**Introduction**

I am pleased to have the opportunity once again to provide the introduction to our Annual Review, which I encourage you to read.

This year we are celebrating our 25th year as a local charity in Hillingdon and we can be justly proud of our achievements, especially during these financially difficult and uncertain times. Fortunately we succeeded in securing three local authority contracts this year, which has allowed us to continue to provide our practical support, information and advice, and our social and well being services.

So, not only have we been able to retain all of our existing services, used this year by more than 11,000 older people, we have also introduced three new and innovative services; Falls Prevention, Primary Care Navigator and Take Home and Settle.

During this time of change and challenge I would like to thank all staff and volunteers for their continuing commitment. We could not offer our services without the enthusiastic input of our 316 volunteers who contributed in excess of 36,000 hours. Many services would have to be lost altogether without our volunteers and certainly all would be poorer without them.

In acknowledging the enormous value of volunteers, it is appropriate that I should mention the death, earlier this year, of Age UK Hillingdon’s first Chair of Trustees, Tom Morgan. At his funeral in January, it was humbling to hear stories of his lifetime of service in the whole community and we continue to be grateful to Tom for all the years he gave to us.

We are also grateful to our supporters and donors for the invaluable part they play, some of whom give professional services on a pro bono basis. However as with volunteers, we are always looking to attract new donors and partners to enable us to continue our work and respond to changing service needs.

As we look forward to the next 25 years we are very aware that not only will the number of people reaching older age increase, but so also will their needs and aspirations for a positive, safe and fulfilling later life. We must therefore continue to adapt what we offer, to address concerns particularly related to ill health, financial hardship and loneliness.

Finally, I would say once again to our staff and volunteers, it is your dedication and enthusiasm that is helping to improve later life for older people in Hillingdon; thank you.

Mrs Chris Beatty, Chair of Trustees


**Information and Advice**

Enabling choice and control by offering free, independent information and advice on all issues of concern to older people, their families and carers

Improving quality of life by helping to ensure that our clients receive all the benefits, allowances and pensions and grants to which they are entitled

Helping to provide peace of mind by providing a Will Writing Service so older people can ensure their wishes are carried out
Our Information and Advice services were provided over the telephone, by email, from our website and from our three centres in Hayes, Uxbridge and Ruislip. We also provided advice to older people in their own homes and distributed information at local events.

We responded to 5,846 enquiries from 3,129 older people across the Borough. The Black and Minority Ethnic (BME) Access service also provided advice in Somali, Arabic, Punjabi and Hindi and held monthly forums. 179 elders were supported to access services in health, social care and housing.

The Welfare Benefits service helped 948 people with benefit enquiries. 485 people affected by rising prices and falling interest on savings benefited from a Financial Health Check. A total of £1.1m was secured in previously unclaimed benefits. Thanks to the generosity of two local firms of solicitors our free Will Writing service helped 154 older people with preparing their wills.

25 volunteers gave 4176 hours of their time to our Information and Advice services, for which we are extremely grateful.
Home and Hospital Support

Supporting older people to live well in their own homes by providing practical help

Helping maintain independence by providing Hospital and GP support services

Building confidence, reducing falls and helping prevent hospital admissions
375 clients used our Helping Hands and Willing Hands services for a wide variety of tasks to help at home

2,355 jobs were completed by our Handymen to ensure our clients’ homes were well maintained and safe

4,944 interventions were carried out by our team in Accident and Emergency

Our new Falls Prevention service was launched in June 2013. The service provides information, equipment and exercise programmes tailored to the needs of the individual. 703 people were given information about preventing falls. 66 people received home visits and 100 items of equipment were issued.

Our Primary Care Navigator service was established as a pilot programme to help reduce unnecessary admissions to hospital and visits to GP practices. In 2014-15 the team is being expanded from one to six. Referrals are made through the GP practices to the Navigator(s) who assess needs and then signpost, refer and support patients to access resources and agencies in the community. 134 people aged over 55 with a long-term health condition used this new service.

8 volunteers in our Home from Hospital service provided support to 518 older people in their own homes to aid their recovery following a hospital visit.

The Take Home and Settle service started in January 2014 and works with The Hillingdon Hospital’s ‘HomeSafe’ team. 26 people were escorted and supported to settle back home after discharge from the hospital.
Socialising and Staying Well

Supporting older people to remain well and active by providing many lifestyle and socialising activities in venues across the Borough

Maintaining independence, building confidence, making friends and having fun

Preventing loneliness and isolation which may lead to depression
We provide a range of services across the Borough to help reduce isolation and support older people to maintain active and healthy lifestyles.

Our “Fit for the Future” project, funded by the Big Lottery, helps raise awareness of activities that are available in the community and sets up exercise classes and walking groups where there is a need. The target of 150 clients was exceeded.

Our seven Ageing Well groups are held weekly in sheltered housing schemes but open to older people in the wider community. Two members of staff and fifteen trained volunteers support 161 members from many different cultures to enjoy an afternoon of socialising, refreshments and exercise.

A new Living Well with Dementia group provides a weekly opportunity for carers and people living with dementia, to socialise, enjoy activities and a healthy lunch. This group is run in partnership with the Alzheimer’s Society and Royal Voluntary Service.

Seventy seven volunteers provided 6,474 hours of befriending support to 106 housebound older people who were not able to join our groups and clubs.
Delivering our objectives

Working with health and social care partners to develop and promote access to services that can prevent long term health conditions and support those who have developed health problems to manage their health better

Review the contributions our service users make towards the cost of some activities to ensure equity and value for money across the services

Continue to explore opportunities to reduce costs through sharing costs with our neighbouring Age UK organisations and implementing new systems and structures that improve productivity and bring more resources to older people

Collaborate with other voluntary sector advice agencies to develop information pathways that are sustainable and meet the needs of Hillingdon residents
11,810 older people benefited from our services in 2013/14

39,936 hours of time were given during the year by our 316 volunteers, many of whom are involved with more than one project

£187,675 of income was generated from shop sales

Managing Health
We piloted three innovative services: Falls Prevention Primary Care Navigators and Take Home and Settle. We are now working to turn them into sustainable, permanent services.

Service Charges
Following a review, charges for our Willing Hands Service are reduced from April 2014 as part of the Help at Home service.

Working with others
We worked with 3 neighbouring Age UKs to develop a joint Home Help service. While this approach did not prove viable, learning from this experience helped us to combine our Helping Hands and Willing Hands services into a new Help at Home service.

Improving access to Information and Advice
Working with Hillingdon Association of Voluntary Services (HAVS), Hillingdon CAB, Disablement Association Hillingdon (DASH), Hillingdon Carers, Hillingdon MIND and Hillingdon Women’s Centre we have set up the Hillingdon Advice for Residents Partnership (HARP). The partnership, which is funded by Big Lottery aims to increase capacity and access to advice for all Hillingdon residents.
Financial Review

Income
Income in the year was up 6% to £1,725,648

Expenditure
Expenditure was up by almost 17% to £1,684,565

Balances
There was a surplus balance of income against expenditure of £41,083 and unrestricted funds increased by 10% to £394,331

Further information

The financial information in this Annual Review is not statutory information but provides a summary of our finances for the year. The information is taken from the Trustees Report but does not contain the full text of the report. The statement in the Auditor’s Report was unqualified.

The full statutory financial statements of the charity for the year to 31 March 2014 have been audited and approved and copies are available on request from 2 Chapel Court, 126 Church Road, Hayes, UB3 2LW
**Trustees**
The trustees, who are also Directors of the Company and held office during the year, are as follows:-

Mrs. Christine Beatty (Chair)
Mrs. Joan Beavington (Vice Chair)
Mr. Roger Calverley (Honorary Treasurer)
Mr. Tony Valentine
Mrs. Betty Arrol
Ms. Smruti Patel
Mr. Ian Edwards
Mr. Neil Franklin – elected 24 October 2013
Ms Anne Hogan-Smith – co-opted 10 September 2014

**Honorary President**
The Mayor of Hillingdon

**Chief Officer and Company Secretary**
Christine Commerford to April 2014
Sharon Trimby Acting CEO – May 2014
Peter Okali from June 2014

**Senior Management Team**
Director of Support and Enterprise Services
Sharon Trimby

Director of Community Services
Cathie Kennedy

Age UK Hillingdon is a trading name of Age Concern Hillingdon which is a registered charity (number 1051711) and company limited by guarantee.
Registered in England and Wales number 3136052
Help us to make later life better in Hillingdon

If you would like to help us continue our work, please complete the donation form below with a gift of whatever you can afford and return it to:
Lesley McGinty, Age UK Hillingdon, 2 Chapel Court, 126 Church Road, Hayes UB3 2LW

If you are a UK tax payer, please also complete the Gift Aid Declaration below so that we can increase the value of your donation by 25% via HMRC

You can also make a donation online or sign up to a regular donation by going to www.justgiving.com/age-uk-hillingdon

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I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give.

Signature .................................................................................................................. Date ..........................................................

Please notify Age UK Hillingdon if you:
Want to cancel this declaration or change your name or home address or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self Assessment tax return or ask HM Revenue and Customs to adjust your tax code.