

Creating a great place to grow older



Our year in numbers

2013

people aged 75+ assisted



over 11,000

hours of home support provided to vulnerable older people

supported older people

5589

times with expert information and advice



supported

209

people aged 65+ to get home from hospital

28%

referrals from areas of deprivation in Sutton

57

new volunteers recruited



£1,409,272

additional income generated for people aged 50+

Message from our Chair



Our last year has been another successful one, and one of new developments in our support for older people in Sutton.

Times are challenging for older people - the charity has seen a large increase in

requests for support from people over 75 and an increase in referrals from areas of deprivation. In a year where 60%¹ of older people surveyed by Age UK expressed worries about the cost of living, Age UK Sutton's Information and Advice team assisted in securing over £1.4 million in financial support, cost savings, and vital benefits. One way in which we have achieved this is supporting older people to 'get digital' through our growing programme of lessons and events. We've helped over 1000 Sutton residents to use the internet to get better deals on utilities, shopping and more.

We are fortunate to be part of a vibrant voluntary and community sector, and to work with a wide range of partners. I am proud that we collaborate to deliver services like Advicelink, ALPS, and our NHS commissioned Home from Hospital Service and am pleased to see the charity securing further productive partnerships.

I look forward to seeing Age UK Sutton taking its next steps in development under the stewardship of our new CEO, Nicola Upton, who joined in February, and sharing with you our new five-year strategy, which will launch in the Spring.

As we continue to develop and respond to change, I am proud to acknowledge the dedication and focus of our staff, volunteers, and Trustees, and to thank them for their hard work.

Nicola will be building on the sound foundations developed by our previous chief executive, Marion Harper, who retired in the spring after 17 years' service. I would like to pay tribute here to all Marion's achievements in 2016/17 and in previous years.

Kate James
Chair

¹ Later Life in the United Kingdom, 2017. August. www.ageuk.org.uk/Documents/EN-GB/Factsheets/Later_Life_UK_factsheet.pdf

Message from our CEO



Since joining Age UK Sutton, I have enjoyed the privilege of learning about the difference we make, and working with our trustees, staff, volunteers, partners, and supporters to continue the excellent work of the charity.

I am pleased that Age UK Sutton offers so much for different parts of the community- from Nordic Walking to benefits advice, gardening to assistance managing mental ill health - we are the only charity in Sutton offering such a wide range of support for people in later life.

Kate highlights the challenges for older people - times continue to be challenging for charities as well, with decreasing funding and greater competition driving us to consider how we can develop and respond, using our resources and creating partnerships to make the biggest difference we can.

I am delighted to have the opportunity to lead a team dedicated to making later life better for Sutton, and am committed to finding ways to grow and evolve to meet the challenges that face us and the older people we are here for. I look forward to sharing the journey with you.


Nicola Upton
CEO



Supporting older people through expert information and advice

At Age UK Sutton, older people continue to be at the heart of everything we do. We are proud of all of our achievements this year and that through many different acts of support we have made big differences to the lives of older people. Some of our bigger moments have helped influence change in Sutton, and one step at a time, helped to move the borough towards our goal of becoming a more age friendly community for all.

In this report we touch on just a few examples of our “Big Moments” that demonstrate our work over the past year. We would like to acknowledge that our expert and dedicated staff, volunteers, trustees and generous supporters make all of this possible – thank you.

 **In 2016/17 Age UK Sutton supported 5589 individuals with information, advice and support**

Our vital work is focused on five key areas, driven by the priorities that older people tell us matter to them – money, wellbeing, health and care, home and community. We support older people directly, and also families, friends and carers to ensure they have what they need to support loved ones. We are proud to be regarded as the voice of older people in Sutton.


 **49% of all individuals who came to us for support in 2016/17 were concerned about money matters**

Over one third of people aged 60+ worry about the cost of living, 27% worry about the cost of food, and 41% about the cost of heating their homes in the winter¹.

¹ *Later Life in the United Kingdom, 2017. August.* www.ageuk.org.uk/Documents/EN-GB/Factsheets/Later_Life_UK_factsheet.pdf

It is unsurprising then, that a large proportion of enquiries to our **Information and Advice (I & A)** service continue to focus on financial matters. At Age UK Sutton we understand that there is often a link between financial insecurity and emotional wellbeing.


Age UK Sutton’s Advisors offer support and assistance with money management and income maximisation through free confidential advice, financial health checks, creating awareness on scams and identity theft, assistance with finding the best energy deals and addressing fuel poverty.

 **In 2016-2017 our team supported older people in Sutton to secure over £1.4million in unclaimed benefits, financial support and savings**

Throughout the 2016/17 financial year, Age UK Sutton participated in a wide range of public awareness activity, including Scams Awareness Week, National Volunteers Week and Carers Week.

For older people who are isolated or cannot make their way to our office, our **Advice on the Road team continues to provide a vital lifeline** by providing much valued home visits, ensuring that some of those most in need are not overlooked.

With continued funding from City Bridge Trust, our mobile Information & Advice team has been pivotal in continuing to extend our community focus, bringing client-centred support to the heart of local communities. Delivered by trained advisors with experience and knowledge of the issues that matter to older people, the Advice on the Road van visits locations and venues across the borough.


 **In 2016/17 Advice on the Road visited 90 venues across the borough to deliver vital information and support services**

Working in partnership to serve Sutton better

Advicelink, funded by BIG Lottery is a partnership led by Citizens Advice Sutton (CAS). The project trains older volunteers from within their own community groups to deliver information and advice. In 2016/17 161 individual appointments were conducted to provide information and support and 151 people attended a workshop.

 **Throughout the year, this service enabled community members to secure £47,515 in additional income**

In 2016 Age UK Sutton was delighted to be chosen to partner with Citizens Advice Sutton and Sutton Carers Centre to forge the **Advice Link Partnership Sutton (ALPS)** service, commissioned by the London Borough of Sutton. This central hub for Sutton residents offers free information and advice via telephone and online on a wide range of issues. Having this ‘one stop’ service enables residents who are not sure where to turn, to get to the right place, first time.

 **Age UK Sutton directly assisted 2689 people as a result of them reaching us through ALPS**

Bringing Sutton together to embrace later life

Enriching lives through social opportunities

Age UK Sutton is a doorway to a variety of social events, groups for older people and local leisure activities to help people in later life have fun, keep well, participate and contribute. We are committed to services and activities that promote healthy ageing and wellbeing, and proactively help older people to tackle loneliness and isolation.

Our socialisation programme delivers a choice of social activities, including singing, dancing, scrabble, gardening, knitting, coffee and lunch clubs to name but a few.

In 2016-2017 over 230 people participated in a social activity with Age UK Sutton.

Postural stability, chair based exercise and Nordic walking classes continue to provide accessible keep-fit opportunities for older people in Sutton. Following the success of the Nordic walking group, Age UK Sutton were successful in securing an additional £3,400 funding from the Heritage Lottery Fund to start up a new Nordic Walking group in Beddington.

2016/17 also saw the start of a dedicated dementia focused coffee group in Wallington to support clients and friends and families living with dementia.

Finally, our dedicated Homeshare volunteers offered a warm welcome to isolated neighbours with a warm lunch and friendly environment in their home.



“As a carer I find the group I attend helps me share my experiences and I feel that I’m not alone and other people are having the same problems.”
Mr Bradley, 62, Wallington.



“Once I took the first step to go on my own I found that I met other people that felt the same. Something to look forward to each week, I would be very sad if the club stopped.” - Janet






Health and wellbeing services for older people

Proud to be commissioned

Age UK Sutton is proud to deliver a number of health and wellbeing services to the older population of Sutton.

By commissioning Age UK Sutton to deliver services such as Home from Hospital, Caring Neighbour and Community Helpers, the Sutton Clinical Commissioning Group (CCG) seeks to achieve the best possible health outcomes for older people. The primary aim of these services is to enable older people to remain in, or return safely, to their own homes after a stay in hospital.

Following assessment, our **Home from Hospital** service offers community based practical support for people aged 65+, particularly those with no local 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 2016 and March 2017 our Home from Hospital staff and volunteer team supported 209 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 dependent on individual needs. Staff and trained volunteers offer information and support to help people reconnect to community based social activities. There is a particular focus on isolated people and linking them to local services or arranging support requirements.

 **Our Community Helpers assisted 147 people during the year**

In June 2016 the **Caring Neighbour** service was integrated into the Home From Hospital service. Caring Neighbour helps patients 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 and provides prompt access to a range of support interventions to keep people well at home and much valued twice weekly reassurance calls.

The **Pathfinder** model, integrated with Epsom and St Helier OPALS team (Older People's Assessment & Liaison service) continued with its third pilot in 2016/17. Pathfinders assist 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 as signposting patients in the immediate post-discharge period. In October 2016 funding for the pathfinder model ended.

 **From April 2016 to October 2016 the scheme supported 262 patients**

Working with healthcare partners to provide "wrap around care"

Age UK Sutton works with healthcare professionals where needed to ensure a joined-up approach to care for older people in Sutton. Our close working relationships with the NHS and hospital START and SWOOP teams help to ensure we can deliver the best possible support, prevent gaps in care and reduce the likelihood of unnecessary hospital stays for older people.

Sutton Uplift is a partnership with SW London & St George's NHS Mental Health Trust, Imagine Independence, Age UK Sutton, Off The Record and Sutton Carers Centre. Sutton Uplift offers a free wellbeing service for anyone in Sutton experiencing difficulties and symptoms related to stress, anxiety and depression to connect them to activities and resources to meet their physical, social and emotional needs.

 **In 2016/17 Sutton Uplift assisted 100 people experiencing difficulties**

We are “One Voice for Age”



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

- 1. Monthly meetings** 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. Peer advocacy** helps those who are having trouble dealing with an issue and feel their views and wishes are not being properly listened to. Our team of trained advocates provide all the information needed to help individuals over 50 to make choices and make sure their voice is heard. In 2016/17 the service has supported **184** individuals.
- 3. Digital Inclusion** provides a menu of opportunities to get connected and explore the digital world. Our programmes are designed with older people in mind, allowing them to learn the skills they wish to learn at their own pace, in a friendly and supportive environment. During the year over 1000 people attended a digital workshop or training session.

Building on the success of the OVFA project, in 2017/18 we are working to use what we have learned from this project to shape the charity's future strategy.

OVFA continues to grow and evolve and we plan to continue the programme as part of a wider engagement programme that represents and amplifies the voices of older people in Sutton.

OVFA is a fabulous opportunity to learn about issues that affect older people in Sutton and a chance to participate in its resolution.”
OVFA Member





Tailored support for older people at home

Home Support and Gardening Services


Our **home support** service supports a happy and independent lifestyle both in and outside the home. We offer an affordable service to provide light touch services such as medication prompting, companionship, support in attending appointments and practical help including cleaning, shopping and meal preparation. This service gives ongoing monitoring and assessment to our clients, enabling early intervention and referral to appropriate services before crisis.

In 2017-2018 we plan to develop our home support services to respond even more effectively to the needs of Sutton's older people - including a new name and brand!

The **Gardening Service** remains popular thanks to our friendly team of reliable gardeners. Both the home support and gardening service act as a key contact point for older people and a gateway to additional support and services.



 In 2016/17 **625** people were supported at home by our **friendly Helping Hands team.**

That's a total of **10,707** home visits throughout the year 

 In 2016/17 we completed **809** gardening jobs

That's **9% more** than the previous year 

Our BIG moments:

1 The moment we reflected on 25 years of Age UK Sutton in the beautiful gardens of the Honeywood Museum...

Our summer garden party allowed us to come together with staff, trustees and volunteers past and present to reflect upon the achievements of the charity over the past 25 years. It was a great chance to gather some of the main influencers of the charity since its inception and thank them for their dedication to Sutton.

2 The moment we said a fond farewell to our CEO Marion Harper, and a warm welcome to our new CEO Nicola Upton...

We were sad to see Marion leave Age UK Sutton. In her 17 years as chief executive she built Age UK Sutton into the thriving and well respected charity it is today.

During this period, she ensured that Age UK Sutton became a key part of the voluntary sector in Sutton and grew its income from around £200k to over £1million. Nicola is looking forward to carrying forward the good work.



Marion Harper

3 The moment Jackie kept Sutton warm by providing benefit checks through the Eon Warm Homes scheme...

Through consultation with Jackie, 273 Sutton residents reduced their energy bills and successfully claimed much needed benefits to help keep them warm and well during winter months.



Our BIG moments cont'd:

4 The moment Ian helped Sutton residents to plan for their future and be smart online...



The moment Ian helped 25 people to find out about how best to manage their finances whilst staying safe on-line, at our popular “Managing your Money in a Digital Age” event.

5 The moment we spread festive cheer to lonely older people...



We ensured that those who would be spending Christmas alone had enough food, drink and festive cheer to see them through to the new year.

Our staff and volunteer team delivered much needed provisions and companionship to the most isolated older residents in Sutton.

6 The moment Samad helped Mr and Mrs Carter* at their critical time of need...



Our Advice on the Road advisor Samad first met Mr and Mrs Carter whilst providing community outreach information in the Advice on the Road van.

The couple had sadly both recently been diagnosed with cancer, and were struggling emotionally, physically and financially.

Through a home visit, Samad supported and guided Mr and Mrs Carter in their application for much needed benefits and linked them to social groups, which helped them to get back their confidence to socialise.

Mr Carter explained that the support received was a “God send” and without it, the couple “simply wouldn’t have coped”.

7 The moment our gardeners helped Mr. Barclay breathe fresh air again...



For many years, Mr and Mrs Barclay spent much of their days in their beloved garden.

Sadly since losing his wife Mr Barclay found it too difficult to spend time in the garden without her, and lost his interest in gardening altogether.

Six years later, the garden had become an overgrown jungle.

After a quick call to Age UK Sutton, a friendly gardener had arrived to start the transformation to get the garden back to its best.

Mr Barclay was delighted that he could once again smell the roses that his wife had planted years before.

8 The moment Christiana got Sarah back on her feet...



Sarah was discharged from hospital following a week’s stay after a foot operation. On arriving home, Sarah felt vulnerable and weak. Reduced mobility and the need for crutches left Sarah feeling low and worried about how she was going to cope with everyday tasks.

Sarah had been recommended Age UK Sutton’s Home from Hospital service by another patient on her ward, and when she made contact, Christiana was only too happy to help.

That same day Christiana arranged for Helen, a trained volunteer, to visit Sarah to give her the support she needed at home.

Sarah was so grateful for the quick response from the team.



Case Study: Home from Hospital in Action

Helping *Elizabeth feel comfortable at home

Elizabeth is 80 years old and lives alone. A stroke left Elizabeth with communication difficulties, short term memory loss and decreased mobility. Since her family moved away, Elizabeth desperately needed some assistance.

Age UK Sutton's Home from Hospital team received a call from Elizabeth's social worker one week prior to her being sent home from hospital. Having spent a good amount of time with Elizabeth, the social worker knew that she would find the transition home a struggle.

The Home from Hospital Manager Lou made regular contact with St Helier hospital to track Elizabeth's recovery and to find out when Elizabeth was due to be discharged from hospital. This enabled Lou to work with Elizabeth to ensure that measures were in place before she returned home.

How we were able to help

On her first day at home Lou visited Elizabeth to discuss the help and support that would make living at home more comfortable. Lou introduced Elizabeth to a volunteer, who supported her with shopping and laundry. The volunteer also consulted with Elizabeth's daughter, and visited regularly to ensure Elizabeth had everything she needed. Lou also ensured Elizabeth got the help she needed from Age UK Sutton's Information and Advice team to apply for Attendance Allowance and Dial-A-Ride services.

Elizabeth is now going to a stroke/aphasia group locally. She is coping better and is able to manage on her own or with friends now that she can get out with them. She received Dial-A-Ride assistance and is now looking forward to attending an Age UK Sutton-run social group. Her confidence has increased and she is actively getting out and about.

In her own words...

Of her experience Elizabeth said:
"Well it was fitting, what I needed I got. I can't find the words...it was excellent."

*Name has been changed

*Picture is not representative of named individual(s)

Case Study: Digital Inclusion

Internet & Computer Classes helped *Gerry become a Facetime whizz

Gerry was delighted to receive a tablet for Christmas from his son who lived in Germany. It soon dawned on him however, that with no experience, he had no clue how to use the device and no family nearby to guide him through it.

When we visited Gerry at his home, we found a gentleman who was motivated and willing to learn, and eager to get started. Gerry said he was looking forward to getting in touch with his family who lived in Germany and hoped to surprise them with a call using the new tablet.

After showing Gerry and his wife how to charge their new tablet, Age UK Sutton's Digital Coordinator offered him a range of options for learning how to use it. Gerry thought he would benefit the most from a personalised session with a Digital Inclusion Volunteer, so this was set up for him.

Taming the tablet

Jim*, one of Age UK Sutton's Digital Inclusion Volunteers, guided Gerry through the process of setting up his tablet before explaining its features and what it could do. Supported by Jim, Gerry was able to explore the main functions on his tablet and how to use apps.

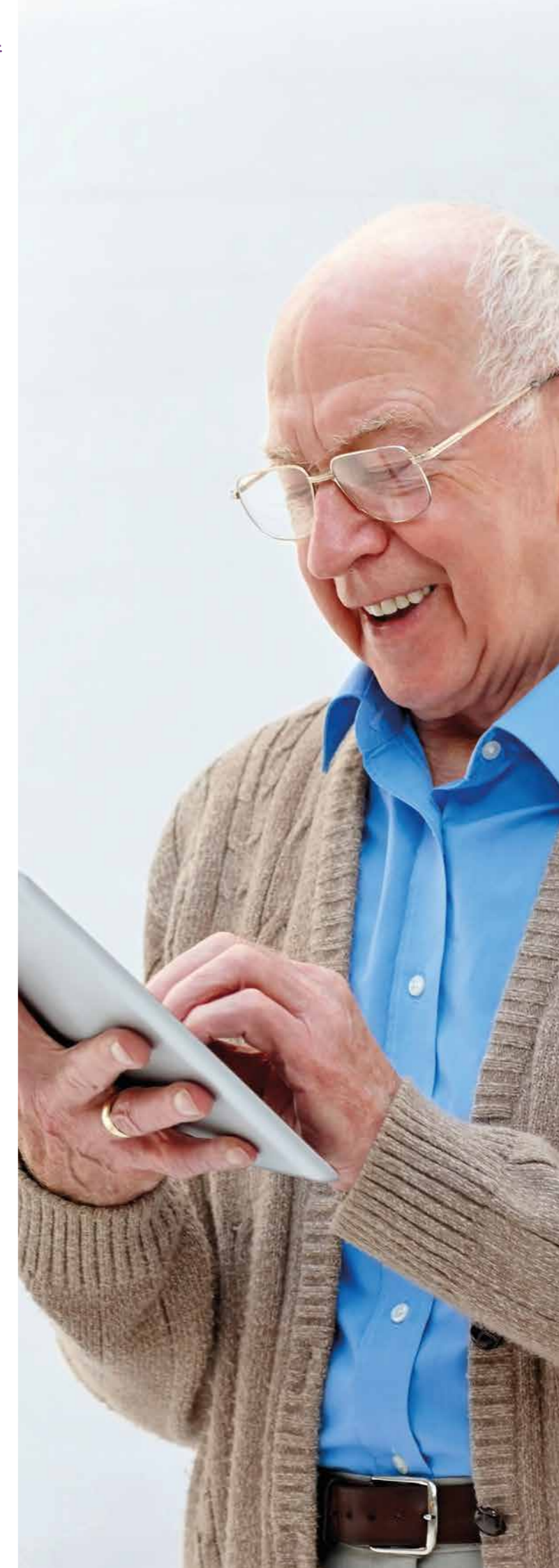
Thanks to the help he received from Jim, Gerry is now very comfortable using his tablet. He has set up his Facebook profile and created an email account, which he uses to keep in touch with his family abroad. He also successfully calls his son and grandchildren weekly via Facetime to get the latest information on what everyone is up to.

In his own words...

"I'm very happy with the help I received. It's much easier to keep in touch with my family now. My wife and I just love seeing our grandchildren every week."

*Name has been changed

*Picture is not representative of named individual(s)



Our People - making it all possible



We'd like to thank our Trustees, staff, supporters, volunteers and partners.

Their continued support means we can work day in, day out to help as many people as possible love later life.

Staff and Trustees

Trustees

Chair	Kate James	
Hon. Financial Advisor	Richard Jones	
Trustees	Kumar Ghosh	Charles Lister
	Tim Howe	Roy Prytherch (until November 2016)
	Christopher Jackson (until July 2016)	Rosie Westcott
	Nick Kohn	

Staff and Trustees - cont'd

Staff

Chief Executive	Marion Harper / Nicola Upton
Services Director / Deputy CEO	Neha Sawjani
Operations Director	Victoria Row
Marketing Director	Natalie Leyland / Justine Honeywill
Head of Finance	Nadia Williams
Marketing Coordinator	Kelly Davis
Communications Officer	Menaka Lawrence
IT, Data and Services Administrator	Chris Dulake
Finance Officer	Virginia James
Health and Social Care Administrator	Jo Findlay
Home from Hospital Senior Manager	Sara Wilcox
Home from Hospital Manager	Louise Kempshall
Home from Hospital Manager	Christiana Edwards
Sutton Uplift - Wellbeing Navigator	Sue Osbourne
Help at Home Coordinator	Charnee Wilson
Social Care Assessor	Karen Adams
Social Care Assessor	Annemarie O'Hara
Head of Information & Advice Services	Michelle Blagrove
Information and Advice Coordinator	Ian Cooper
Information and Advice Officer	Samad Miah
Information and Advice Officer	Jackie Williams
Advocacy Manager	Clem Richards
Involvement Manager	Holly Lewis
Social Opportunities Coordinator	Toni Stead
Digital Inclusion Coordinator	Tracey Appleby
Digital Trainer	Aditi Deshmukh

Helping Hands:

Keane Gray	Jackie Breslin	Lynne MCGowan	Nicola Gallagher	Tracy Glazier
Nima Tabari	Geraldine Phillips	Jodie Lowe	Clare Pitts	Lindsey Morris
Kellie Carpenter	Ann O'Meara	Fay Bryant	Andrea Harold	Julie Jenz
Izolda Jemielniak	Sandra Phillips	Karen Jackson	Sarah Brimmell	Kim Dawson
Donna Leaver	Sharon Haughey	Anna Pompilio	Elizabeth Garbett	Susan Coldwell
Fathima Musaamil	Christine Rothwell	Christine Smith	Kamlesh Mehta	Michael Reeves
Tahmina Ameer	Angelique	Sue May	Faye Giles	Christine Holland
Caroline Holness	Woolston	John Smyth	Angela Hussey	Michelle Redmond
Jenny Brooks	Gemma Duke	Angela Sajjad	Neva Lennard	Sarah Mchendrie
Shirley Cummings	Angela Supersaud	Alanna De Antiquis	Gillian Stevens	Angela Bouchard
Tina Morton	Lina Maciule	Christine Feist	Jacqueline Ives	Cristina Arbuckle
Gardeners:	Keane Gray	Nima Tabari	Robert Duneclift	

Financial Review

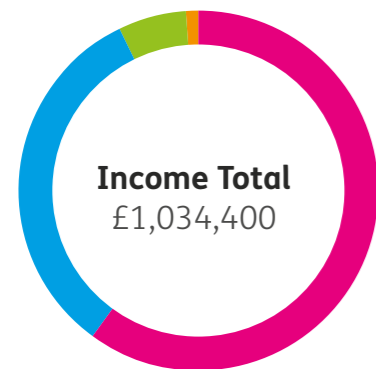
Total income for the 12 months to 31/03/17 reduced by 4% to £1,034,400 principally due to a fall in legacy income of £55,000.

Total expenditure increased by 22% to £1,214,790. This increase in expenditure (funded from reserves) was set by the Board, as outlined at previous AGMs, to strategically increase development activity.

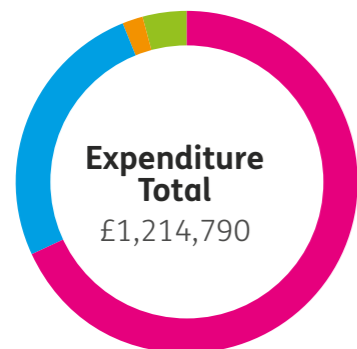
Funds were used to build capacity and pilot new approaches in digital training, social opportunities, transport and to fund the Information and Advice service including the Money Matters strand. As a result, net outgoing resources stood at -£180,390.

The net movement in funds was -£104,243 boosted by the increase consisting primarily of the unrealised value of the investment portfolio of £81,469 during the year. The overall impact was to reduce total funds by 13% to a still healthy level of £713,672.

	Unrestricted	Restricted	2017	2016
Total incoming resources	£447,173	£587,227	£1,034,400	£1,080,546
Total resources expended	£709,724	£505,066	£1,214,790	£993,599
Net incoming/(outgoing) resources	-£262,551	£82,161	-£180,390	£86,947
Transfer between funds	-£9,936	£9,936	-	-
Net movement in funds	-£196,340	£92,097	-£104,243	£50,092
Total funds as at 1 April 2016	£684,508	£133,407	£817,915	£767,823
Total funds as at 31 March 2017	£488,168	£225,504	£713,672	£817,915



Grant/contract funding £624,739	Voluntary income £57,035
Self generated income £337,657	Investment income £14,969



Staff & volunteer costs £833,430	Publicity, promotion and fundraising activities £49,699
Insurance, premises and office expenses £310,829	Professional fees £20,832

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 on their generosity and commitment to our belief that we can help everyone to make the most of and love later life.

African Caribbean Heritage Association
Age UK
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
Citizens Advice Sutton
City Bridge Trust
Coombe Girls School
Crostini Italian Restaurant
Crownbourne Court, Sutton
Cuff and Gough LLP
DJT Singh
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
John Collins
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
Mrs J Emberson
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 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 Seniors Forum
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

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.


 **£4 can mean the difference between an older person struggling alone without any help, or being able to turn to us to receive valuable information and advice on options they didn't know they had**

Make a donation

You can make an online donation through our Localgiving page www.localgiving.com/charity/ageuksutton or find us on Virgin Money Giving page.

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).

 **A £25 gift funds a week of befriending telephone calls to older people who are lonely and isolated, for whom this regular contact can be a lifeline**

Leave a legacy

Local people who have left us a legacy in their will 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 will enable Age UK Sutton to make a real difference to 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 on the best wording to be used and can refer you to a local solicitor if you wish.

 **£60 allows us to train and support a volunteer befriender whose regular calls and visits make the difference between an older person feeling alone and vulnerable or supported and secure**

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 having a collection at your local pub, or getting involved in one of our local community fundraisers like a supermarket bag pack. Whether you give of your time, funds (or both!) your contribution is immensely valuable in helping us support more older people in Sutton every day.



Supporting Age UK Sutton

Do more

Age UK Sutton

There are many ways you can support Age UK Sutton to help us to continue providing valuable services, activities and events for older people in Sutton

I would like to hear more about (tick all that apply):

- Volunteering
- Services, activities & events
- Supporting Age UK Sutton

Name:

Telephone number:

Email address:

Address:

- Tick here if you are happy for us store your details so that we can contact you about the above opportunities.

Please return to:

Age UK Sutton 1 / 2 Lower Square, St Nicholas Way, Sutton, SM1 1EA

Or get in touch:

T: 020 8770 4090 • E: info@ageuksutton.org.uk • www.ageuksutton.org.uk



Mayor of Sutton Jean Crosby, Asda Community Champion Tracey Jacques, and Age UK Sutton staff, volunteers and clients got together in March to star our first 'Big Knit' - raising funds for our vital work here in Sutton

How can **you** help us to make Sutton a great place to grow older?



Age UK Sutton

1 / 2 Lower Square
St Nicholas Way
Sutton SM1 1EA

T 020 8770 5360

E centralservices@ageuksutton.org.uk

W www.ageuk.org.uk/sutton

