept busy during the year knitting Twiddlemuffs for patients living with dementia, as well as some very fashionable jumpers for the denizens of Battersea Cats & Dogs Home.

Sing for Joy continued to be a model of a peer-led activity, with members of the group organising a cheerful Christmas party in December. The Arts & Crafts group and Scrabble Group also continued to attract a healthy cohort of service users. All activities are established in response to

suggestions from local people and, the growing menu of social activities are an opportunity to socialise in a warm, close-knit environment. Finally, our trained Homeshare volunteers offered a circle of support by generously inviting older people to enjoy lunch and friendship with them in their homes.



153
people
enjoyed
our social
activities

70%

70% of our service users said they felt **less isolated**

70%

70% of people said they felt **happier/more content** after taking part in **one or more** of these **opportunities**



“We have been really happy with all that Age UK Sutton have done for us and my aunt’s quality of life has been improved. Thank you for all your help and support”



**“I can’t thank Age UK Sutton
enough, I feel like I am in my
twenties all over again”**



**“Thank you for listening
to me, I can now stop
worrying. It is a huge weight
off my mind.”**

Working with others to improve health and wellbeing through a circle of support

Home from Hospital, Community Helpers, Caring Neighbour

Home From Hospital, Community Helpers and Caring Neighbour services help reduce demand on NHS services by enabling older people to remain in, or return to, their own homes. The contribution of trained volunteers is pivotal in both keeping costs down and to ensure personalised services. Following assessment, Home from Hospital offers community based practical support for people aged 65+, particularly those with no family/friend support networks. The model delivers rapid response, low intensity, practical and emotional help for a four-week period upon discharge; it prevents re-admission or an acute hospital admission.



Between April 2015 and March 2016 our Home from Hospital staff and volunteer team supported 328 people.

NHS Community Helpers offers bespoke emotional and befriending support. It includes wellbeing calls and one to one befriending relationships with a mix of light touch and more intensive support dependant on individual needs. Staff offer information and support to help people reconnect to community based social activities e.g. choir groups, lunch clubs and exercise groups. There is a particular focus on isolated people and linking them to local services or arranging support requirements. We aim to facilitate independence, not provide long-term support.



The service assisted 228 people during the year - a 26% increase from the previous year.

Caring Neighbour was commissioned for patients registered with a Sutton GP to raise awareness of how to keep warm and well in winter and cool and hydrated in summer. It targets people aged 75+ with two or more long term conditions (LTCs) and provides prompt access to a range of support interventions to keep people well at home and, much valued, twice weekly reassurance calls.



During the year to 31 March 2016, Caring Neighbour supported 215 patients and made 3,548 reassurance contact calls.

Following the outstanding success of the Pathfinder model, which integrated with the Epsom and St Helier OPALS team (Older People's Assessment & Liaison service) we established a third pilot that commenced in January 2016.



The scheme supported 124 patients in three months (January to March 2016).

The aim of the Pathfinder is to enable patients to leave hospital more quickly and prevent admission or readmission by offering frequent phone calls, providing information and support to patients and carers at discharge as well signposting patients in the immediate post-discharge period.

A further aim is to develop professionals and patients' knowledge of voluntary sector services, and to encourage them to refer patients to our services, thereby reducing demand on the NHS.

The Circle of Support in Action

Mr M's story

When we met Mr M he was in his mid-80s. He very much enjoyed his independence and had lived alone for the past 20 years since his mother died.

Following a hospital admission to have a pacemaker fitted he was referred to Age UK Sutton as he needed some extra support. Previously he had been going out most days to do his own food shopping but after his operation he was unable to lift anything of any weight, so could no longer shop alone. During his assessment he explained that he relished his shopping trips as he enjoyed choosing his own food and also liked the fact that these trips got him out of the house and interacting with other people.

Initially a Home from Hospital volunteer was assigned to accompany Mr M on his shopping trips. For a while this provided him with all the support he needed to ensure he was able to continue to get out and about. However, one day during a visit, he told his Home from Hospital volunteer that he was feeling unwell and this led to Age UK Sutton supporting Mr M with contacting his GP, and subsequently him being admitted to hospital for investigative tests. Sadly the result of these tests meant that he was diagnosed with a tumour in his bowel.

Mr M returned home from the tests to wait for the first in a series of operations and during this time was supported by a Home from Hospital volunteer; as his need for support had increased a Helping Hand carer was then put in place to help him with his day to day living such as reminding him to take his medication and helping him to get to doctors and hospital appointments.

In total Mr M had three hospital admissions, the first for preparatory surgery on his heart, the second for an unfortunate fall which occurred during a hospital appointment and finally the operation in which his tumour was successfully removed. Throughout this time he continued to receive support from his Helping Hands carer whenever he was home.

When Mr M's health deteriorated this meant a change for him from his previously independent life. Age UK Sutton's staff and volunteers supported him through this change and we were able to increase the amount of support that he required when appropriate based on his needs delivering this through Caring Neighbour calls, the Helping Hands service and Home from Hospital volunteers; we provided him with a circle of support during a very difficult time.

We have encouraged Mr M to maintain his independence and to get out and do his shopping when he has felt able. However should he feel unwell, he is now able to trust his Helping Hands volunteer to shop for him, as she has become familiar with his needs. This is testament to the relationship which has developed between them, and Mr M feels safe in the knowledge that should his health decline; he is able to increase his support as and when he needs it.

Mr M said: "You might have had difficulty keeping up with me going to and from the hospital, but you were able to support me every time I came home. Without a shopper I wouldn't have known what to do. My Home from Hospital volunteer was a great help. It was very helpful to have an emergency shop too on the day of discharge. All in all the support has been great."





Helping people to live independently in the home they love

Helping Hands, Gardening, Approved Provider

Helping Hands supports a happy and independent lifestyle both in and outside the home. We offer an affordable service undertaking practical tasks like cleaning, shopping, preparing light snacks and accompanying older people on social visits and medical appointments. It offers peace of mind for people in later life, their carers and family.



In 2015/16 444 people were supported at home by our friendly Helping Hands. 405 people used the service in 2014/15.

The **Gardening Service** remains popular; it provides prompt and reliable gardening and home improvement services delivered by trustworthy and DBS-vetted individuals. Many service users have used AUKS' Gardening service for years, with the service acting as a key contact point for older people and a subsequent conduit to other AUKS services.



This year we completed 740 jobs, 15% more than the previous year.

For older people and their carers finding a trustworthy and reliable skilled tradesperson can prove extremely difficult. Age UK Sutton's **Approved Provider** service connects our service users to vetted trusted local tradesmen for help with electrical, plumbing and building works.



In 2015/16 we referred 438 people to one of our Approved Providers.



“I can’t thank you enough for the help received, it certainly helped reduce my stress and it was really good to feel supported”.




Ms O’s Story
 Ms O lives alone in sheltered housing and recently changed from computing on a laptop, to using a tablet. She attended a 4 week iPad class as she needed help learning how to use the tablet to send emails, and share photos with members of her family. Following the course she is now able to confidently use email to keep in touch with her family and enjoys sharing her knowledge with others so much that she has volunteered to host a Homeshare Group for iPad owners. From being a learner, she has become a volunteer who helps others to learn.

Together we are: One Voice for Age

One Voice for Age is a Big Lottery funded project that has 3 main strands:

1. **One Voice for Age Involvement invites members to** meet monthly on a Monday to discuss how they can improve the lives of older people in the Borough - for example by taking part in campaigns, research, volunteering, or by joining local and national groups to represent the voice of older people.
2. **One Voice for Age peer advocacy** can help those who are having trouble dealing with an issue and don’t feel their views and wishes are being properly listened to. Our team of trained peer advocates provide all the information needed to help individuals over 50 to make choices and make sure their voice is heard.
3. **One Voice for Age digital inclusion** offers older people a menu of options and a wide range of opportunities to get connected and explore the digital jungle. Our programmes are designed with older people in mind, allowing them to gain the skills they wish to learn at their own pace, in a friendly and supportive environment.

 **In 2015/16 the service has supported 434 individuals - a 58% increase compared to the previous year.**

 **During the year we received 516 referrals and had 284 service users attend digital training sessions.**



Our BIG moments:

1

The moment we contributed views of older people to shape the criteria of the National Institute for Health and Care Excellence (NICE) guideline for a Named Care Coordinator...

In April 2015, One Voice For Age (OVFA) members participated in a consultation focus group for NICE on guidelines for “social care of older people with complex care needs and multiple long-term conditions, the success of which led to OVFA members being commissioned by Social Care Institute for Excellence (SCIE) to write the criteria around the position of a named care coordinator for a person with multiple long term conditions. Following the election of a social sub-committee during the year, members enjoyed a number of social gatherings, including an outing to Wisley Gardens and a pub lunch, with many more activities planned.



2

The moment we opened a new summerhouse for the residents of Shearing Drive sheltered housing, Rose Hill.

In August 2016, we opened ShedHaven, a community shed in Roundshaw, which gave residents a much needed space to come together and socialise. A programme of events and activities has been planned by local residents to include the many characters of the sheltered housing complex.



3

The moment we were given a warm welcome when Advice on the Road visited Mr and Mrs D...

Mr and Mrs D have been married for 58 years; Mr D is almost 90 years old. They have 2 sons and 5 grandchildren and are in touch with them all regularly. Mr and Mrs D's younger son suffers from Multiple Sclerosis. Mr D has been registered Sight Impaired since 2010 and in March 2016 he was registered Severely Sight Impaired, and is now virtually blind. Mr & Mrs D were not claiming any disability benefits because they were not aware that they would qualify until their daughter in law suggested seeking help. Mrs D used the Age UK website and called Age UK Sutton for help with filling in an Attendance Allowance form. AOTR arranged a home visit to complete the form and within 6 weeks Mr D was awarded the higher rate Attendance Allowance of £82.30 per week.

This increase in income has made a huge difference to Mr and Mrs D who were previously in receipt of a small pension. The extra money enables them to visit their younger son in Hastings and support him, without having to worry about the cost of catching the train. This in turn has helped to reduce their own anxiety about their son's condition, and they feel more optimistic as a result.

Mr D recently had to have an urgent ultrasound scan which he was able to pay for privately, due to the increase in his income. He was informed that the scan would have taken three weeks via the NHS and his peace of mind and sense of well-being since the scan has meant that his summer has been a good one. At a follow up visit a Taxi Card application was completed for Mr D which he will use for hospital trips and also to visit friends who he has not seen in sometime due to his poor mobility on public transport.

Mr and Mrs D now feel able to plan a family holiday to Italy with their disabled son and are very much looking forward to the event. This is something they have never been able to afford previously, and will be a big event as a family holiday together, which is unlikely to be repeated, due to Mr D's health and their son's disability.

Mr and Mrs D said:
“The money that Advice on the Road has helped us gain has made such a big difference. We feel like so much financial pressure has been lifted, and mentally we feel in a much better place”.

4

The moment we launched our Age UK Sutton magazine...

A big part of our organisational strategy is to grow our reach to older people. Our brand new Age UK Sutton magazine aims to do just that. By providing helpful and engaging content as well as information about all of the support available for older people throughout the Borough, we hope to grow awareness and reach out to many more older people in Sutton.



5

The moment we reopened the door to the arts through our partnership with the Honeywood Museum...

In 2015/16 we were fortunate enough to work with the fantastic staff at Honeywood Museum to coordinate a range of social activities to reengage older people with the arts. It is widely accepted that incorporating expressive arts into programmes for older adults and patients can have a very positive effect on mental and physical well-being. The activities that our service users enjoyed ranged from embroidery and arts sessions to musical singalongs. Music, in particular, can be a useful tool for those with memory loss to recapture lost memories, and the sing-a-long groups were always very well attended.



6

When we had Tea with our local MPs

Age UK Sutton rebranded our annual Listening Events to Tea with your MP; Tea with Tom Brake was held on 6 November, and Tea with Paul Scully took place on 16 November. Rather than focusing on a single theme, the Tea with your MP events allowed Sutton residents aged 50+ to put their questions to and engage in discussion with, their local MPs, on a range of topics including health and social care, social isolation, transportation and digital exclusion. A total of 64 people attended the Tea with your MP events.



7

The moment we got “techy” with over 100 older people at the annual Digital Tea Party...

The Age UK Sutton Digital Tea Party, held in partnership with the London Borough of Sutton was once again one of our most successful events. 149 individuals expressed interest in attending, with a total of 117 attending on the day. The event featured a talk by Tom Brake MP on social media, a live Skype session with volunteers from Age UK Bradford and Age UK Berkshire, as well as presentations from Duka PC and Barclays Digital Eagles.



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 in the community, to those local and national partners who have helped us to reach out to more older people, to 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
All Square Quilters
AM Choulerton
Angela Ede
Anthony Fitzpatrick
Asda Stores Ltd
Barclays Bank Digital Eagles
Bethal Court Sheltered Housing, Cheam
Big Lottery Fund
Brewin Dolphin
Carshalton High School for Girls
Carshalton Methodist Church
Cheam Priory
City Bridge Trust
Coombe Girls School
Crostini Italian Restaurant
Crownbourne Court, Sutton
Cuff and Gough LLP
DJT Singh
Duka PC
Empire Cinema Sutton
Epsom & St. Helier University Hospitals NHS Trust
Feldwicke Trust
FreeSport
H. Smith Esq
Holiday Inn, Sutton
Honeywood Museum
HSBC Bank PLC, Sutton
Imagine Mental Health
In memory of the late Joyce Funnell

In memory of the late Esther Elizabeth Wise
In Unity Dance
J Emberson
John Collins
John Dodwell
John Fisher Catholic School
Kathleen Doran Almeida
London Borough of Sutton
Mark Henderson, Digital Resolutions
Maplin Electronics
Mark Newall
Metro Bank PLC, Sutton
Moore Stephens (Guildford) LLP
Nonsuch High School for Girls
Norman Green
Onslow Gardens Residents Association
Paul Scully - MP for Sutton & Cheam
Phil Hope
Reena Barai, SG Barai Pharmacy
Robin Hood Lane Health Centre
Sandra Twomey
Santander UK PLC
SCVS
Sheila Palmer
Silvia Schehrer
Social Care Institute for Excellence (SCIE)
Special Interest Group for Sutton's Older People
St. Oswald's Church

Stroke Association
Sutton Borough Citizens Advice Bureau (CAB)
Sutton Bowling Club
Sutton Carers Centre
Sutton Christian Centre
Sutton Clinical Commissioning Group
Sutton College
Sutton Food Bank
Sutton Grammar School
Sutton Guardian
Sutton Housing Partnership
Sutton Housing Society
Surrey Jive
Sutton LGBT Forum
Sutton Libraries
Sutton Shopmobility
Sutton South Hello
Sutton Clinical Commissioning Group CharitableTrust
Tamil Elders' Circle
Tesco PLC
The late Maureen Elsie Gertrude Bushell
Tom Brake- MP for Carshalton & Wallington
Vaclav Klocanka
Vodafone Foundation
WA Truelove & Son Ltd
Wallington Arms
Zurich Community Trust



Supported by
The Feldwicke Fund
in memory of
Kathleen Feldwicke



FreeSport





Our People – making it all possible

As we look back on yet another successful year, it is undoubtedly a reflection of the passion, determination and incredible strength of our people. The work we do simply could not be carried out without the valued team of staff, volunteers and trustees who continue to strive to support Sutton's older people.

This year we said goodbye to a number of long standing members of our team. We continue to be forever thankful for the contribution they have made to Age UK Sutton and to our community.

Each year, to thank all of our wonderful volunteers for the hard work they do, Age UK Sutton holds a party in their honour which includes an awards ceremony. We appreciate every single one of our volunteers, but the awards allow us to express our appreciation to those that have made an exceptional contribution to Age UK Sutton's service users.

In 2015, we were delighted to name Shirley (bottom left) our volunteer of the year.



Volunteering 2015/16

400

people gave their time as volunteers during the year



28% of our volunteers are from a BAME background

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.

Staff and Trustees

Trustees

Chair	Chris Jackson (until December 2015) Kate James (from December 2015)
Hon. Financial Advisor	Richard Jones
Trustees	Roy Prytherch Rosie Westcott Raj Patel (until May 2015) Daniel Hobden (until August 2015) Sharon Haffenden (until December 2015) Tim Howe Charles Lister OBE

Staff

Chief Executive	Marion Harper
Performance & Quality Director	Judy Okeke / John Anderton
Head of Finance	Yong Chang Eggert / Nadia Williams
Services Director	Neha Sawjani
Marketing Director	Natalie Leyland / Justine Honeywill
Marketing Executive	Kelly Davis
Office Manager and Central Services IT, Data and Services Administrator	Menaka Piyaratna / Virginia James
Central Services Administrator	Chris Dulake
Socialisation Manager	Adrienne Jeffrey-Taylor / Jo Findlay
Home from Hospital Senior Manager	Emily Corr / Toni Stead
Home from Hospital Sutton Uplift - Wellbeing Navigator Pathfinders	Victoria Wright Josie Holden, Christiana Edwards, Jackie James & Sue Campbell Dalva Grayston / Sue Osbourne Dan Covington, Kay Hefferman-King, Anne marie O'Hara, Liz Sharman, Insiya Taibjee
Information & Advice	Michelle Arthur / Ros Weiss, Ian Cooper, Michelle Blagrove & Jackie Williams
Money Matters	Anthony Mobie-Dumi / Vince Lydon
Advice on the Road	Samad Miah
OVFA Involvement Manager	Maya Albert / Holly Lewis
OVFA Advocacy Manager	Hannah Murphy / Clem Richards
OVFA Digital Inclusion Manager	Vizma Ezite / Sophie Huggins
Digital Trainer	Aditi Deshmukh
Social Care Assessors	Karen Adams
Activities Coordinator	Gillian Rouvray
Helping Hands Co-ordinator	Charnee Wilson
Gardening team	Nima Tabari, Keane Grey, Paul Carter, Simon Adams, Robert Duneclift & Michael Reeves
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

A commitment to outstanding performance

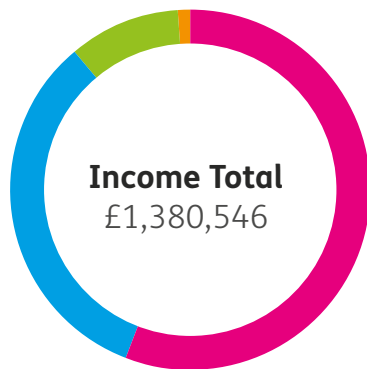
Financial Review

This is the fourth 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.

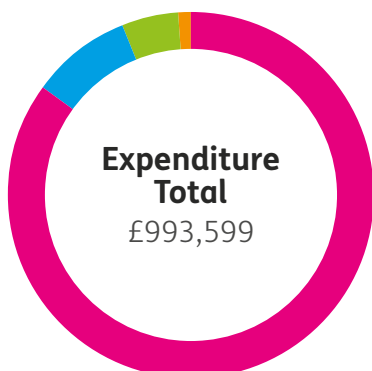
This level of performance can only be achieved in an organisation which is well governed and well run. Recent events within the voluntary sector have served to highlight the need for sound financial governance, and this is a key priority for the Board of Trustees and senior management. Sound governance 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 focused staff and management, to continue to grow and be a leading voluntary sector organisation in the borough.

	Unrestricted	Restricted	2016 £	2015 £
Total incoming resources	493,588	586,958	1,080,546	877,882
Total resources expended	404,011	589,588	993,599	811,782
Net incoming/(outgoing) resources	89,577	-2,630	86,947	66,100
Transfer between funds	-	-	-	-
Net movement in funds	50,092	46,156	50,092	89,546
Total funds as at 1 April 2015	767,823	87,251	767,823	678,277
Total funds as at 31 March 2016	817,915	133,407	817,915	767,823



- Grant/contract funding
£601,579
- Self generated income
£352,089
- Voluntary income
£112,198
- Investment income
£14,680




- Staff & volunteer costs
£852,035
- Premises and office expenses
£91,027
- Publicity, promotions and activities
£47,929
- Insurance and professional fees
£2,608

Help us be there for the people who need us 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 Local Giving 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 can go on to create a lasting impact on the lives of Sutton's 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 in the past on our behalf (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 essential 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, 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

Message from the Chief Executive



2016 marks an important milestone for Age UK Sutton. This year we celebrate our 25th birthday, and look back fondly on 25 years of “being there” for Sutton’s older people.

For 25 years, we’ve been a friend, an ally, a champion and a confidante. Sutton’s older people have turned to us for information, advice, support, a friendly voice, a listening ear, a helping hand.

We are proud of our many achievements this year. These moments tell the story of our work and the difference our efforts have made to many people around the Borough of Sutton. It’s the small moments that make a big difference to individual lives, and the big moments that affect the community, in which we live, we strive to help everyone love later life.

New Developments

During the year Age UK Sutton has launched a number of new initiatives working in partnership with local providers.

Sutton Uplift is a partnership with SW London & St George’s NHS Mental Health Trust and Imagine Independence, Age UK Sutton, Off The Record and Sutton Carers Centre.

Launched in spring 2015, our role with partners is to offer a free wellbeing service for anyone in Sutton experiencing difficulties and symptoms related to stress, anxiety and depression. Our wellbeing navigator helps people to connect and access activities and resources to meet their physical, social and emotional needs.

The wellbeing team support people by telephone, email, face to face contact to guide them towards online self-help resources and social groups or workshops. The aim is to support people to cope now and in the future. This may be through building on existing strengths, developing new skills, or social relationships.

During the year we successfully supported over 120 service users.

Sutton Clinical Commissioning Group was awarded Vanguard status in March 2015. We are working in partnership with The Alzheimer’s Society and the London Borough of Sutton across a registered GP population of 191,000. Involvement in the Sutton Homes of Care Vanguard Programme includes staff and volunteer representation at Group meetings and events.



Celebrating

25

for Sutton’s



Together we are working towards delivery of outstanding care for care home residents in Sutton.

Age UK Sutton has participated in a number of initiatives to include:

- the development of the ‘red bag initiative’ This is a Hospital Transfer Pathway designed to ensure that residents living in Sutton care homes receive safe and effective treatment should they need to go into hospital in an emergency. The initiative was developed in response to discussions with key partners where gaps were identified in providing the necessary support and care to unwell residents that needed to go into hospital. Residents were being taken to hospital without the necessary clinical information and subsequently discharged without a summary of the care they’d received whilst admitted. In May 2015, a quote from a National Institute for Clinical Excellence (NICE) article stated:

“Sutton’s red bag approach is an innovative way of ensuring a smooth transition from hospital to care home, yet it is striking in its simplicity.”

- In December 2015 we launched a **Crossways Nursing Home pilot project** to befriend a small group of residents with dementia. We recruited and trained three volunteers with the specialist communication skills required. The volunteers were matched with three residents of Crossways. An outcomes tool was used to monitor progress. At the end of the pilot project all three residents showed **significant improvements** in their social networks, pleasure in life, emotional wellbeing and physical health.

In the coming year we hope to build upon the dementia pilot by establishing a social and mentally stimulating activity for local residents. We are researching a number of models, listening to the views of people with a dementia diagnosis and their carers and talking to Sutton Clinical Commissioning group.

In the future, the greatest demand will be for information and advice, often linked to times of personal, medical, or financial change or crisis. We provide information and advice, practical help, reassurance and opportunities to build new friendships and in the future we will continue to meet these needs combined with seeking new and innovative solutions to emerging need.

Despite the post Brexit doom and gloom, at Age UK Sutton the future is bright!

Marion Harper
Chief Executive

successful
years
of
“being there”
older people

Help us make more

big moments

for older people in Sutton



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