



Katie Boulter, three-time WTA
tour winner, visits Age UK
Sutton's Walking Tennis Group

Impact Report 2024-2025

Year in numbers

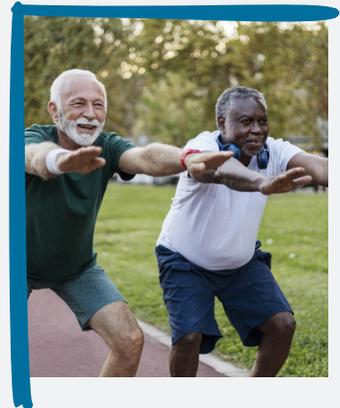
Age UK Sutton is an independent charity supporting older people in Sutton to live well in later life. We provide trusted advice, information and practical support on finances, health and care, combining national expertise with local knowledge to deliver high-quality services that make a real difference

We supported **3,765** people



Across all of our services

This represents a 17% increase over the previous year - through delivery in our Information and Advice service, through to Help at Home, Home from Hospital, our Dementia service and the final year of our Let's Connect loneliness, isolation and community activity and connection programme.



Representing 1,300 more than previous years, a 28% increase, reflecting that our teams have been supporting people with more complex and in-depth pieces of work and support, many touching different parts of Age UK Sutton services.

6,037 referrals were made

34,179 contacts

Our work meant that we had over 34,000 individual contacts with clients, or on behalf of clients. On average this meant that for each client, we made over 9 calls to ensure they were supported by the right team or organisation to help them with their issue or area of enquiry.



34% of our clients live alone

A group who often have no one else to support them to age and live well. Our teams can support them to navigate their enquiry to ensure they feel safe and are enabled to live well as they age.

1,274 of our clients live alone

Our services



Dementia Hub

Our Dementia Service brings peace of mind to individuals and their families by providing expert, personalised community based support every step of the way, ensuring nobody feels alone. This service launched in 2024 and our Dementia Advisers supported **505** unique people in the first year!

178 of these clients attended Dementia Peer Support Groups, with an average of 51 monthly attendees

Community Support

Our team provides free, trusted information, advice and guidance - accredited through the Advice Quality Standards - on topics ranging from benefits and housing to health, care options and rights.

This year saw a 24% increase in people accessing the service, to 2,588 unique people.

£3.2 million

back into the pockets of the older people we support, a record high for Age UK Sutton



Let's Connect

Let's Connect supported individuals to combat loneliness and isolation, foster independence and build lasting community connections. The service combined 1:1 support, small and large groups and activities and regular community outreach. Parts of this programme have now moved under our Prevention & Wellbeing service. [You can read a full report on the Let's Connect programme here](#)

720 unique people were supported through the Let's Connect programme



Help at Home

Our Help at Home service offers personalised support for older people to live comfortably and independently in their own homes. Services include help with shopping, cleaning, light meal preparation, attending appointments and companionship. Across 2024-25, the service supported **264** customers and employed **35** support workers.

Support Workers made 11,000 visits totaling 17,405 hours!

Home from Hospital

The Home from Hospital service helped older people to get settled back home after a hospital discharge. Clients needs were assessed and supported with wellbeing calls and welfare checks. In 2024-25 the service supported **422** people and made **388** referrals



Mental Health Support

Our Mental Health Support service offers peer support groups and talking therapies for older people living with diagnosed or undiagnosed mental health conditions. Connecting with individuals on a personal level, offering compassionate, confidential support to help them feel heard, understood and supported.



163 clients were supported by our Wellbeing Navigator and Mental Health Support Workers

Volunteering

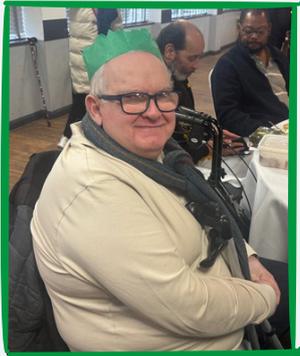
Volunteers are essential to the delivery of our core work and services for older people in the community. Volunteers support with groups, run activities, triage calls, greet guests on reception, advise as our Trustees & connect with our clients. **77** volunteers gave us over **4,700** hours in 2024-25. [You can read more about our volunteer impact here.](#)



We estimate the value of this time to be £103,400 including the value of social and wellbeing benefits

Client Outcomes

Clients reported **positive** outcomes against their set **personal goals**



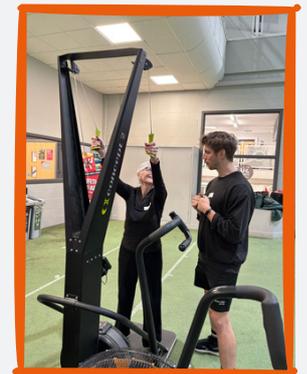
Reach across all communities was recorded and improved against previous years

Improved financial resilience and ability to cope was reported by clients across all services, but particularly within Community Support



Clients reported **improved physical and mental health**, particularly within Let's Connect, Mental Health and Dementia services

People's **confidence and wellbeing increased** especially through the activities under Let's Connect



Across all services, there was a **reduction in isolation and loneliness**



An **improved confidence** in managing at home reported by Community Support clients

Clients of Home from Hospital had **increased resilience** following a stay in hospital

Through our Digital programme, Volunteering, Home from Hospital and Community Support, there were **improved feelings of connection**



We **prevented declining health** through increased **community engagement**

Organisational outcomes

Achieved the AQS recognition which identifies excellent practice in delivery of regulated I&A



Excellent feedback - over 90% satisfaction received for the services we delivered



Improved operational processes across all services leading to capacity targets being met and stretched

Improved reach to new professional colleagues

Improved pathways to support and care through development of the dementia service, HFH and LC, including access to other community activities and providers

Achieved the Investors in Volunteering award

