



Friends of the Elderly Charitable Services Update 2019/20

Welcome to our Charitable Services Update



In October 2018, we launched Friends of the Elderly's five-year strategy, *Building better outcomes for all*, and we

spent 2019-20 working towards just that. We are continuing to provide high-quality services and activities that are personalised to individual needs and integrated with local communities. We have also been busy implementing new practices, procedures and technologies to make our services even better.

In 2019, we launched the first of our annual dementia conferences. The conferences are part of our flagship dementia education programme, which aims to increase the quality of dementia care provided to

residents and service users and is run in partnership with Worcester University's acclaimed Association for Dementia Studies (ADS).

Although this report focusses on the activity of the charity over the financial year 19-20, it would be remiss of me to not mention our response to COVID-19. Staff and volunteers worked incredibly hard to manage the unrelenting pandemic, and this will be the focus of our next report. As a result of the outbreak, we have made significant changes to how we deliver services and activities, and we are now confident that we are Covid Wise in our work. For more information about this please visit www.fote.org.uk.

For now, I hope this report helps you to learn more about the important work that the Charity undertook in 2019-20, which, as ever, puts people at the heart of all that we do.

Steve Allen,
Chief Executive

Why are we here?



1.2 million people aged 65+ experience chronic lonelinessⁱ



200,000 people aged 65+ haven't spoken to a friend or relative for an entire monthⁱⁱ



1.9 million people of pension age are living in poverty and almost 1 in 10 are unable to replace basic goods like a broken-down cookerⁱⁱⁱ

ⁱ Michael Marmot et al. (2016), *English Longitudinal Study of Ageing: Waves 0-7, 1998-2015*. Figures extrapolated by Age UK to national population. Individuals experiencing 'chronic loneliness' are those who are often/always lonely for at least two of the last three years and at least sometimes lonely in the remaining year.

ⁱⁱ Age UK (6 April 2017), '1.2 million older people are still chronically lonely – extend the hand of friendship this summer'.

ⁱⁱⁱ Age UK (2018), *Poverty in Later Life*.

Cover photo: The Mayor of Woking Cllr Beryl Hunwicks attending a Friends of the Elderly barbecue in 2019.

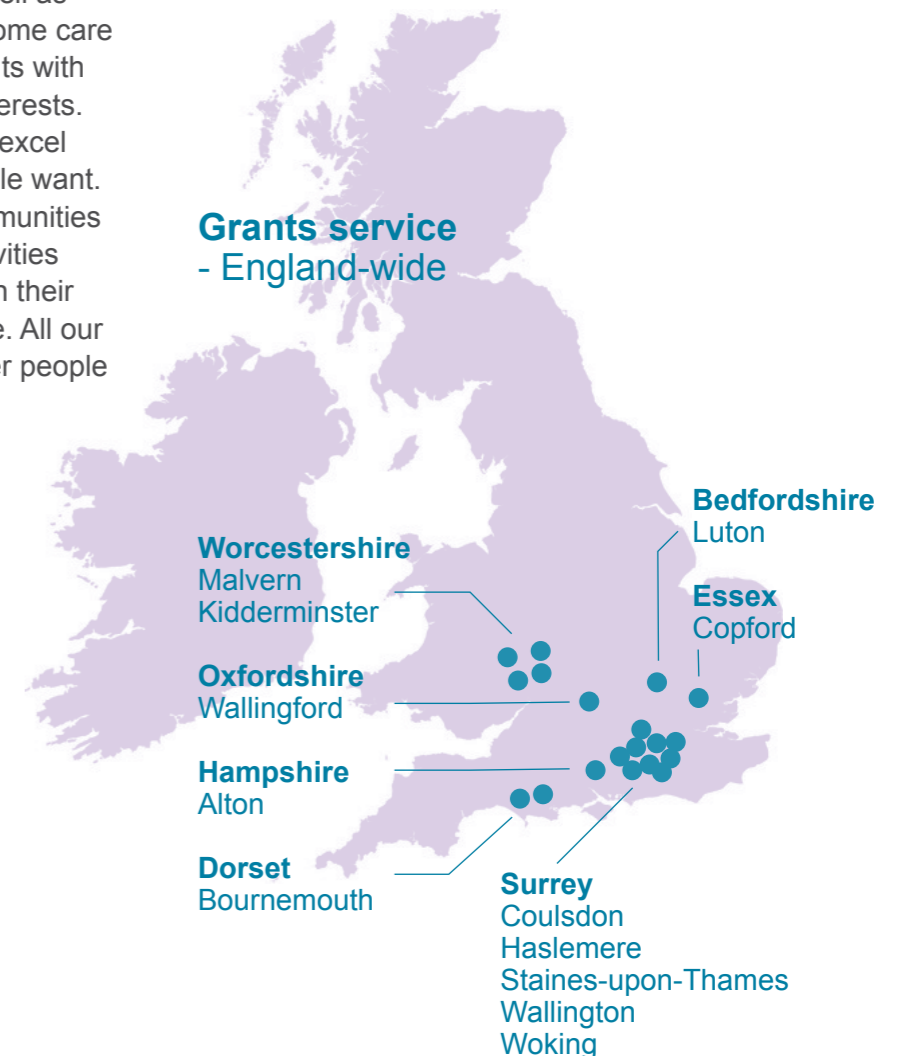
What we do

At Friends of the Elderly, we have been supporting people for over 100 years. We provide high-quality services and activities that are personalised to individual needs and integrated into local communities. In everything we do, we seek to achieve better outcomes for everyone.

At our care homes - which provide residential, nursing, dementia and respite care, staff are committed to supporting residents to be independent and to engage in community life. Friendship is important as we get older, so as well as providing everyday support, our home care (domiciliary) service matches clients with a care worker who shares their interests. We believe that services can only excel when they deliver what older people want. Our day care centres in local communities provide essential support and activities to enable people to remain living in their own homes for as long as possible. All our services are equipped to help older people live well with dementia.

As a charity, all surplus income from our paid-for services is reinvested into our charitable activities to enable us to reach more people. We also rely on the generosity of the public, trusts, companies and foundations to deliver these often life-changing services. Our grants programme provides one-off grants and regular allowances to help alleviate the stress and worry often experienced by older people living on a very low income. And, as we are more likely to experience loneliness as we get older, our befriending service provides older people with friendship and supports them to reconnect with their community.

Where we work



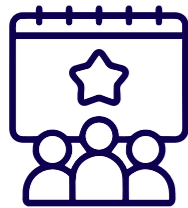
Overview of achievements



£696,000
funds received



41 events
in the Malvern Hub, with
695 attendees



182 events
in the Woking Hub, with
2,598 attendees



£179,000
total grants,
across 690 people



£259
was the average
grant award for items
including washing
machines, cookers,
utility arrears, broadband
connections, and
carpets



**Monthly
allowances
of £50 each,**
for 35 older people living
on low incomes and in
difficult circumstances,
to help with their general
day to day living costs
such as food, bills,
clothing (£21,000 total)



**Winter
comforts
allowances
of £250 each**
for 16 older people in
need, to support with
higher energy bills over
winter and ensure they
can use the heating they
need without worrying
(£4,000 total)



**Biannual
allowances
of £500**
(2 x £250 payments
each) for 17 older
people in need of
financial help with
general living costs

Befriending

Our circumstances change as we get older and we don't always have people to call on as much as we used to. That's why our befriending service offers friendship and connection to those who need it the most.

Just like a true friend, our volunteers take time to listen and share life's ups and downs with the older people they are matched with. If they have lived alone for many years, users of our services often find their confidence returns and their volunteer helps them to re-connect with their community.

After losing her partner 11 years ago, Teresa, 84, was left with little close family. Teresa always made an effort to stay active and did voluntary work at a local community centre. But she had to give this up due to arthritis in her hands. Teresa first got in touch with Friends of the Elderly when she saw a notice in her local library.

Teresa told us: *"It's brought me out of that dullness of life when you're on your own with little to do. You get such a welcome. Their functions, their dinners, their Easter lunches and such things are lovely. It really has "taken me over" – which is a funny expression, but I just really enjoy going there, looking to see what's on next, putting my name down for the Christmas lunch and things like that. You know, it's just brought me out."*

Find out more about our befriending service on our website.



Grants

Our grants service provides financial help in the form of one-off grants and regular allowances, throwing a lifeline to older people with no one else to turn to.

We currently have three types of grants available: home essentials, digital connection and financial support. Between them, they cover things like mobility adaptations, broadband costs and unexpected bills.

June, 68, was diagnosed with cancer in 2001. Although cancer-free after two years of treatment, she was left with a disability caused by the tumour, which was on her spine. June was just getting over her illness when her husband was diagnosed with terminal cancer. He sadly died in 2008, the year they celebrated their 30th wedding anniversary. Before she became unwell, June worked as a company secretary and office manager. With everything happening so quickly, June and her husband didn't have time to plan for retirement or get any money together.

June told us: *"You think you're going to retire together, but that's not always how it works out. I suffer from anxiety and depression as a result of my situation. Without this help from charities like yourself, from people like yourself, well, people like me would just go under. You've helped me with repairs to my home – really vital repairs – I just can't tell you how grateful I am. I've worked all my life, so it's hard to find yourself in a situation where you have to ask for help. For people like me, it's 'heat or eat', it really does come down to that situation."*

Our match-giving partnership with The Edward Gostling Foundation doubles the value of every donation we receive up to a total of £100,000.

Find out more about our grants service on our website.



Finances

Income through fundraising is extremely important to Friends of the Elderly and allows us to deliver support services to the most vulnerable older people. Our voluntary income of £696,000 in the year has enabled us to support a range of services and activities including our grants and visiting services.

Although Friends of the Elderly has a high value of net assets, the majority of these are tied up in care homes and the working capital needed for our services, or are endowed funds for specific purposes. Because of this, fundraising income is incredibly important in helping us to further enhance the lives of older people.

The Charity was on track to record a small operational surplus during 2019-20, after implementing strategic changes in the previous two years. However, our robust response to COVID-19 in early March led to higher costs and a pause on care home admissions. The Charity Commission has approved our application to access some endowed funds to provide a financial cushion for the care home operations during this time, which allows us to focus on continuing to provide quality care and putting the needs and safety of our residents and staff first.

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HRH Princess Alexandra, The Hon. Lady Ogilvy

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Sir Michael Perry GBE

Honorary Physician

Dr Trevor Hudson

Honorary Chaplain

The Reverend Prebendary Charles Marnham

Board of trustees

Our trustees are unpaid volunteers who are ultimately responsible for the governance, leadership and financial viability of the charity. They set the strategic direction to enable us to work towards achieving our vision.

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Vice Chair

Jeremy Withers Green

Trustees

Joannie Andrews
Sonia Campbell
Rob Chapman
Lord Devonport
Rikki Garcia
Chris Maidment
Jonathan Passman
Sharon Prosser
James Ross (to 31.12.19)

Thank you to our supporters



We wish to express our sincere thanks to all the donors who have supported us throughout 2019-2020. We rely on the generous support of charitable trusts and foundations, companies, community groups and individuals to help support our vital befriending and grants services. It is impossible to name everyone, but we would like to say a special thank you to the donors below:

Bothwell Charitable Trust	The Alec Van Berchem Charitable Trust	The Fulmer Charitable Trust
Casa Stella Trust	The Annandale Charitable Trust	The George Dudley Herbert Charitable Trust
Community Foundation for Surrey	The Band Trust	The Hawthorne Charitable Trust
Cooperative Group Limited	The Calleva Foundation	The Hornby Lonsdale Charitable Trust
Devonshires Solicitors	The Charles Irving Charitable Trust	The Hospital Saturday Fund
E F and M G Hall Charitable Trust	The Childwick Trust	The Lady Hind Trust
Home Warmth for the Aged Benevolent Fund (HWA)	The Clothworkers' Foundation	The Leach Fourteenth Trust
Joseph Ettedgui Charitable Foundation	The Countess of Meath Will Trust	The Mrs Yvonne Flux Charitable Trust
Order of the Sisters of St Joseph of the Apparition	The Edith Lilian Harrison 2000 Foundation	The Ofenheim Charitable Trust
Pellings	The Edna Johnson Will Trust Charity	The Ron and Lyn Peet Trust
Pensions and Lifetime Savings Association	The Edward Gostling Foundation	The Tula Trust Limited
Per Pro Kidderminster	The Equilibrium Foundation	The Walter Guinness Charitable Trust
PF Charitable Trust	The Eveson Charitable Trust	The White Oak Charitable Trust
Sir Edward Lewis Foundation	The Frogal Trust	Thomas Roberts Trust
Squadron Leader A E Jones Trust		Trelix Charitable Trust

From 1905, Friends of the Elderly has cared for older people and supported them to live independent lives, enriched with dignity and respect. From providing 'Penny Dinners' to help older men returning from the First World War in 1918, to ensuring that our services and activities are safe, innovative and dementia-friendly 100 years later, Friends of the Elderly is a charity that has always put people at the heart of all that we do.

Friends of the Elderly Group

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