

Update

*The latest on what you
have helped us achieve*

January 2018

You've helped to change lives

Every year, we help millions of older people by providing support, companionship and advice. Last year, your generosity helped us to:

Reach 7.5 million people with information and advice – more than ever before!

A record 4.5 million people visited the advice pages of our website; our national Advice Line was open every day to be there for older people and their families; and more than 1 million information guides were available through Age UK shops, local Age UKs, hospitals and GP surgeries.

Campaign to protect older people

Thousands of you helped put pressure on the Government to consider the needs of older people, from protecting Attendance Allowance to pledging to end loneliness. And thanks to everyone who campaigned for us during the General Election, we now have 137 Age Champion MPs in parliament who have promised to help us address the problems older people face. Find out more about campaigning with Age UK by visiting www.ageuk.org.uk/campaign. You can also read about our new 'Painful Journeys' campaign overleaf.



Combat loneliness amongst older people

We know that loneliness affects millions of older people, which is why we run campaigns and provide services to make sure they have someone to turn to. Our Christmas 'No one should have no one' campaign – which you can read about overleaf – got the nation talking about this important issue. With your support, we've also been able to fund groundbreaking work to end loneliness. For example, your gifts helped to run a successful pilot programme helping local Age UKs to identify and support lonely older people in their communities.

Thank you for helping us to be there for older people

Keeping Winter Wrapped Up

Many of us find the winter months a struggle, but the cold weather can be especially risky for older people. As we age, our bodies respond differently to the cold and this can leave us more vulnerable to illness and infection.

Thankfully your support helps us offer crucial advice and support to help older people stay safe and well at this time of year:

Every year, our *Winter Wrapped Up* guides are delivered to thousands of people across the UK, to help them prepare for winter and avoid the health risks associated with cold weather. Sadly there's a lot of misinformation out there, and many people have heard myths about coping in winter which can do more harm than good.

With your support, we are able to make sure up-to-date and accurate information is available – and it's all contained in an easy-to-read format.



If you know someone who may benefit from our *Winter Wrapped Up* guide, you can request a free copy by calling **0800 169 65 65**.


You can also find the information online by visiting www.ageuk.org.uk/winter



Whilst our Advice Line is open 365 days a year to be there for older people, we know that our support is needed the most during the winter months. From October 2016 to February 2017, your support meant we were able to answer:

 **1,878**

calls requesting our *Winter Wrapped Up* guides.

 **893**

calls from people needing advice about heating their homes.

 **1,003**

calls about saving energy during the winter months.

Ways to donate to Age UK

1 Call 0800 169 87 87 | **2 Visit www.ageuk.org.uk/update**



Your gifts help older people like Margaret stay warm

Margaret called the Age UK Advice Line after her boiler broke down and she was worried about staying warm. She told us she was very cold and was relying on an oil heater to keep one room warm.

Thankfully, we could be there for Margaret. An Age UK adviser put Margaret in touch with her local Age UK who were able to give advice on paying for her boiler repair, and gave her information on finding emergency support if she needed it.

Thank you for helping us to be there during the winter months, and all year round. Your generosity makes a vital difference.

How little hats are fighting loneliness

The innocent Big Knit campaign was back for another year. Throughout October, innocent smoothies across the UK were wearing little woolly hats. As well as brightening up everyone's supermarket shelves, each bottle sold raised money for the Age UK network.

Every single hat was knitted by our wonderful supporters, and we would like to say a big 'thank you' to everyone who took part. You knitted close to 1.7 million hats which could raise an incredible £425,000 for Age UK.



Visit www.ageuk.org.uk/bigknit to see how those little hats help us to fight loneliness.

Ways to donate to Age UK

1 Call 0800 169 87 87 **2** Visit www.ageuk.org.uk/update

No one should have no one at Christmas

You may have spotted our adverts on television or public transport before Christmas as part of our 'No one should have no one' campaign. Over a million older people say they often or always feel lonely, and while loneliness can affect people all year round, it is especially heartbreaking to know someone might be spending Christmas without family or friends around them.

Fortunately, we knew we could rely on your generosity to help us be there for people. Thousands of you donated this Christmas, meaning more older people will have someone to turn to. Thank you!



Roy, 85, was one of the stars of our 'No one should have no one' campaign this Christmas.

Our Love Later Life Hero

This month's Love Later Life Hero will be a familiar face to those of you who saw our television advert this Christmas.

Roy, 85, struggled with loneliness after his wife died. Fortunately, he was able to join Age UK's Call in Time befriending service. He's so grateful for the difference these calls have made, that he wanted to let others know how they can find companionship and support through Age UK.

Roy told us he had a great time filming the TV advert and said he 'felt like a million bucks'. Thank you Roy for sharing your story with the nation and reminding us that no one should have no one!

Do you know a Love Later Life Hero? You can nominate them by writing to Rebecca Alton at the address overleaf or email newsletter@ageuk.org.uk

Love Christmas

Thank you to everyone who joined us at this year's Love Christmas carol concert. We had a wonderful festive evening with performances from our line-up of fantastic celebrities and performers. Most importantly, the event raised over £60,000 to help older people facing later life alone. You can find out more by visiting www.ageuk.org.uk/lovechristmas

Ways to donate to Age UK

1 Call **0800 169 87 87** **2** Visit www.ageuk.org.uk/update

It's time to end Painful Journeys

You may have heard from older family members or friends this Christmas about the difficulties they face making crucial hospital visits – and they're not alone. Our recent survey has found that 1.45 million people aged 65+ find it 'difficult or very difficult' to travel to hospital appointments. In many cases, it means making a complicated journey alone, and feeling anxious about not getting there on time.

We've launched our 'Painful Journeys' campaign to ensure hospital transport works for vulnerable older people.

Peter's Story

Peter, 79, makes a painful journey to hospital every week.

'I have a disease which makes me pass out in cold weather and affects my mobility. I have to travel to hospital for weekly blood tests. To get to hospital, I take three buses. But over this last year, it has been too stressful. My condition gives me awful balance, so I'm always falling over. It's painful walking between buses.

Amazingly, I don't qualify for hospital transport. I'm forced to take taxis, which costs me a lot. I've spent £720 on taxis to hospitals in the last 18 months alone – that hurts.'

Please help make sure Peter and others like him don't have to make such painful journeys to and from hospital. We're asking that the Government urgently reviews the way older people travel to and from hospital.



'I've spent £720 on taxis to hospitals in the last 18 months alone.'

You can take action by visiting www.ageuk.org.uk/painfuljourneys, or call our Supporter Services Team on **0800 169 8787** to find out how you can support our campaigns.

Coming together For Later Life

The annual Age UK For Later Life conference is open to anyone interested in research or services to help older people.

This year's conference will focus on 'A Later Life Worth Living', and will be bringing together policy makers, professionals and businesses to look at how older people from all walks of life can have the support they need to enjoy later life.

The conference takes place on Wednesday 5 September 2018 in London, but there are only a few weeks left to make the most of our 'early bird' discount, ending 2 March 2018. You can purchase tickets at www.ageuk.org.uk/forlaterlife



Ways to donate to Age UK

1 Call 0800 169 87 87 **2 Visit www.ageuk.org.uk/update**

Where would we be without Age UK?

Over the years, gifts that our kind supporters have left us in their will have made a vital difference to millions of older people in the UK.

Nearly half of our donated income comes from gifts in wills, and each gift, whatever its size, plays an important role in helping people with the challenges they face in later life.

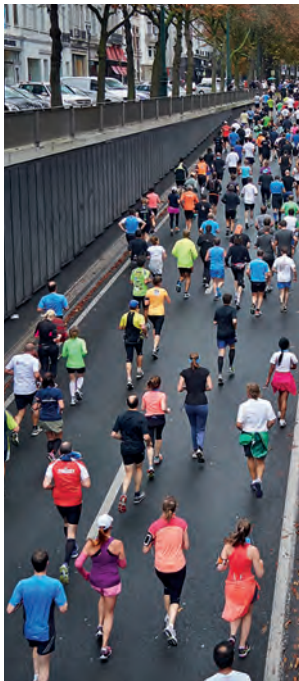
Anne from the North West decided to leave a gift to Age UK in her will. 'Thank goodness for the wonderful work they do,' she says. 'Where would we be without them? I know that the gift in my will can help to make sure the next generation of older people will have someone who's there for them, to speak and campaign on their behalf, just as my generation has.'



Anne is helping more people make the most of later life through a gift in her will.

I also know that even after I'm gone I'll still be supporting one of my favourite charities.'

If you'd like to learn more about leaving a gift in your will to Age UK, please get in touch with our Legacy Team on **020 3033 1421**, email legacies@ageuk.org.uk or request our free guide at www.ageuk.org.uk/legacyguide



Looking for a challenge?

Taking part in a challenge event is a great way to reach your goals, have fun and raise money to help older people. Here are some of the events on offer this year:

Vitality 10K

Join thousands of others running for great causes through London's most famous landmarks. We're looking for people to run and raise money for Team Age UK at this year's Vitality London 10K on 28 May. You can find out more by visiting www.ageuk.org.uk/vitality10k

Leeds Abbey Dash

The Leeds Abbey Dash is back again on 4 November 2018 and we have opened our registration early to ensure that no one misses out. This 10K run is a firm favourite for beginners and elite athletes alike for its flat, personal best-busting course. Register now to take advantage of our super early bird discount, by visiting www.ageuk.org.uk/dash

Individuals' names and images have been changed to protect identity

Age UK includes the charity, its charitable and trading subsidiaries, and national charities (Age Cymru, Age Scotland and Age NI). Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is Tavis House, 1-6 Tavistock Square, London WC1H 9NA. Age UK provides a range of services and your gift will go wherever the need is greatest. ID203751 01/18

Thank you for helping us to be there for older people