

Making Sutton a more Age Friendly place since 1991

Age UK Sutton Impact report 2020-21



Registered charity number 1085875. Company number 04175500.

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We can't do our work without your support - thank you to our donors, funders, commissioners and partners for your ongoing generosity.



A MESSAGE FROM OUR CHAIR AND CEO



Jan Samuel, Chair

Welcome to our 2020 - 2021 annual impact report.

This has been an eventful year, not only for Age UK Sutton, but globally.



Nicola Upton, CEO

At the beginning of the year we were ready to accelerate our programmes of work to make Sutton a more Age Friendly place having built strong foundations, financial stability, and a clear strategy. However, we entered April 2020 in the grip of a new global challenge, the COVID-19 pandemic. The pandemic, with its seismic impact on everybody, has been particularly challenging for older people, who have been disproportionately affected by restrictions, health risks, and the effects of long term isolation. We have seen the impact of Covid in a huge rise in need for our help, and in many people's needs being more complex than before.

In 2020-2021, we supported over 4,400 older people across the Borough - that's a 50% increase on the previous year, and a direct result of the level of need that the pandemic created, as well as the development of new services throughout the year.

Our response to the Covid-19 pandemic built on Age UK Sutton's reputation in the Borough as an agile, innovative and responsible charity. Our work throughout the 2020-2021 year has required leadership, collaboration, flexibility and above all care and compassion. We have built on the strong partnerships that already existed in Sutton, and we were proud to co-lead the Community Response to COVID, with partner charities, the Council, and the NHS.

This crisis did not stop our work - in fact it spurred us to new levels of resilience, creativity, and partnership working. We are immensely proud of our staff, volunteers, partners, and the whole community across the borough of Sutton who came together in this crisis.

Through lockdowns, safety fears, and levels of need for our services and support never seen before, Age UK Sutton has risen to the challenge.

Covid is far from over, and its impact is far-reaching. Our hope for the future is that our learning will inform developments that benefit the whole of society, and in particular, older people. We are committed to continuing to develop, learn, and collaborate, and to continuing to build a more Age Friendly Sutton.

Jan + Nicola

ANDREW'S STORY



"I'm Andrew. I'm retired and I live in Wallington."

Six years ago I developed multiple organ failure sepsis. I woke up 100 days later in St George's Hospital. I was six stone lighter. Apparently I nearly died twice.

I was still on morphine and other medication when the hospital discharged me.



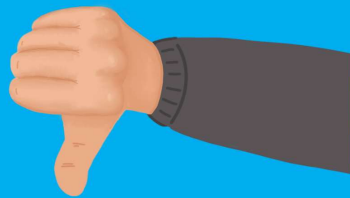
My girlfriend became my carer but her family wanted her to return home to Russia.



So I found myself alone, unemployed, no major income. I didn't know what to do.



I asked the hospital for help but they weren't very helpful.



Then a lady from Age UK Sutton phoned me. She was brilliant.



She arranged for an Occupational Therapist to come and see me.



Within 48 hours I had all the equipment I needed to maintain my own independence at home.



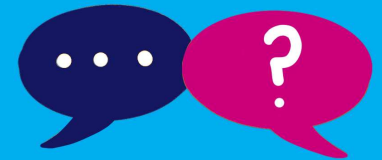
The lady from Age UK Sutton also made sure I was receiving all the benefits I was entitled to. She helped me with the paperwork.



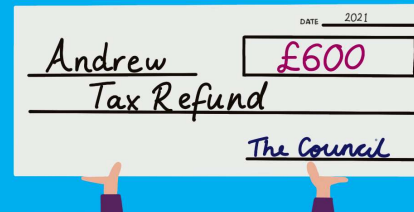
My main contact at Age UK Sutton is now a lady called Sue. She keeps me on the straight and narrow.



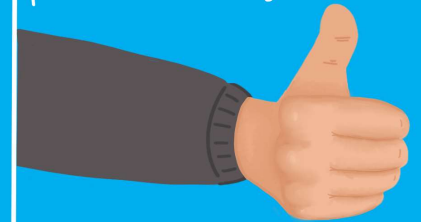
Sue knows what questions to ask and makes me aware of things that could help me.



She helped to reduce my council tax bill. She even helped me get a refund for my overpayments.



I've always been impressed by the service and support I've received. They've always pointed me in the right direction.



I've nothing but praise for Age UK Sutton. They anticipate what you're going to ask and already have the answer.



MARK'S STORY



"I'm Mark. I used to be the bubbliest bloke around. I was always up for a laugh."

Then, in 2013 I received a call from my wife's best friend telling me my wife was dead.

...I didn't believe her until she put the policeman on the phone and he told me she'd taken her own life.



I ended up having a mental breakdown. It's been a long journey since then.



I didn't tell my friends what I was going through. Blokes don't usually talk about stuff like that.



Then I heard the footballer, Leon McKenzie, on the radio talking about his mental health.



I called the show and I'm so grateful to him for getting me talking. We're still in touch now.



I was going to the doctors, but they just give you tablets. They're okay in the short-term but I don't want to be on them forever.



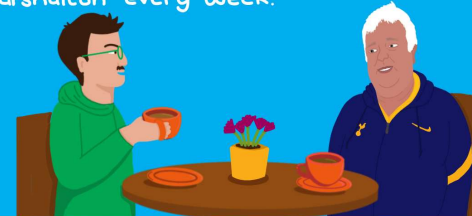
Now I'm in my fifties, my doctor suggested I should try out Age UK Sutton.



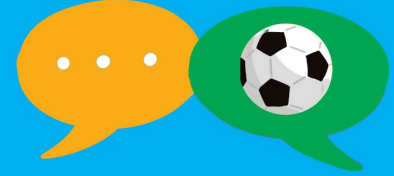
I met a lady called Celine, who suggested their Community Connectors service.



She matched me with Tom and now we meet in a coffee shop in Carshalton every week.



We're both football fans and we're on the same page. We talk, we laugh; it's a breath of fresh air each week.



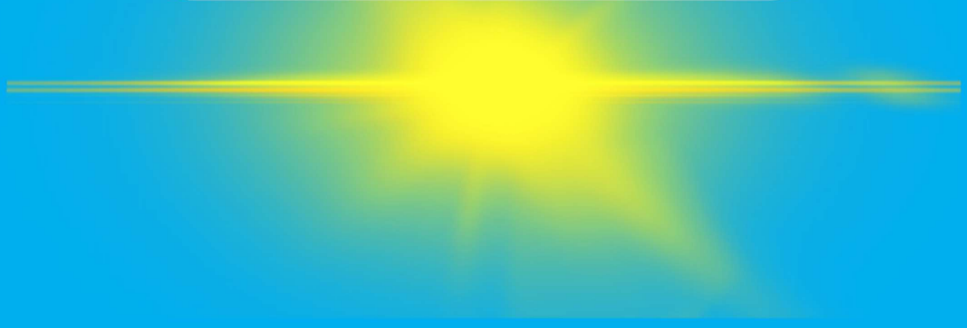
I know Tom is at the other end of the phone if I need him.



I'm so grateful to Age UK Sutton for introducing me to Tom.



"I feel like the sun is shining down on me now."



KEMAL'S STORY



My name is Kemal*. I'm 85 years old. I live alone in a small studio flat in Sutton. I have a few possessions, and no family or friends. I used to describe myself as a 'loner'.

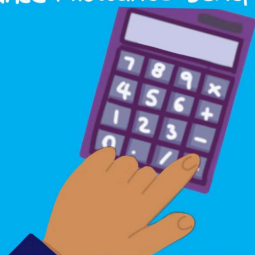
I had a major stroke, and spent a long time in hospital. The after effects have impacted my mobility and my confidence.

*Names and some details have been changed to protect privacy.

Initially, Age UK Sutton helped me with practical support at home through their Help at Home service.



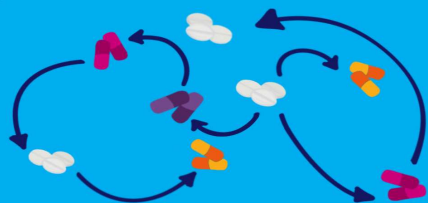
They also assisted me to secure the Attendance Allowance benefit.



My health deteriorated during the Covid pandemic. I began to need multiple medications.



I struggled to keep track of what to take when, and it was hard to get the help I needed.



An assessment by local health services found that I didn't require extra help or care. I disagreed...



...so I contacted Age UK Sutton. Anne Marie helped me advocate for myself.



She supported me to talk to my GP about it all and get a review of my medication.



Anne Marie also arranged a meeting with a specialist nurse to talk about my heart condition.



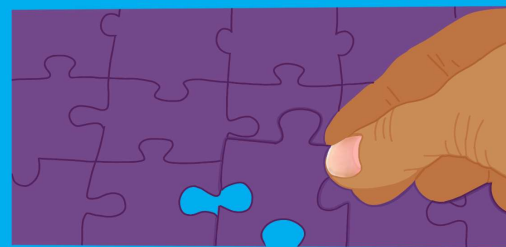
I realised I needed specialist care at home. Anne Marie helped me find a provider I felt confident in.



They now come twice a day to help with my medication and check how I am.



They talk to me about my hobbies and the puzzles I'm working on.



I love to draw and make models. I also enjoy pottering about in the shared garden of my block of flats.



My health has now begun to improve as I'm taking the right medications and I've got a good relationship with the different helpers that visit me at home.

My confidence has grown, and I'm even considering joining a social club - a big step for someone who used to describe himself as a 'loner' when I first met someone from Age UK Sutton.

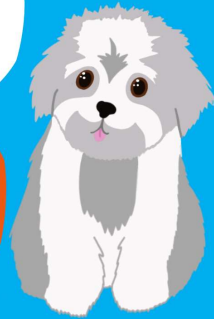


ANNE'S STORY



"I'm Anne. I'm 70 years old and I live on my own with my dog."

"I have a condition called Chronic Obstructive Pulmonary Disease (COPD), which can make it hard to breathe. It's really important that I exercise but my condition means that I can't do anything too intensive."



I walk my dog twice a day. He's the same age as me (in dog years) so that's enough for him.



I got chatting to another lady on one of my dog walks. She told me about Age UK Sutton's Nordic Walking Group.



Nordic Walking is slightly different from the walking I'd done before. I used to go away with a group; we'd go walking in the mountains in Switzerland.



I thought I'd give Nordic walking a go. The group meets in Manor Park and is run by a lady called Hatti.

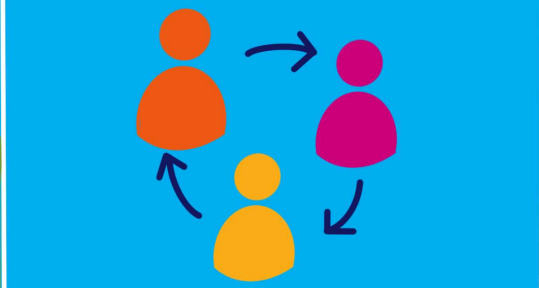


Hatti is a trained instructor so she understands my COPD.

The group is a real mix of people from all different backgrounds.



Hatti is great at adapting things so that it meets with our individual needs.



She teaches us how to walk properly and we do exercises that help with balance, posture and strength.



It's helped with my COPD-tasks that I used to have to spread over two days I can now do in one.



I have set myself the goal of going walking in Switzerland again. The place we go to is so beautiful.



I can see a real difference in myself too. It's helped me socially, physically and mentally.



Because of my condition, I can't walk and talk at the same time but we have coffee together afterwards and that's nice.



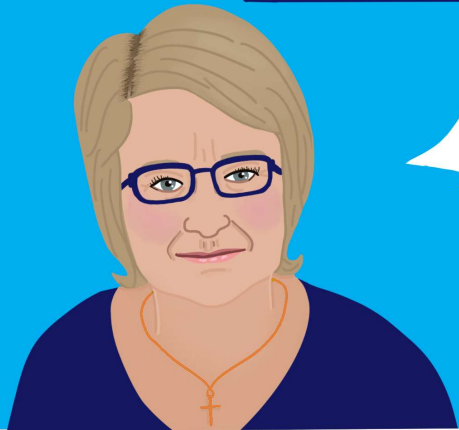
I've made friendships that have led to more - one of the ladies helped me with shopping when I was ill.



"It's much better walking in a group than on my own."



MARTA'S STORY*



I'm Marta. I live with a lot of health conditions and usually rely on my cousin Olga* for support.

When the Covid pandemic started, Olga was advised to 'shield' and so she couldn't visit me.

*Names and some details have been changed to protect privacy.

At the same time, I was starting to worry about money. Since my husband died, and with energy costs rising.



I live a frugal life but my savings were running out.



I was worried about being able to afford the basics like food and heating. I'd never had money worries before.



I felt embarrassed asking for help and started feeling very low. I was scared about the future.



The pandemic didn't help either; I didn't like being so isolated and stopped looking after myself properly.



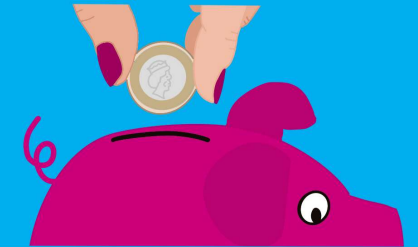
I was so worried about money running out so I contacted Age UK Sutton. They sent Sue to visit me.



Sue conducted a 'benefit check' to see what support I might be entitled to. We also had a good chat about life and how I was feeling.



It turned out I was eligible for pension credit to 'top up' my small state pension allowance.



I was scared to call the Department of Work and Pensions, so Sue called on my behalf with me by her side to provide information.



I was successful in securing Pension Credit, and Age UK Sutton then helped me to get other support and entitlements I should have had...



Things like paying for my glasses and dental care. I got a reduction in my council tax and a discount on my energy bills.



This all meant I could finally afford to heat my home without fear of not being able to afford food.



I am so happy that I made the effort to visit Age UK Sutton. This has made such a huge difference to my life.



I feel a lot more comfortable that I can manage my finances better than I ever could before.

WHERE WE'VE BEEN

2020-2021 was a year of many changes, pivots and innovations. Our key achievements include:

Providing information, advice, support and specialist services to...

OVER 4,400 LOCAL PEOPLE



...from across the Borough of Sutton.

Producing and distributing freshly cooked meals and emergency food packs. Age UK Sutton made...



...as part of a Borough-wide partnership.

Co-leading the Borough's Covid response in partnership with...

OTHER CHARITIES THE COUNCIL ...AND THE NHS



Delivering live and virtual events, calls and surveys with...



...to learn what they think will make Sutton a more Age Friendly place, and beginning work to deliver these ideas.

Expanding and developing our Community Connections service. Reaching...

OVER 600 INDIVIDUALS... FROM OVER 50 VOLUNTEERS



Becoming a founding member of our Borough's System Leaders' group, including senior staff from...



...set up to coordinate the pandemic response across sectors.

Developing a Covid welfare check programme, which helped...



...whilst taking pressure off our stretched NHS and social services.

Thank you!

...to everyone who made this possible.

WHERE WE'RE GOING

Building on everything we have learned in 2020-21, and responding to what older people tell us matters to them, our plans for the 2021-22 year include:

EXPANDING OUR COMMUNITY SUPPORT SERVICES to respond to the huge increase in demand, so we can offer information, advice and support to the thousands of people who contact us about issues like:



DEVELOPING OUR HEALTH AND WELLBEING SERVICES to help more people



MOVING TO THE NEXT PHASE OF OUR AGE FRIENDLY SUTTON PROGRAMME, implementing pilot projects based on local older people's feedback...



GROWING OUR COMMUNITY OF VOLUNTEERS

Offering more diverse opportunities to volunteer at Age UK Sutton

Making volunteering more accessible.



INCORPORATING OUR COMMITMENT TO EQUITY, DIVERSITY AND INCLUSION more comprehensively across our work and partnerships, championing and promoting EDI



THANK YOU!



None of the impact we've made would have been possible without all of the wonderful people who have given...

THEIR TIME: We couldn't do what we do without our incredible volunteers.



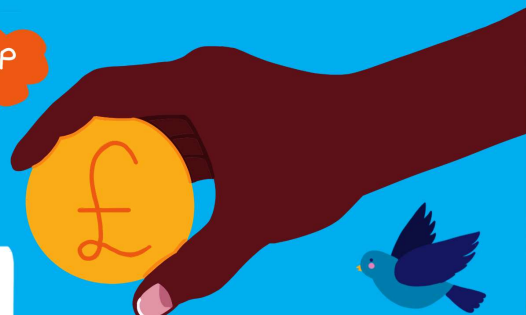
We are so grateful for every single person who has so generously given their time, skills and expertise to help make Sutton a more age friendly place.

If you would be interested in volunteering for us you can:

- Email: volunteering@ageuksutton.org.uk
- Phone: 020 8078 0002
- Go to: www.ageuk.org.uk/sutton and click 'Get Involved.'

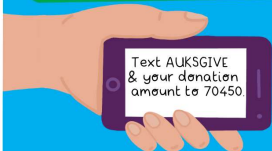
THEIR MONEY: We rely on local people's support to help older people in Sutton.

As an independent, local charity we are responsible for finding and raising our own funds. The income we receive from donations and fundraising STAYS IN SUTTON.



If you'd like to help fund our vital work, below are a number of ways people choose to give to us:

DONATE BY TEXT



Texts will cost £20 plus one standard network rate message, and you'll be opting into hearing from us.

DONATE ONLINE



Scan the QR code above or visit: <https://www.justgiving.com/ageuksutton>

DONATE BY CASH OR CHEQUE



Post or drop off your donations to the Age UK Sutton office on Sutton High Street. Make your cheques payable to Age UK Sutton.

LEAVE A LEGACY



Leaving a gift in your Will enables us to provide vital services in Sutton. Every gift, no matter how large or small, makes a difference.

CAN YOU

HELP US

REACH MORE

OLDER PEOPLE

IN SUTTON?



THANK YOU!



WE WORK ACROSS THE BOROUGH OF SUTTON. IF YOU KNOW ANYONE WHO IS OVER 50-YEARS OLD, AND LIVES IN THE AREA, PLEASE MAKE SURE THEY KNOW WE ARE HERE FOR THEM.

Find out more on our website: www.ageuk.org.uk/sutton