2017 Our Year in Numbers

- 4,110 driving and escorted shopping trips
- 663 older people (21% over 90, 63% over 80)
- 140 new older people joined us
- Over 19,400 hours of volunteering, worth £190,000
- 49 gardening and DIY jobs
- 141 befriending matches (including 60 new matches)
- 407 dedicated volunteers
- 3 groups for people with dementia
- 22 groups, meeting 657 times over the year
- 6 local schools supporting us

1/ These are our figures for the financial year ended 31st March 2017.
2/ We have based this sum on the London Living Wage Value.
We are very pleased to be able to present our fourth annual impact report showing so much evidence of our continued impact and success. A year ago, trustees took the decision to expand our services to meet growing demand. This felt quite brave, given the difficult financial environment in which small charities like ours exist, but we did not want to turn people away. It meant recruiting more staff and volunteers to manage the additional workload and a fantastic effort from all our staff team.

Thanks to unstinting support from the local community and the generosity of individual and institutional donors, we have successfully funded this growth over the last year to meet the ever increasing demand for our services and volunteering opportunities. We continue to be inspired by how many people support and work in partnership with this wonderful local charity to make Southwark a place in which older people can thrive.

Link Age Southwark started out 24 years ago as two separate charities - Dulwich Helpline and Southwark Churches Care - which merged in 2012. Dulwich Helpline was founded by Ted Salmon in 1993. Very sadly, Ted died in July 2017. He had such great vision in setting up a charity that brought communities together to tackle isolation and loneliness. His intention was that together, and through volunteering, communities could support older people to retain their independence, to develop new interests and meet new people, and to have an active life in their local community.

Ted’s unfailing kindness, generosity of spirit and wisdom were central to Link Age Southwark’s success and he shall be missed greatly. However, his legacy lives on in the work that we do, and in the difference that we make.

We are proud to have been recognised as Southwark’s Charity of the Year in 2017 for the huge impact of our work. We were delighted also to be awarded the Liberty of the Old Metropolitan Borough of Camberwell, publicly recognising the exceptional contribution that we - together with our volunteers, members, supporters and community partners - make to life in Southwark. We look forward to working with even more local friends and neighbours in the year ahead to support ever-more older people to thrive in local life. We hope that you will join us.
Link Age Southwark is a vibrant local volunteering charity with an impressive track record of supporting older people to thrive in later life. Volunteers are the lifeblood of our organisation and, together with a small staff team, we have been making Southwark a better place in which to grow old since 1993.

We recruit, train and manage hundreds of volunteers to deliver services to older people across the London Borough of Southwark. These services reduce isolation and loneliness, improve people’s quality of life, their physical and mental health and enable older people to live independently in their own homes for as long as possible. Our services are free to everyone over 60 who lives in the London Borough of Southwark. The average age of our members is 82. Our volunteers come from across Southwark and beyond.

We pride ourselves on being rooted in the local community in which we work, and on working to deliver our values in all that we do. Through our connecting communities model, we harness the energy and enthusiasm of volunteers and local organisations across the Borough to create a vital connection between older people and the communities in which they live.

Our Mission and Vision

Link Age Southwark’s vision is of friendly, vibrant local communities where older people thrive.

Our mission is to help older people stay connected with their communities, alleviating loneliness, improving health and wellbeing and making communities stronger through volunteering.

Some Facts

Link Age Southwark... was founded 24 years ago as two separate charities (Dulwich Helpline and Southwark Churches Care) which merged in 2012 and became Link Age Southwark in 2015

- Had 407 active volunteers in 2016/17, a 5% increase from 2016
- Supported 663 older people in 2016/17, a 17% increase from 2016

Our Values

WE ARE POSITIVE
We bring joy, vitality and warmth to every setting we enter.

WE HAVE A ‘CAN DO’ ATTITUDE
We encourage everyone to share their unique skills, talents, passions and experience with each other.

WE ARE ALWAYS CONNECTING
We know that connecting with other people is critical to everyone’s wellbeing.

WE RESPECT EACH INDIVIDUAL
We see the person, not their age, and always truly listen to the person in front of us, seeking to understand their point of view.

WE ARE NOT ALONE
We work in strong partnerships and link older people with our volunteers, and with other services which will help them and their communities thrive.
Our work alleviates loneliness and isolation, supports people to maintain their independence, brings together members of our community, improves people’s health and wellbeing and helps to create a stronger, happier and healthier society.

Last year, we supported an impressive 663 older people, up from 565 the year before. We linked 141 older people with volunteer befrienders; organised 22 social and activity groups that meet regularly in the community; worked with local schools to deliver innovative inter-generational activities; provided a volunteer gardening and odd-job service; and coordinated our volunteer drivers who escort older people to activities outside the home.

We continued to deliver friendly services for people with mild-moderate dementia and their carers, and were instrumental in Southwark’s commitment to becoming a dementia-friendly, age-friendly Borough.

How we work

- We receive referrals from GPs, other health professionals, social workers, charities, older people themselves, and from their friends and family.
- Our team of experienced staff assess older people in their own homes and connect them to services and activities provided by Link Age Southwark, our volunteers and our partners.
- We provide a volunteer befriending service, matching isolated older people with a friendly, trained volunteer to visit them once a week.
- In 2017, we ran 22 regular activity groups in community settings, ranging from Bridge to Yoga, from Singing to Reminiscence and many more.
- We provide volunteer and wheelchair-accessible transport to make sure older people can access activities outside their homes.
- We work with local schools, linking generations together to develop new knowledge and skills.
- We provide practical support including light gardening or odd job support so that people can live independently in their own homes for as long as possible.
- We have a specialist programme of activities for people with a recent diagnosis of dementia, including peer support and reading groups and a support group for the family carers of people who have dementia.
- We work in strong partnerships with local organisations across the Borough, putting the needs of older people first in all that we do.
Southwark is a flourishing London borough with a growing population. Need for our services continues to grow steadily as the local population ages and levels of isolation grow. There is particular demand for our services from house-bound people over 80, from people living with dementia, and from those who need our network of drivers to help them get out and about in the local community.

- Over 9000 people over 65 live alone in Southwark
- The population of over 90s is set to double over the next decade
- The over 65 age group is predicted to grow by a third by 2025
- Dementia is on the increase, with around 1800 people living with dementia in Southwark
- Over half of all older people consider the television their main form of company
- 10% of older people always or often feel lonely
- 10% of older people are in contact with friends, family or neighbours less than once a month
- Only 40% of adult social care users in Southwark have as much social contact as they would like
- Lonely people are at greater risk of serious physical and mental health problems and are more likely to visit their GP, fall, enter residential or nursing care early and use A&E, independent of chronic illness
- Southwark is the 12th most deprived of London’s 32 Boroughs
- Southwark’s older population ranks 6th most deprived out of 326 Local Authorities.

Luckily for Link Age Southwark, the diverse, growing, local population also means there are more people who can volunteer with us and connect with older people in their community.

Alan and Mohammed

Since Alan started befriending Mohammed, these two different personalities have become the firmest of friends. Mohammed is unreserved in his praise of the modest Alan. “He is my friend, this is a good man. The best man I’ve met in England, since arriving from Sierra Leone. He has opened my heart and my brain.”

After extensive studies and a long full time career, Alan now works freelance, which allows him to fit his visits to Mohammed around his work. “I have found volunteering with Link Age Southwark extremely rewarding, and I look forward to visiting Mohammed,” says Alan. Mohammed came to England in 2001 when life in Sierra Leone became very dangerous. He thought London was ‘heaven’. He worked in several jobs before getting a full time position with Southwark Council.

Sadly his eyesight deteriorated and despite four operations, he never recovered full sight, and can no longer work. He has a niece who cooks for him sometimes, but he is often alone at home, and looks forward keenly to Alan’s visits. They sit and talk, or go for walks to the local market. Alan is helping to widen Mohammed’s social life by encouraging him to attend our Men’s group.
I love Link Age because...

- I love working with our service users. They are all lovely!
- It brings together people from different ages and backgrounds. It helps older people to continue to enjoy life and everyone can learn from each other. Everyone has an incredible story to tell.
- The courses make me feel free. I felt free.
- It gets me out on a Thursday afternoon. It's interesting and we do a variety of things.
- I love to meet new people and make a chat.
We pride ourselves on being a small local charity that makes a big difference. We take time to understand the impact of our work. We have clear goals; a theory of change to help us understand what we do and why; and we use a range of tools: surveys, focus groups, independent evaluations, social return on investment studies, case studies and monitoring all our activities, to measure the changes that result from our work. We use what we learn to improve and communicate what we do.

In 2016, we were delighted to win an award for the quality of our Impact Measurement. In May 2017, we surveyed all our older members to get more feedback on the difference that Link Age Southwark makes to them. A specialist data company analysed the responses for us, pro bono. The results were, once again, hugely encouraging:

● Our service users told us our services make a profound impact on the quality of their lives, make them feel less lonely and improve their wellbeing.
● They told us they are better connected to their local community as a result of the work that we do, that they get out more and are better able to live in their own homes.

These are results that we are proud of!

“I think that all our volunteers do a marvellous job”

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
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<tbody>
<tr>
<td>92%</td>
<td>are happy or very happy with our services.</td>
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<tr>
<td>80%</td>
<td>feel more positive</td>
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<tr>
<td>80%</td>
<td>enjoy life more</td>
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<tr>
<td>74%</td>
<td>get out of their house more</td>
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<tr>
<td>74%</td>
<td>are better able to manage living in their home</td>
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<tr>
<td>13%</td>
<td>have been with us for over 10 years</td>
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<tr>
<td>85%</td>
<td>of our older members say they feel less lonely</td>
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In an open-ended question, our older members told us that the main difference that our services and volunteers make to their lives is social contact. Key differences include: meeting new friends, socialising with other people, getting out of the house, feeling happier, knowing that the charity is there to help them, providing a sense of belonging and something to look forward to.

“Link Age Southwark makes my life enjoyable and gives me something to look forward to. I have made lots of friends and I love it”

“Link Age Southwark is a wonderful organisation and helps stop a lot of people being lonely”

“I feel that I have friends and company to make me not feel so alone”

“Link Age Southwark is a wonderful organisation and helps stop a lot of people being lonely”

“I meet more people of all walks of life and nationalities who I otherwise would never have met”

“I enjoy playing games with my befriender. I feel I make her happy too”

*117 people returned the survey, which is a good response rate.

Our volunteer driving, DIY and gardening services also rate very highly, with older people telling us it means they can live independently in their own homes for longer and get out of the house more than they would otherwise be able to.
At the core of Link Age Southwark’s services are our 22 activity groups, with two new groups having started during the year. Last year, 203 of our older members attended these groups, which met 657 times over the year (that’s a 12% increase on the previous year). Our groups meet during the day in community locations across the Borough, close to where our members live. They are delivered by our dedicated volunteers, who receive universal praise from attendees, and we use tutors to deliver specialist activities when required. We couldn’t run our groups without our community partners – sheltered housing units, libraries, churches, local schools, community centres, restaurants and a pub - who provide the venues for free.

Our aim is to ensure older people can age healthily and happily, continue to learn, remain mobile, develop and maintain meaningful relationships and contribute to their local communities. We provide transport to make sure people aren’t excluded from our groups – if they need a helping hand to get out and about, we do our best to provide it, using community minibuses, the Time and Talents Minibus, escorts for people with memory problems, and our network of 77 dedicated volunteer drivers. Transport is one of our biggest costs, but without it, the majority of our groups’ attendees wouldn’t be able to get out of their homes.

Over the last year, in response to demand, we have increased the number of exercise classes we provide, from 3 to 7. Our exercise groups are amongst our most popular classes, providing regular opportunities for older people to take part in regular physical activity that meets their needs. Our youngest attendee is 60 and the oldest 108!

We know what a difference regular exercise makes to our health, and that people who exercise regularly are less likely to develop serious long-term conditions than those who don’t. Exercise can improve muscle strength and tone, and people’s strength and balance, reducing the risk of someone falling. Our wonderful group tutors cater to each individual’s needs, and our evaluations confirm that the groups have a clear social function, increase attendees’ energy levels and improve their health and wellbeing. Feedback from members is always resoundingly positive.
Link Age Southwark’s Men’s Group has been going for over 12 years, meeting at the Fox on the Hill, Camberwell, where members catch up with each other, have a tea or coffee, reminisce and discuss the weather and politics, all the while laughing and jesting with each other before getting down to the serious business of the day: their games - and dominos in particular.

The group attracts members with a wide range of backgrounds and nationalities. The youngest member is 74, the oldest is 93, and the average age is 85. Over half of the group live alone, and a quarter live in sheltered housing. 20% of the group’s members are registered disabled.

Over half rely on our volunteers to get them to and from the meetings. Initially the group met monthly. However, feedback during a regular evaluation suggested that members wanted to meet more frequently, ideally weekly. “We like the games. We enjoy the company, it’s a good mix of people and who wants to be at home alone? None of us do”. So we recruited more volunteers to help lead and support group meetings.

The Men’s Group now meets fortnightly with attendance increasing and group members coming more regularly.

The volunteers, David and Andrew, who run, arrange transport and provide support at the group are highly regarded by group members, who describe them as patient, reliable, caring and involve the group in deciding what they do. “These volunteers are like my left and right hands”.

The group ensures that new members are given a warm, hearty welcome and made to feel at home straight away. Their newest member, 93 year old Bert was asked if he was going to come back after his first session. He replied “Definitely!” As well as the benefits our Men’s Group brings to individual members, it is successful in helping to plug the gap that exists in services and activities focusing on men (a group who, evidence suggests, are more prone to become isolated and lonely).

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Evaluation of Link Age Southwark’s Groups

We evaluate each group every two years, to make sure that we are meeting older people’s needs and providing the best possible service that we can. Last year, 11 groups were evaluated by an independent volunteer. 73 group members took part in the evaluations.

The most common responses were that the groups provide:

- A WAY FOR PEOPLE TO SOCIALISE
- A REASON TO GO OUT
- A CHANCE TO CATCH UP WITH AND CHAT TO FRIENDS

Groups are friendly and welcoming, with members reporting feeling happier after the group.

The volunteer group leaders and drivers are, without exception, all highly praised for the effort they put into running the groups, for their caring attitudes, for their helpfulness and for ensuring that group members are collected and taken home safely.

97% of attendees said they had encouraged friends to join the groups, or would if they knew someone locally who could attend

The evaluation found that our groups achieve our aims of reducing isolation and loneliness improving people’s physical and mental health improving older people’s quality of life.

The most frequent suggestion for change was to have more! More groups, more meetings and more new members! Through our expansion we are working hard to meet this demand.

92% of group members said attending the group increased their energy and their social contact
“It’s nice to meet people of our age and discuss things we all remember”

“It lifts your spirits and you go away feeling much better”

“We relax, talk and have a laugh with each other”

“I know it’s good for my memory”

“We’ve become friends not just group members”

“It lifts your spirits and you go away feeling much better”

“This group is like a dream come true”

“It gets you out of the house for a couple of hours”

“We remember the old days through singing”

“If I didn’t go to the groups I don’t know what I’d do. I’d be bored and isolated”
Befriending – at the heart of what we do

Our core service is befriending which we have been delivering for 24 years. We have expanded the service, and during 2016/17 we supported 141 befriending relationships, a significant rise on the 110 active relationships in the previous year. Also during this period our befriending volunteers generously gave over 11,500 hours of their time, enriching their own lives as well as those of the people they visited.

Edward is aged 98 and now lives in a nursing home. He was introduced to his befriender in 1999 and their relationship is still going strong. Edward says that because of the visits from his befriender, he is living longer.

Our befriending volunteers visit an older person in their own home once a week for a chat, outings or focused activities like playing games or reading newspapers. Our longest standing befriending relationship began in 1997! Befriending is central to the work we do and has significant impact on the wellbeing, physical and mental health of both befriender and befriendee. Many older people tell us that without a befriender they would experience long periods of isolation, loneliness and social exclusion.

One volunteer told us “He genuinely has no one, so I just sit there and let him talk”

There is a growing body of evidence which is now catching up with what we at Link Age Southwark have known for a long time: that befriending is a hugely valuable and cost-effective intervention, through which the local community comes together to improve the lives of volunteers and their older neighbours alike.

92% of people who have a befriender are either happy or very happy with our service.

We are proud to have been awarded a quality mark by the National Council for Voluntary Organisations (NCVO) which found that our service is effective and well supported. NCVO found that our matching process is creative and thorough and that our volunteer visitors, as well as those being visited, derive huge benefit from the relationships. Befrienders felt that there had been thought put into their matches with one saying: “I don’t know how they do it but it’s really good. I’m perfect for him and he’s perfect for me.”
Heather and Bill

On the face of it, Heather and Bill are as different as chalk and cheese. Heather is a busy actor who has been working in film and theatre for more than 25 years. Bill is a lively 96 year old, who has lived in and around Peckham all his life working, until he retired, as a printer in Fleet Street. Yet it is testament to the effectiveness of our befriending services that these two contrasting personalities get on like a house on fire.

As a befriending partnership, they are able to share each other’s enthusiasm for life and help reduce the isolation and loneliness Bill now experiences as his health impacts his ability to do all the things he loved to do: cycling, calligraphy and photography.

Stories about Bill’s active life are central to their visits. His wartime experience in the Royal Corps of Signals took him far from his beloved Peckham — to Australia, France, Spain and South Africa. He fought with the eighth army in North Africa, and right up through Italy. Then he returned with his medals and his stories and went back to printing. He cycled to work in the city every day, and at weekends often rode to Brighton for the day.

With Bill’s mobility not being what it was, Heather has been able to provide that little bit of support he needs to go to the local supermarket.

Bill describes Heather as “quite a character, good for a good chat.” He clearly relishes her visits. And it is pretty clear that Heather does as well.

Heather started befriending Bill over a year ago and fits her visits around her varied and busy professional life. Heather also helps in the office and at some of our community events, manning stalls at fairs and fetes – vital roles for us with our limited resources to get our name ‘out there’.

“Volunteering with Link Age Southwark, especially visiting Bill, is just absolutely worthwhile,” says Heather.
Over the last four years, Link Age Southwark has developed particular expertise in providing social support to people with a diagnosis of mild to moderate dementia, having seen a growing need in the borough for sufficient services. We help people to live well despite having a diagnosis of dementia. We played a central role in launching and then chairing the active Southwark Dementia Action Alliance. And we have worked with local businesses to help them better understand how they can play their part in making our high streets dementia friendly.

Our groups meet the needs of people with mild-moderate dementia. We work with the Alzheimer’s Society to facilitate a group to support the family carers of people living with dementia. And our Dementia Friends Champions deliver regular Dementia Friends training sessions to our volunteers and to people in the wider community, helping to create a more dementia-friendly Southwark which is friendly, inclusive and welcoming to all, including those who have memory problems.

Last year we supported:

**118 people with dementia**

**39 befriending relationships for people with a diagnosis of dementia**

**30 people attending our dementia-specific groups**

We also provide escorted transport, sometimes by volunteers, so that people with dementia can attend our specialist groups or other groups we hold throughout the borough.

Our dementia-specific groups have been devised to reduce isolation and increase social interaction and wellbeing following their diagnosis with dementia. Our peer support group enables people with dementia to meet regularly and take part in activities and share, if they wish, their issues around living with dementia. Members play games and take part in a variety of activities which provide stimulation and enjoyment. The group was part of a social return on investment study carried out by the Health Innovation Network for South London. The study found that the peer group delivers the following for all attendees:

- A reduction in loneliness and isolation
- A feeling of stimulation, including memory stimulation more than if people remained at home
- An increase in wellbeing from having a sense of purpose and enjoying their time at the group

The study also found that 100% of carers whose loved ones attend the group experience a reduction in stress and the burden of care.
Another way we evaluate the impact of our services for people with dementia is by asking the following questions of our members, in a before and after context:

1. How much do you enjoy your life?
2. How lonely do you feel?
3. How often do you go out or talk to people?
4. How happy do you generally feel?
5. How confident do you generally feel?
6. How much do you look forward to things?

We use the answers as a guide to better understand whether we are achieving our overall aim of improving the quality of life of people with dementia.

Results confirm that in every individual case we achieved this aim through the services that we deliver.

Reading Group

Our reading aloud group is our second group for people with diagnosed memory problems. It is popular and well attended, and members take it in turns to read aloud and discuss short stories and poems.

Reading material is varied and leads to interesting conversations, with members sharing their life experiences. The group has some avid readers, who like to read out loud, and others who like to listen and save their voice for comments and conversation.

One of our key aims is to connect people in the local community. Linking people of all ages, backgrounds and interests is one of the great rewards that people in befriending relationships enjoy. Take Kate and Myrnese, for example:

Myrnese is a very kind 74 year old woman from Barbados, who came to the ‘mother country’, as she describes the UK, as a 23 year old to find a new life as a nurse. She worked first in a hospital in Haslemere, ‘very posh’ she says, then Dorking, then the Maudsley, and finally in the paediatrics wards of King’s Hospital. After a lifetime of service to other people, it’s good to know that she is now receiving a little care and attention herself. Kate visits her in her third floor flat, and they just talk. Each values the time they spend together, and Myrnese clearly looks forward to Kate coming. Sometimes they go for a short walk to a café where they indulge in coffee and croissants. Myrnese also benefits from our activity groups, attending our gentle exercise group at Golden Oldies and our reading group. These provide her with company and social contact with peers she would otherwise not have.

Kate, our volunteer, is a lively 30 year old actor from Lancashire, who came to London thirteen years ago. She has a very busy professional life, yet still finds time to visit Myrnese every week. She heard about Link Age Southwark a year or so ago, and has been a volunteer ever since. Kate used to live just around the corner from Myrnese in East Dulwich, but now lives in Anerley and makes the eight mile round journey every week by bus; a real sign of commitment from a truly terrific volunteer.
Link Age Southwark is committed to working closely in partnership with others to make Southwark a better place for older people. We work with local businesses, charities, sports clubs, community groups, housing providers, the NHS and Southwark Council whenever we have an opportunity to do so. We are a proud member of COPSINS, the Consortium of Older People’s Services in Southwark, which has been working together since 2012 to ensure that older people can access services which help improve their quality of life, support their independence and promote their wellbeing. We work alongside our COPSINS partners – Age UK Lewisham and Southwark, Alzheimer’s Society, Blackfriars Settlement, Southwark Pensioners Centre and Time and Talents – to deliver high quality services, to share expertise and best practice and to have the greatest possible positive impact on older people’s lives. We are also a member of the Campaign to End Loneliness, a network of organisations and people working together to ensure that loneliness is acted upon as a public health priority at local and national levels. In 2017, we launched our Business Patrons scheme, which formalises the links we have long had with a range of businesses which support our work through donations and in-kind contributions. Link Age Southwark was born out of the immediate local community and remains firmly rooted in this wonderful Borough. We work hard to make sure we avoid duplication with the work that others do, make every penny work as hard as it can, put the needs of older people first, and ensure our work brings the maximum possible benefit to as many people as possible.

Working with our partners to put older people first

“I am a keen supporter of Dulwich Hamlet Football Club and regularly attend games at Champion Hill. The club works closely with a number of organisations in the community and it was through the club that I first heard about Link Age Southwark and the work that they do. I am now very much involved with the charity and have befriended a service user with dementia who I see on a weekly basis. This is a very rewarding role and I can see first-hand the great work that Link Age Southwark do. On a personal level, I have developed a much wider understanding of dementia and developed a friendship with a fellow member of my community.”

Jack Gaches
Learning between the generations

Southwark’s older residents benefit from the interaction with children in local schools. Last year, six schools supported our work by fundraising, hosting groups, volunteering in our office as well as students sharing their digital skills with their older neighbours through our ever-popular computer classes. Our longest standing computer class has now been running for 10 years, with students continuing to volunteer to help older people interact with technology with greater confidence.

Connections between the generations flow through all that we do. They mean that those in the Link Age Southwark family can learn from each other, share ideas, experiences and memories, forge new connections and develop a greater sense of fulfilment.

Local schools organised another vibrant spring party which was attended by 44 older members, with transport provided by our volunteer drivers and the Ashton Edwards Community Minibus for all who needed it.

“I want to keep up with the flowing river of inventions and with new things in life”
Joyce, 86, loves learning and doesn’t want to be left behind. She has been a committed member of the computer group at JAGS.

Intergenerational befriending

Annabelle and Carwyn are a mother and son volunteer befriending team. It’s an unusual, but very effective arrangement. Jean, the woman they befriend in Peckham, is very happy.

It transpired because Carwyn, who is hoping to become a doctor, thought some caring experience would be useful before he goes to university. But at 16 he is too young to be a befriending volunteer on his own, so Annabelle agreed to accompany him. It works really well, and having a project to share every week has brought them closer together.

Annabelle is a clinical psychologist who feels she really wants to give back to the community. Annabelle really enjoys meeting with Jean who is in her seventies, has had a few challenges with her health, and now spends a lot of time on her own.

But Annabelle says she is very resilient and has a good sense of humour, which she shares with Carwyn, of whom she is particularly fond. “I wondered if volunteering would add an extra pressure in my life, but I am really enjoying it,” says Annabelle.

Carwyn has discovered that Jean had been a talented artist, and has encouraged her to start drawing again. Reluctant at first, Jean now puts pencil to paper with real pleasure. They also play card games, and just sit and talk. In no time at all Carwyn will be old enough to volunteer as a befriender alone. In the meantime, he spends some of his school holidays volunteering at our groups, where he has also proved popular!
Our volunteers are the most wonderful group of people and without them Link Age Southwark simply wouldn’t exist. Through giving so generously their time, they have a hugely positive impact on the health and well-being of individuals and communities. Volunteers improve other people’s lives, as well as their own. We’re delighted that Southwark Council and the local NHS continue to understand, recognise and support the value that our volunteers add to the community in which we live.

In 2017, in order to grow our services to meet rising demand, we significantly increased our volunteer recruitment. We had 407 people from diverse backgrounds actively volunteer with us, up from 388 in 2016. Our volunteers enable older people to live independently in their own homes and improve people’s quality of life week in, week out. Our volunteers visit older people, do light gardening, bake and make things for our fundraising events, visit people in hospital, carry out odd-jobs and drive people to our groups and to other social events. They also deliver our fundraising and community events, run our groups and provide back office and pro bono professional support to the charity.

Our annual volunteer survey revealed that as a result of volunteering:

70% of our volunteers are more confident in supporting older people

94% feel that through volunteering they make a positive contribution to their local community

76% are more motivated to engage with older people in their community

88% are more aware of issues facing older people

80% are happier and feel better about themselves

68% feel an increased sense of belonging in the local community

96% would recommend volunteering with Link Age Southwark

“I would like to put on record our admiration for the work that Link Age Southwark does to support the population of Southwark. We recognise that you and your team make a very real difference to people’s lives, and we are delighted to be able to help support your work”

NHS Southwark

In 2017, we were awarded a Certificate of Good Practice by Community Southwark. Our volunteers give us hugely positive feedback about our processes and the support that we provide to them. In 2017, we were awarded a Certificate of Good Practice by Community Southwark.”

“Our volunteers gave over 19,440 hours of their time, worth £189,569 to Link Age Southwark last year, to support older people in their local community!”

1/ 72 volunteers responded to our survey
2/ We’ve used the London Living Wage to calculate how much it would cost if our wonderful volunteers were paid for their time
Martine is a remarkable woman and a terrific volunteer. Originally from the Netherlands, she has been living in England since 1976. She is in her sixties, has Multiple Sclerosis and walks with a stick. She is positive, cheerful and a great communicator - just the characteristics that make her so good a befriender for Link Age Southwark. She befriends three older ladies for two hours every week. Mary, 92, who lost her husband 30 years ago and is cared for by her son. Pansy, 81, who came from Jamaica as a young woman of 20, is not well physically, but is fun, and she and Martine are very happy just to chat, watch television and enjoy a laugh together. The third lady Martine befriends is Florence, 88, who had a fall and after hospital moved into a local care home. Sometimes they just sit in silence which Martine believes is a sign of real closeness. All the residents of the care home know Martine, for she takes care to greet them all. Martine clearly relishes her volunteering, and would do more if she could. And her three befrienees plainly enjoy her lively company. “Thanks for coming” they say. “No, thanks for having me” Martine replies. She will go on volunteering as long as her MS allows, and if she can no longer drive, she says that won’t stop her. What does she get out of her volunteering? “Warmth, friendship, giving and receiving” Martine says. “And good company.”

Martine – our ‘serial’ volunteer!

“What do I get from volunteering? Warmth, friendship, giving and receiving. And good company”

Martine, Volunteer

Other volunteers say

“It was the best thing I ever did when I joined Link Age Southwark”

“THROUGH VOLUNTEERING I FEEL I’M MAKING A POSITIVE CONTRIBUTION WITHIN MY COMMUNITY”

“I really enjoy it and have got to know so many interesting and inspiring people”

“I HAVE BEEN PAIRED WITH A DELIGHTFUL LADY AND WE SUIT EACH OTHER PERFECTLY. THANK YOU”
We’re always looking for people to help us by joining our large, diverse and dedicated team of volunteers from across Southwark and beyond. By volunteering your talents you will enrich your life and make a difference to older people in your community. Our team will match your skills, train and support you to deliver our volunteer roles:

**Befriending** – regular visits with an older person

**Driving** – helping older people get out and about to maintain a social life in the wider community

**Helping at groups** – making refreshments, running activities and enjoying the company of others

**Odd-jobs** – assisting with light practical tasks e.g. changing a light bulb or hanging a picture

**Gardening** – helping with tidying and other light gardening

**Escorted shopping** – accompanying someone to the shops

**Fundraising** – leading or helping at fundraising events to raise our profile and valuable funds

**Office support** – either regular or one-off volunteering in our office

**Remote contribution of your skills** – writing funding bids and case studies, delivering training, designing our publications, writing copy or photography. Whatever your skills, we’d love to hear from you!

At 92 years old Joy, who began volunteering with us in 2003, is our most senior volunteer. She regularly visits a lady called Jean as a volunteer befriender as well as volunteering in lots of other ways: from attending our fundraising events to serve refreshments, sell tickets, talk about Link Age Southwark and the wonderful work we do for isolated and lonely older people in the borough, to baking cakes. Until recently, Joy was also a regular volunteer driver, taking older people to and from our groups and parties.

Jean, who is unable to get herself out and about, is always delighted to see Joy and share stories and play games with her. Snakes and ladders and cards games are their favourites and Jean loves to hear news of Joy’s family in Australia and see photos of her trips to visit her family. Jean’s daughter says:

> “DOING SOMETHING THAT HELPS OTHERS IS SO IMPORTANT”

“These happy experiences often prompt Jean to recall happy memories of her own which she wouldn’t ordinarily talk about such as cycling and her sporting achievements.”

Joy began volunteering with Link Age Southwark (Dulwich Helpline as it was then) after coming back to London following the death of her husband. She has always kept busy in retirement after her busy job as a radiographer.

“One cannot retire”, says Joy. “Doing something that helps others is so important”. Volunteering has always been an important part of Joy’s life. In Sheffield she volunteered for the Red Cross and since coming to London Joy has also volunteered on conservation projects and as a steward at The Globe. In addition to the volunteering Joy does for us, she occasionally volunteers at the Rose Theatre.

“You get out of it as much as you give,” says Joy. At Link Age Southwark, we definitely get a lot out of Joy’s volunteering and she is an example and inspiration to all our volunteers.
Link Age Southwark has a strong focus on value for money. As a local charity, we recognise the value of every penny that is donated and every volunteer hour that is contributed to support older people in our local community.

Our income for the financial year ending 31st March 2017 was some £375,000. It included substantial grants from a wide variety of funders, including the London Borough of Southwark and the local NHS, and several generous Trusts and Foundations.

“"We had a hugely successful year of fundraising events in the local community, once again benefiting from the generosity of so many people in Southwark”

We were again fortunate to receive strong community support from a large number of local businesses, churches, individual donors, members of our Patrons scheme, from our Business Patrons as well as benefiting from the proceeds of local concerts and other events. And we had a hugely successful year of fundraising events in the local community, once again benefiting from the generosity and support of so many people across Southwark. With careful budgeting, we were able to grow our services, recruit new staff and invest in our organisational development.
Budget and fundraising for 2017-18

The charity continues to grow sustainably to meet local demand, and Trustees have set a growth budget for 2017/18 with a turnover of some £395,000 and new ambitious, but realistic, fundraising targets. We are focusing on securing grants from a range of trusts and foundations, growing our individual donor base increasing our income from community fundraising and seeking continued statutory funding from the London Borough of Southwark and the Southwark NHS Clinical Commissioning Group.

Income and Expenditure

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Income</td>
<td>£375,481*</td>
</tr>
<tr>
<td>Expenditure</td>
<td>£346,555</td>
</tr>
</tbody>
</table>

*£37,570 of this income is restricted income which is carried over in our accounts to be spent in 2017/18.

Expenditure by category 2017

- **Older people’s services**: £327,909
- **Fundraising**: £18,646
- **2017 TOTAL**: £346,555

Sources of funds 2016/17

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Funding from Southwark Council/NHS Southwark</td>
<td>£182,200</td>
<td>(48%)</td>
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<tr>
<td>Grant income</td>
<td>£101,160</td>
<td>(27%)</td>
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<tr>
<td>Donations and other voluntary income</td>
<td>£71,629</td>
<td>(19%)</td>
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<tr>
<td>Community fundraising events</td>
<td>£17,718</td>
<td>(5%)</td>
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<tr>
<td>Bank interest</td>
<td>£2,774</td>
<td>(1%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£375,481</strong></td>
<td></td>
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</tbody>
</table>

Trustees’ annual report and independently examined accounts for the year to 31st March 2017 are available from the office on request.
To our major funders
The London Borough of Southwark
Southwark NHS Clinical Commissioning Group
The City of London Corporation’s Charity City
Bridge Trust
Camberwell Community Council
The Dulwich Almshouse Charity
The Drapers’ Charitable Fund
Dulwich Community Council
The Elizabeth and Prince Zaiger Trust
The John Horseman Trust
The London Community Foundation
The Mercers’ Company Charitable Trust
The Northwick Trust
Peckham Settlement and Nunhead
The Peckham Settlement
Community Council
The Peter Minet Trust
The Rayne Foundation
The Sobell Foundation
The Wakefield and Tetley Trust
The Worshipful Company of Actuaries Charity

To our Business Patrons
Digitab
Hardie Grant Publishing
Home Instead Senior Care
Kerry Taylor Auctions
Lightbox
Michael O’Mara Books
Myla and Davis
SE Magazines
Southwark Brewing Company
Suzanne James
WaterBear Design

To our Patrons
Our Patrons scheme is for our valued supporters who make an annual donation worth at least £500
Noel & Caroline Annesley
John Baldwin
Sarah Banner
Piers Barclay
Ken Barnes
Vivian Bazalgette
Michael & Halldora Blair
Jean Cary-Elwes
Robert & Myra Chapman
Patricia Cox
Andrew Cullen
Neville De Souza
Brian & Penelope Foord
Brian & Genevieve Gosschalk
Charmian & Timothy Hornsby C.B.E.
Jean Howell
Rebecca Howell
Aidan Jones OBE
Nicola Kakkar
Barbara Kolator
Morton Lim
Clairissa Machin
Michael & Susan Merifield
Nicholas & Lindsay Merriman
Ian Morgan
Lesley O’Mara
Jane Onslow
Katherine Opie-Smith
Anne Parker
Michelle Pearce
Jeremy & Jackie Prescott
Charles & Celia Randell
Barbara Richardson
Edward & Marguerite Robinson
Deborah Roslund
Ted & Jenny Salmon
Vanessa Skelton
Katharine St. John-Brooks
Susan Sternglass Noble
Valerie Strachan D.B.E
Anne Sullivan
Hugh & Diane Taylor
Graham Walsh & Margaret Walsh
John & Judith Ward
Helen Watson
Andrew & Catrin Waugh
Tom & Brenda Wells
Barbara & John Wheen
And to our patrons who wish to remain anonymous
To our partners and supporters

Abbeyfield House, Herne Hill
Age UK Lewisham and Southwark
Alleyne Park Garden Centre
Alleyne’s Head Pub
Alleyne’s School
Amott Baptist Church
Andy Lear, The Ginger Professor
Anne-Marie Briscombe Photography
ASDA
The Ashton Edwards Trust
The Alzheimer’s Society
Barclays
Barry Bailey
Belair House, Dulwich
Bermondsey Street Festival
Blackfriars Settlement
Bob’s Wines
Bread & Roses Theatre
Bruno Rondinelli
Catherine Mitchell Jewellery
Changes Hair Salon
The Charter School
Chichirara
Christ’s Chapel, Dulwich
Community Southwark
Cook, West Dulwich
The Crooked Well Pub
Crystal Palace Road Big Lunch
D’Eynsford Sheltered Housing
Dulwich Books
Dulwich College
The Dulwich Festival
The Dulwich Funraisers
Dulwich Luncheon Club
Dulwich Picture Gallery
Dulwich Runners
Dulwich Prep London
The Dulwich Society
Dulwich & Sydenham Hill Golf Club
The Dulwich Trader – Rigby & Mac
The East Dulwich Tavern
Eastern Cuisine, Gipsy Hill
Eva Arnold
The Fox on the Hill Pub
Frank Knight
Gail’s Bakery
Harry Lamborn House
Heber Primary School
Helen Hayes MP

Jack Jones House
James Allen’s Girls’ School
Jane Newbery
Jo Merry and the South Circular Orchestra
King Charles Court
Kingsdale School
Kingswood House
Lambeth Ladies Choir
The League of Friends of Dulwich Community Hospital
Lew Evans House
Lila’s Jewels, East Dulwich
Lime Tree House
The Lordship Pub
Manuel’s Restaurant and Bar
Marilyn Harper
The Metro
Oliver Bonas
Paxton Green Surgery
Reach
Rocca, Dulwich Village
The Rotary Club of Dulwich and Peckham
Roullier White, East Dulwich
SE Mags
South East London Folk Orchestra
Southwark Library Services
Southwark Pensioners Centre
St. Barnabas Church, Dulwich
St. Clement with St Peter, East Dulwich
St. James’ Cloister
St. Mary’s Church, Peckham
St. Olave’s School
St. Paul’s Church, Herne Hill
St. Stephen’s Church, Dulwich
Suzanne James Catering
Thomson Reuters
Time and Talents
Toasted, East Dulwich
Tracks Publishing
The Victoria Inn, Peckham
Village Books, Dulwich

And to our many friends, garden openers, runners, cake bakers and individual donors who so generously supported us throughout the year.
People

Honorary Presidents
Dame Tessa Jowell
Ted Salmon R.I.P. (to 7th July 2017)

Trustees
(as of 1st September 2017)
Katharine St. John-Brooks – Chair
Adrian Greenwood – Deputy Chair and Company Secretary
Tim Roberts – Treasurer
Neville Da Souza
Juanita Fan
Nicholas Merriman QC
Lesley O’Mara
Susan Sternglass Noble
Anne Sullivan
Rebecca Torry
Mary Woodman

Staff Team
(as of 1st September 2017)
Gemma Juma – Director
Jennie Linnett – Senior Volunteer Co-ordinator
Melissa Kent – Volunteer Co-ordinator

Hilary Payne – Senior Service Co-ordinator
Meenaxi Chavda – Dementia Project Co-ordinator
Gemma Kern – Service Officer
Sue Yeomans – Service Co-ordinator
Robert Larkin-Frost – Operations Officer
Laura Fitzpatrick – Marketing, Communications and Fundraising

Saira Quli – Freelance Dementia Project Assistant
Louise Lear – Freelance Assistant to the Director
Pamela Saunders – Freelance Book-keeper

Thank you to
All our tutors, to our volunteer drivers, administrators, office support, befrienders, gardeners, fundraisers, DIY-ers, designers, donors, and to the older people of Southwark for making this such a wonderful place to live!
For 24 years we have been providing friendly volunteer support to older people across Southwark, reducing loneliness and isolation and helping older people maintain active lives within the wider community. Our fantastic volunteers bring joy to people’s lives and support older people to thrive in later life.

**Link Age Southwark**
Dulwich Community Hospital
East Dulwich Grove, London SE22 8PT
www.linkagesouthwark.org
@LASwark
info@linkagesouthwark.org
Registered Charity No 1105923
Registered Company No 05189161

We are so grateful to our volunteers Andrew R, who helped us produce copy, and Andrew W, Bruno and Lottie who helped produce the photographs in our Impact Report!

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