

ANNUAL REVIEW 20/21



AGE
Concern
Epsom & Ewell

Helping Older People Feel Less Alone



MESSAGE FROM OUR CHAIRMAN

The year ending March 2021 has been a very demanding one for staff, volunteers and not forgetting our clients who have experienced what we hope is a once in a lifetime event. The Covid 19 pandemic, the global pandemic has challenged the staff and volunteers of Age Concern, Epsom and Ewell to ensure the welfare of all our clients has been considered and that communication lines were kept open to enable successful monitoring of each and every client as much as possible in the circumstances.

Going forward there are lessons to be learnt and reviews necessary to ensure resources are available and ensure our priorities are clear. Getting the services back on track and hopefully back to some sort of normality is essential and the team of staff and volunteers are all signed up to this. During the initial lockdown in 2020 emergency shops were undertaken for clients, prescriptions were collected and calls into the office relating to the pandemic were dealt with. It was very fortunate that the number of volunteers increased which was extremely helpful in dealing with the increased workload.

The Board of Trustees are looking to strengthen their skills base by recruiting new Trustees who have business, human resource and fundraising experience. Unfortunately, during 2020/21 fundraising took a direct hit due to the necessary cancellation of events that we would have expected to give much needed funds to the charity. During 2021/22 it is hoped to reverse this position and some really exciting events are being programmed involving Trek up and down Mount Snowden, a Golf Day at the RAC Old Course in Epsom and an event to commemorate the Queen's Platinum Jubilee!

During 2020/21 the staff and volunteers at Age Concern Epsom and Ewell have worked tirelessly and with an abundance of enthusiasm to ensure the clients received the best service deliverable in the difficult circumstances. We are all aware that the circumstances that were present contained a high risk to the individual's welfare. Regardless, our army of staff and volunteers delivered in an efficient and effective manner. On behalf of all the Trustees, a very big "Thank You" to everyone involved.

Although the current climate is fairly unclear due to the pandemic, the Trustees feel confident that they can work together with the staff and volunteers to achieve the charity's goals and aims. I look to the future with a good degree of confidence for the service continuation with the new initiatives being explored and maintaining our raised profile in the Social Care environment.

Doug Earle



MESSAGE FROM OUR CHIEF OFFICER

What a year it has been! Unprecedented times, with Coronavirus hitting us all hard. A roller coaster of a time for the older generation in our borough being in lockdown, seeing life easing, then lockdown again and a not so Merry Christmas. Then the roll out of the vaccine, a lifesaver for us all.

And a roller coaster of a year for us here at Age Concern Epsom & Ewell. I was on holiday in Spain in March 2020 and realised I had to come back early. Then a staff meeting like no other! Lockdown was imminent and we had to be one step ahead to put in place support for our clients, old and new. Our Foot Clinic closed, Sunday Teas and our Men's club came to a standstill, DIY and IT support was put on hold and no visiting our offices for hearing aid batteries, they went in the post.

So, it was all systems go. 5,500 clients on our database received a welfare call, huge thankyou's were coming left right and centre. Over 1,000 emergency shops, 750+ prescriptions all delivered by an amazing band of volunteers putting themselves at risk in lengthy queues. Our volunteer befrienders turned to the phone rather than a face-to-face visit and 23 new lonely and isolated clients received a weekly phone call.

Staff worked tirelessly co-ordinating new ways of working some still in our office in the Old Town Hall and some from home. Numerous risk assessments written, and PPE adorned. We all kept well and safe much to our amazement.

A virus which has seen such heartache but on the plus side new friendships have been formed, neighbours united and certainly a new respect for our older generation who were so strong and stoic throughout it all and still are. Please do remember that we are always here for you, family and friends at Age Concern Epsom & Ewell with a bright and cheery voice at the end of a phone to support you in any way we can. If we can't we hopefully will know somebody who can.

There will never be another year like it and we couldn't have got through it without such supportive staff, amazing volunteers and very special clients and I would like to thank them for being there supporting each other in our borough.

Let's see what the year ahead brings us and I hope you find our review of the year an insight into all that we get up to. And please do remember:

"Alone we can do so little; together we can do so much"

Dorah May Hancock

2020/21 Our Year in Numbers

AGE CONCERN EPSOM & EWELL COVID 19 JOURNEY

C – COOL, CALM, COLLECTED (STAFF AND VOLUNTEERS- ALWAYS)

O – OPEN (WE REMAINED OPEN THROUGHOUT)

V – VERY BUSY (BUSIER THAN WE HAVE EVER BEEN, VERY REWARDING BEING ABLE TO HELP)

I - INVALUABLE SHOPPING AND PRESCRIPTION SERVICES

(CLIENTS RELIED ON US ENTIRELY TO SHOP AND DELIVER MEDICINE AS THEY WERE UNABLE TO LEAVE THEIR HOMES)

D – DILIGENT VOLUNTEERS (WE COULD NOT HAVE DONE IT WITHOUT YOU)

CLIENTS

- 566 DRIVES TO DOCTORS, HOSPITALS, DENTISTS AND OTHER MEDICAL APPOINTMENTS
- OVER £229K OF ADDITIONAL INCOME PAID TO OUR CLIENTS VIA ATTENDANCE ALLOWANCE
- 91 CLIENTS AWARDED ATTENDANCE ALLOWANCE
- 52 BLUE BADGES AWARDED
- 5,500 CLIENTS PHONED BY STAFF AND VOLUNTEERS DURING THE PANDEMIC
- OVER 1000 EMERGENCY SHOPS DONE FOR CLIENTS DURING THE PANDEMIC
- OVER 750 PRESCRIPTIONS COLLECTED AND DELIVERED DURING THE PANDEMIC

VOLUNTEERS

- 350 VOLUNTEER ROLES
- 283 VOLUNTEERS
- 25 VOLUNTEER DRIVERS
- 18 FUNDRAISING VOLUNTEERS
- 56 NEW VOLUNTEERS RECRUITED OVER COVID TO SUPPORT SHOPPING
- 70 BEFRIENDERS SWITCHED TO TELEPHONE BEFRIENDERS DURING COVID

INFORMATION & ADVICE



Meet Sue Merchant
our I&A Officer

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 Concern Support & Advice
Helping Older People Feel Less Alone

Mrs S contacted the I&A team with concerns about her property which was damp and dilapidated and had health implications for her. After liaising with various stakeholders, Mrs X was able to move to her new property and we even secured a grant for her to install anti allergy flooring.

Mr W decided he would like one of our shoppers to buy mulled wine in April (!!) during the pandemic – Neil managed to oblige!

Mrs F phoned to say that her car had broken down during the pandemic and she desperately needed it. Most mechanics had been furloughed, we knew one who wasn't!

Mr M rang and asked us to bring some compost to him so that he could plant his seeds and plants during the lockdown, we found some and it cheered him up no end.

Top Tips to prevent a fall

- Keep Active - work on your balance and strength
- Wear sensible shoes
- Remove trip hazards at home
- Talk to your GP about a Fall Prevention Plan
- Light up your living space
- Use assistive devices such as canes or walkers if required

AGE Concern Support & Advice
Helping Older People Feel Less Alone

AGE Concern Support & Advice

We're Back and our Information & Advice line is Open

01372 732 456

BE SCAM AWARE!

Think First
If it sounds too good to be true...
it probably is!

AGE Concern Support & Advice
Helping Older People Feel Less Alone

HOME VISITING

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.



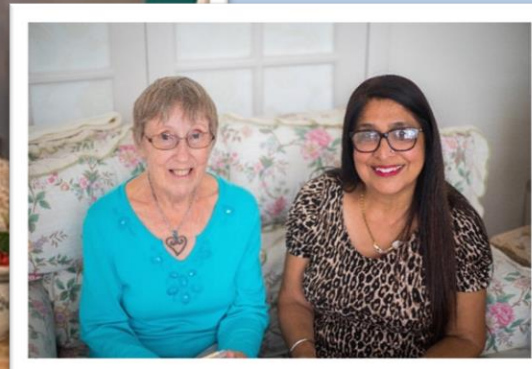
It would have been indeed difficult for me to do on my own

"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"

BEFRIENDING SERVICE

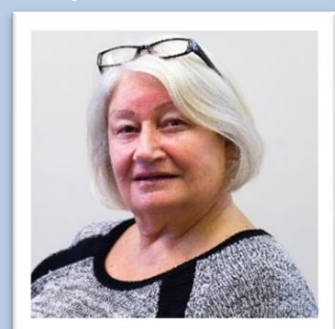
“She brightens up my day!”



“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

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.

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



SUNDAY TEAS

The Sunday teas are a chance to get together to socialise and join in 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.

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



"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

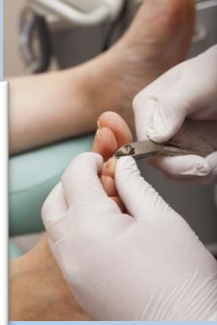


“The transport service couldn’t be better”



THE FOOT CLINIC

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



Based at the Community and Wellbeing Centre Sefton Road, our practitioner Julie cuts toe nails, files skin, and gives 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.”



“Today was my first visit to a Men’s Club meeting and I must say I’m glad you suggested it to me. I enjoyed meeting all the people, thank you so much for that.”

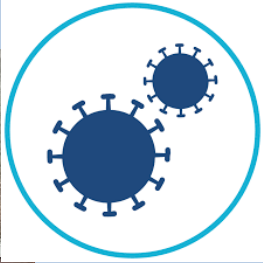
IT CLUB

“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.

CORONAVIRUS ACTIVITIES



AFTERNOON TEA BOXES

PRESCRIPTIONS

HOME VISITS

WELFARE CALLS

TRANSPORT

SHOPPING

BEFRIENDING



“Yesterday a delightful young man called I--- did a very comprehensive shop for me at Asda. So thank you I--- for enabling this to happen!”

FUNDRAISING ACTIVITIES

Meet Charlotte
our Fundraiser



WE LOVE OUR KEY WORKERS

AGE Concern Epsom & Ewell

Helping Older People Feel Less Alone

TO SUPPORT OUR CORONAVIRUS RELIEF EFFORT PLEASE DONATE TODAY AT WWW.AGECONCERNEPSOM.ORG.UK

#wearekeyworkers #clapforkeyworkers
#supportingtheelderly #elderlycommunity

COMEDY @ THE COLLEGE

We are back with 3 more amazing comedians from 'Gagging for Laughs' in the fabulous venue of Epsom College.

Fabulous comedians, fabulous venue and a fabulous bar!

Our guests say... "Beautifully arranged, stunning setting, great atmosphere and heaps of laughter. I am so glad I came along!"

Book direct from only **£20**



CHARITY CURRY NIGHT

Raising funds for Age Concern Epsom & Ewell

Tuesday 26th November 2019

COMING

Attraction

SATURDAY 19th SEPTEMBER

DRIVE-IN MOVIE

GREASE

HOOK ROAD ARENA, KT19 8QG
GATES OPEN 6:00PM - FILM STARTS 7:30PM

PRE-BOOKED TICKETS ONLY

TICKET PRICES BASED ON 1 VEHICLE WITH 2 PASSENGER

STANDARD TICKET - £32.00
PREMIUM TICKET - £45.00
ADDITIONAL PASSENGERS - £7.00

CONTACTLESS FOOD AVAILABLE

AGEE LOTTERY

AGE Concern Epsom & Ewell

Applause House presents...

A night of music
The show must go on!

Saturday 21st November 2020
6.45pm - 8.30pm
Free online event

Based on a magical evening of musical delights. Featuring the talented Rebecca Burrows and James Schouten.

A zoom link will be sent ahead of the event. Please RSVP to bookings@ageconcern.org.uk or call 01372 888086

This is a free event for the whole community. If you would like to donate we ask you to visit our fundraising page <https://uk.givemonkey.com/charity/ageconcern>. All proceeds will go to Age Concern Epsom & Ewell.



LET'S WE FORDAY

Buy a hand knitted Poppy today

THE VICTIM REMEMBRANCE TRUST

WE RAISED A WHOPPING

£7400.40

DURING OUR 2020 CHRISTMAS CAMPAIGN

"ALONE WE CAN DO SO LITTLE, TOGETHER WE CAN DO SO MUCH"

with special thanks to

TOYOTA

for providing our campaign with £3000 of matched funds

Support Age Concern Epsom & Ewell

DONATE TODAY

There are 3 main ways that you can donate

- 1** Donate by cheque
Post to our offices at Age Concern Epsom & Ewell, The Old Town Hall, The Parade, Epsom, KT18 5AG
- 2** Donate by card
Call our offices and donate using your debit/credit card. Our number is 01372 732 456
- 3** Donate online
Visit our website www.ageconcernepsom.org.uk and click DONATE



We *DRUM ROLL please.* Our Volunteers



Meet Dawn Coller our Volunteer Co Ordinator

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!"



AGE CONCERN EPSOM & EWELL

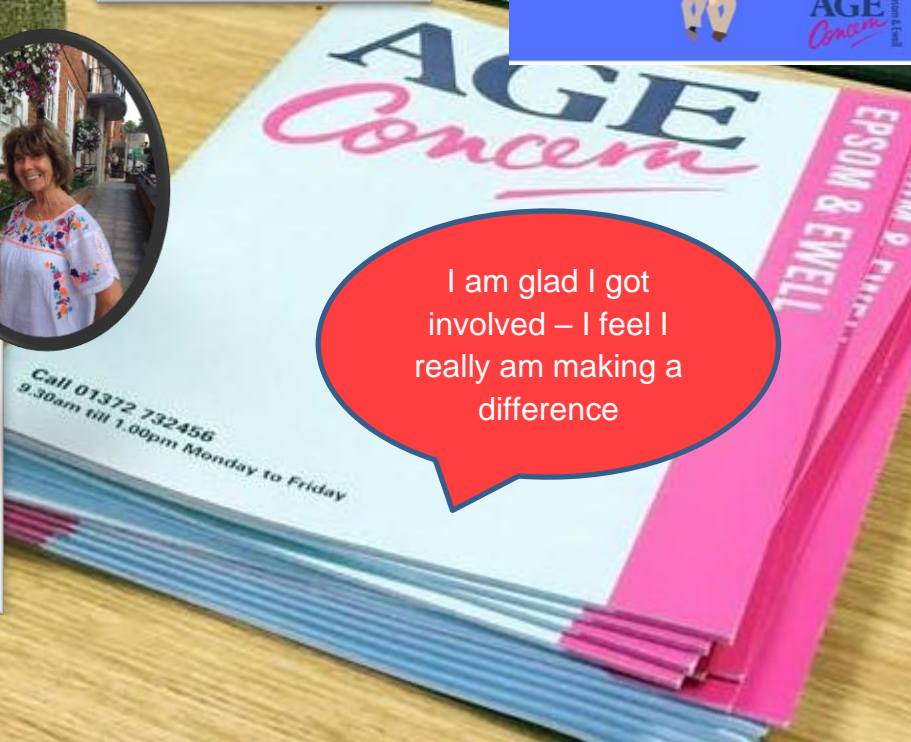
Thank you to all of our Volunteer Befrienders!

Thank you for your service and support during this difficult time.

Befrienders Week 2020
1st November – 7th November

#Befriendings

AGE Concern Epsom & Ewell



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



**"Alone we can do so little;
together we can do so much"**

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

Facebook: www.facebook.com/ageconcernepsom

Twitter@ageconcernepsom

You can find information on all our services at

www.ageconcernepsom.org.uk

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

01372 732456

Charity number 1139652