

ANNUAL REVIEW 19/20



**AGE**  
*Concern*  
Epsom & Ewell

Helping Older People Feel Less Alone



## MESSAGE FROM OUR CHAIRMAN

It has been my first year as Chairman of the Board of Trustees for Age Concern, Epsom and Ewell, and I must admit it has been a privilege to be involved with a group of staff, volunteers and trustees who have unbounded enthusiasm and motivation for ensuring all our clients get the finest service we can offer them.

The trustees were tasked with reviewing all the services currently provided and as we have a large number of new trustees, it would be a useful exercise in allowing them to get a better understanding of the work involved. Bearing in mind that we do not receive any direct external funding it is mainly down to the fees and charges for the services provided, fundraising and legacy donations to keep the charity up and running. That said, the reviews were expected to be critical in areas where improvements could be made, questioning the need for the services provided and gauging whether fees and charges could be raised. All the reviews had been completed by various trustees and a date had been agreed to spend time going through the recommendations. Then we were hit with the lockdown!

Even though the AGM is concerned with activities in the period 1 April 2019 to 31 March 2020, the lockdown commenced on 23 March 2020 and it is important that I make a few observations of how the services have managed so far and will do going forward. In the first few weeks of the lockdown, staff and volunteers managed to cover 623 emergency shops, 480 prescription pick-ups and received 2384 Covid-19 related calls. There have been 56 new volunteers come forward, 23 of which have become befrienders.

The current situation has forced Dorah May and her team to look at different ways to provide our services, which due to their enthusiasm and motivation is working. We are now in a situation going forward that we can adopt some of the new ways of working and the trustees will need to revisit the reviews when we hopefully get back to some form of normality.

I look to the future with a good degree of confidence for the service continuation especially as our profile has risen with Surrey County Council, Epsom and Ewell Borough Council and the area Member of Parliament, who now realise much more how important our work is in supporting the older generation in the borough of Epsom and Ewell.

Doug Earle



## MESSAGE FROM OUR CHIEF OFFICER

It really has been a year full of **communicating** with people throughout our Borough. It could be **communicating** with the older generation or family members with concerns to our Information & Advice desk. Questions may be *"I am worried about my Mum"* *"Please could you help me to apply for a Blue Badge"* or sending out a list of local gardeners, cleaners or care agencies for those looking for that bit of extra help.

**Communications** came via our Home Visiting service survey from very happy clients expressing how the *"Attendance Allowance has enabled me to buy certain things that have made life easier"* and *"The Blue Badge is wonderful and enables me to go out more"*

Our volunteer Befrienders **communicate** weekly with the lonely and isolated. We have received lovely messages not only from those befriended *"I lost my husband & son, so I was very lonely when they both died, now I look forward to my Befriender coming."* but also, from the befrienders *"It has worked well for both of us. We are good friends."*

Our Medical Transport service is run by an amazing band of volunteer drivers and receptionists on our transport desk.

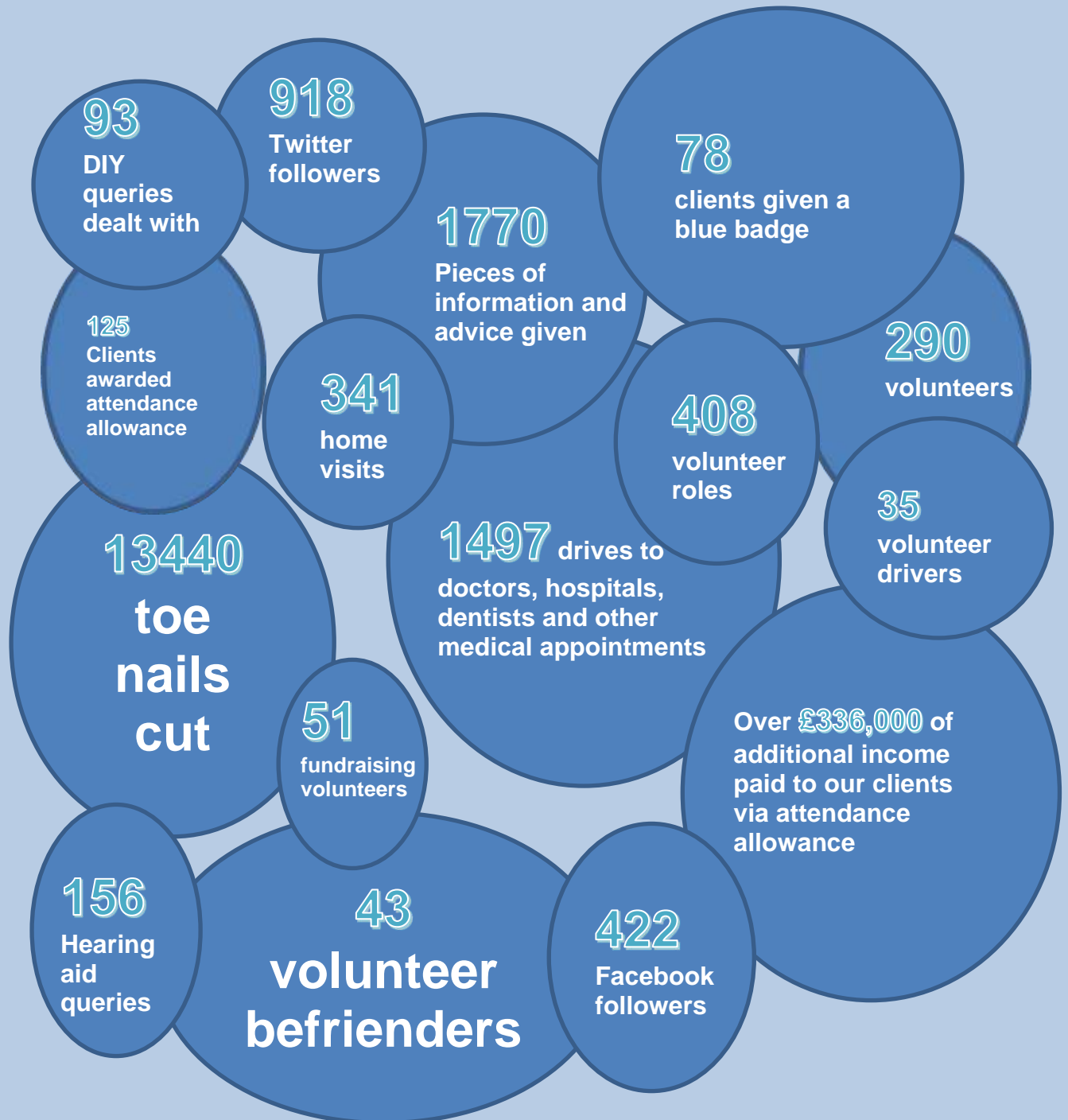
**Communicating** whilst driving to an appointment may be the only time that the client has to chat with someone during their day. *"Please send my thanks to Stewart, I really appreciated his care and the lift"* *"It was so reassuring to have someone waiting for me that I knew would get me home safely and if anything went wrong they would look after me."* Such heart-warming comments from our clients. These **communications** enable us to reach out to an ever-increasing ageing population in our borough and empower them to live the most fulfilling lives they can.

Fundraising saw supporters **communicating** when catching up with each other at our fundraising Curry Night or singing favourite Christmas Carols when supporting the Ewell Rotary Santa Sleigh street collection. Funding received from Councillor John Beckett enabled us to design and print an up to date new style brochure **communicating** our services through the written word. And fun **communications** were had at our yearly Comedy @ the College event.

My year has been full of **communicating** with such supportive staff, volunteers and clients and I would like to thank them for their invaluable support, we couldn't have had such a productive year without them all!! I am really looking forward to the year ahead and hope you find our review of the year an insight into the **communications** we make.

Dorah May Hancock

# 2019/20 Our Year in Numbers



# INFORMATION & ADVICE



*Sue Says ...*

"A little more conversation is always good if you are worried about someone. It's not always easy, but an honest conversation can be vital if someone's struggling in later life"

Call us on 01372 732 456  
Mon-Fri 9.30am-1pm

**AGE** Epson & Small  
*Concern*  
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## CASE STUDY

Mr & Mrs S – 94 years & 90 years, self-referral

Mrs S contacted the I&A team to enquire about adaptations in the home and details were sent out to her. Sue followed up this contact to find out more about Mr & Mrs S who have various conditions. Mr S has a history of falls so Sue suggested that they request a falls assessment from the GP. Sue also referred them for an OT assessment and sent the information about adaptations and stairlifts.

Mr & Mrs S received an OT assessment who arranged for some adaptations to be fitted and they have also decided to buy a stairlift. When Sue enquired about the progress of the OT assessment, she also suggested that Mr S might be eligible for Attendance Allowance and it may be helpful to have a Blue Badge form too. A Home Visit has been arranged for Mr & Mrs S.



Meet Sue  
Merchant our  
I&A Officer

# HOME VISITING



## Meet Mary our Home Visitor

“She took all the worry away about filling in the forms”

“She applied for an additional allowance for me and now I am not so worried about money”

It would have been indeed difficult for me to do on my own

An enquiry through the I&A team may result in a home visit. Our Home Visitor Mary helps to obtain Blue Badges for parking and the Attendance Allowance benefit enabling people to have funds to help make life easier for themselves. Mary assesses clients' needs in their own surroundings often resulting in finding out that a client has more needs than originally thought and referrals to the Occupational Therapist team, Social Services and specialist organisations can be made.



# BEFRIENDING SERVICE

“She  
brightens  
up my  
day!”



Meet Gloria Fox our Social  
Support Co Ordinator  
responsible for Befriending  
and Sunday Teas

Loneliness is a national problem and Age Concern Epsom & Ewell strives to tackle this challenge for older people in the borough. Our befriending service is a key way of providing older individuals with a volunteer who wants to spend quality time with them each week. Volunteers and clients often end up becoming close friends.



“I signed up for befriending service and began visiting a truly amazing lady at the beginning of last year. I so look forward to the time I spend with her and can't thank her enough for her wonderful company. The chance to share our experiences, talk about our families and just generally have a chat and a giggle brightens my week!” -Volunteer



# SUNDAY TEAS

“It is lovely to have something to go out to on a weekend and to meet lots of great people.”





The Sunday tea involves a combination of socialising, activities and entertainment along with a full afternoon tea! Entertainments include quizzes and singalongs and special occasions are celebrated like the yearly Christmas party! Clients are driven to the venue and home again and are able to enjoy the company of others in a safe and welcoming environment. The social aspect of Sunday teas reaches out to clients who feel lonely and want some company giving them the opportunity of making new friends.



**“I get very lonely and love coming to the Sunday teas so that I can talk to people and have a good time!”**

# OUR MEDICAL TRANSPORT SERVICE



“Thank you to your drivers who have driven and escorted me safely to and from my various destinations. Long may you continue in your good work. I, for one, would be lost without your help.”

Stuart Kendrick



“I wanted to express my thanks to my lovely driver who managed to navigate the terrible traffic and the complicated corridors of the hospital to get me to my appointment on time. His patience and good humour were priceless, and I wanted you to know.”- Stuart’s Client

“Many thanks for your assistance, it has been very much appreciated. Your drivers are so courteous and very helpful which is very much a help as I am disabled. Your telephone helpers make it a pleasure to speak to. Thank you once more.”



Meet Mo Johnson our Office Manager responsible for Transport



“The transport service couldn’t be better”



# THE FOOT CLINIC

“ if your feet are happy, you are happy. ”



Based at the Community and Wellbeing Centre Sefton Road, our practitioners Lorna and Julie cut toe nails, file skin, and give advice on foot care. There is a one off registration fee including instruments and a charge is then made per visit.



“I can afford to get my feet regularly looked after and it has made such a difference to how I get around”



## OUR WILL WRITING SERVICE

**Write your Will and help a charity**

Ewell based, Lewis & Dick offer a professional Will Writing service in return for a small suggested donation of £50 to Age Concern Epsom & Ewell.

It's inexpensive and it helps older people in the Borough too.

Call 01372 732456 to book your appointment.

Have you considered leaving a LEGACY in your Will? Giving to a charity in your Will is not only a lifeline for smaller charities but also has tax benefits for your beneficiaries.

We are very thankful to past legacies that have enabled us to continue our work. Their Legacy really was our Future.




## OUR DIY SERVICE

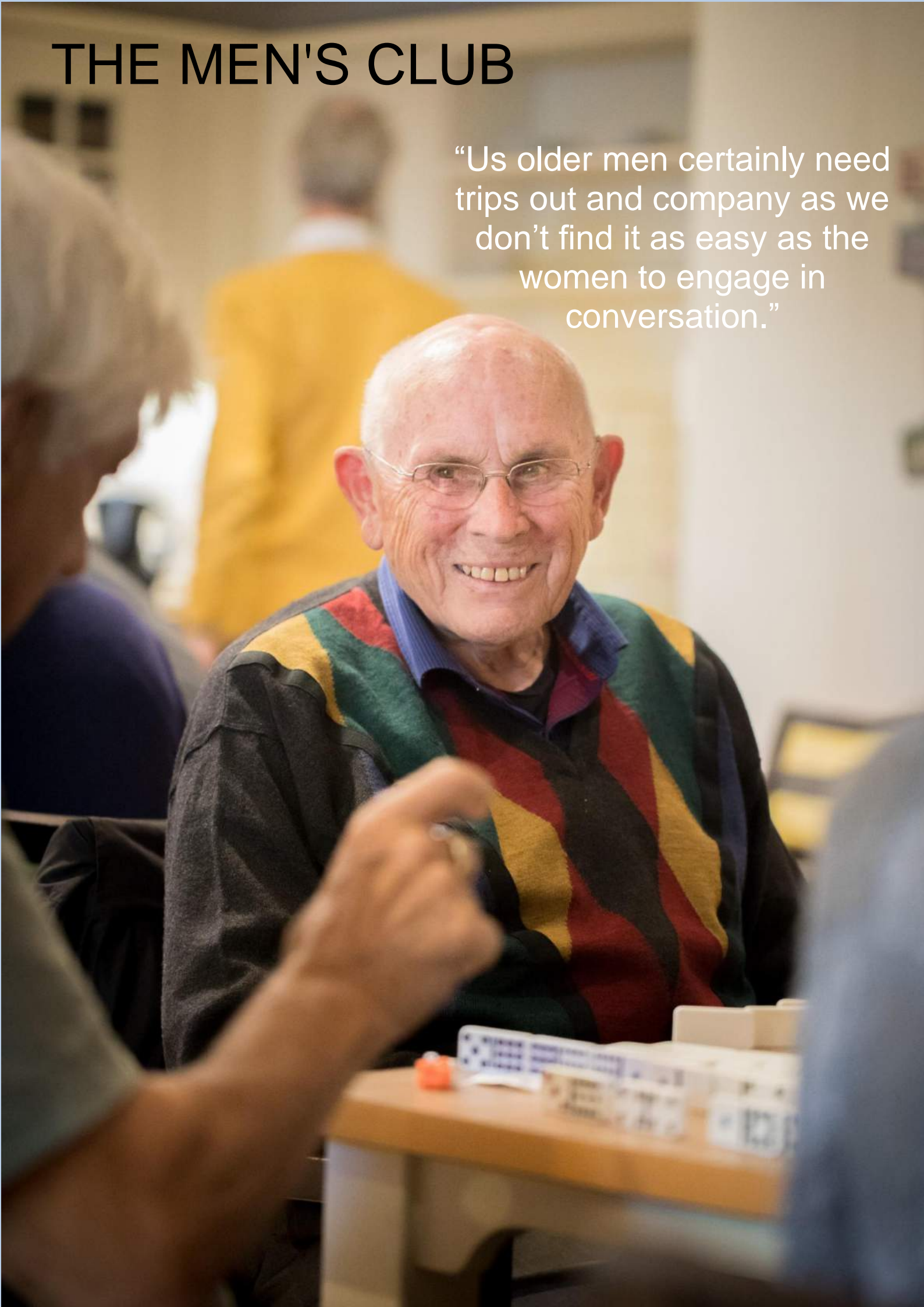
We offer a DIY Service for those simple jobs such as putting up shelves, curtain poles etc or gardening. A small charge is made per visit.



Dear M  
Mrs M from 12 S Drive, rang to say how thrilled she was with the work you had done and what a nice man you were!

# THE MEN'S CLUB

“Us older men certainly need trips out and company as we don't find it as easy as the women to engage in conversation.”



“Helping out as a volunteer at the Epsom Men’s Group enables me to increase my social circle with companionship and interesting conversations with older men, who live in our community, that I would not usually have the opportunity to interact with. The Age Concern Men’s Group is a fabulous way of bringing people together over lunch, at outings and events. This group is one of my ways of giving my time to help reduce the isolation of others.”



“The Men’s group has been a blessing in a sea of utter confusion after the death of my wife.”



# IT CLUB

“I can now use my computer to talk to my daughter in Australia”

Our band of IT volunteers help clients to make better use of their computer, tablet, smart phone etc either by 1-2-1 support, Ipad training sessions or at our monthly computer club. A small charge is made per visit.

# FUNDRAISING ACTIVITIES



Meet Charlotte  
our Fundraiser



# WE LOVE OUR VOLUNTEERS

DRUM ROLL, please.



Meet Dawn Collier our  
Volunteer Co Ordinator

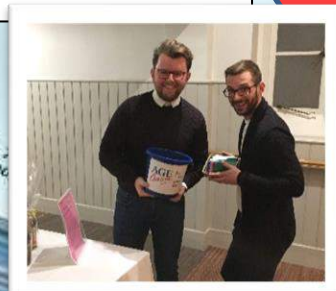


I am glad I got involved – I feel I really am making a difference



You get to a certain age and you realise life isn't just about making money – It's good to put some effort into something else

"I am young but there seems to be quite a lot of volunteers working for Age Concern who are my age – I was quite surprised!"



Call 01372 2...  
9.30am till 1.00





Thank you for all your generosity and support:  
Volunteers  
Clients  
Business Supporters & Sponsors  
Trustees  
Staff

**YOU ARE MAKING A DIFFERENCE**

The Old Town Hall, The Parade, Epsom KT18 5AG  
E mail: [info@ageconcernepsom.org.uk](mailto:info@ageconcernepsom.org.uk)  
Facebook: [www.facebook.com/ageconcernepsom](http://www.facebook.com/ageconcernepsom)  
Twitter@ageconcernepsom

You can find information on all our services at  
[www.ageconcernepsom.org.uk](http://www.ageconcernepsom.org.uk)

Please call to speak to us 9.30-1pm Monday to Friday

**01372 732456**

Charity number 1139652