



advice and support for older age
**Independent
Age**

Year in review 2015

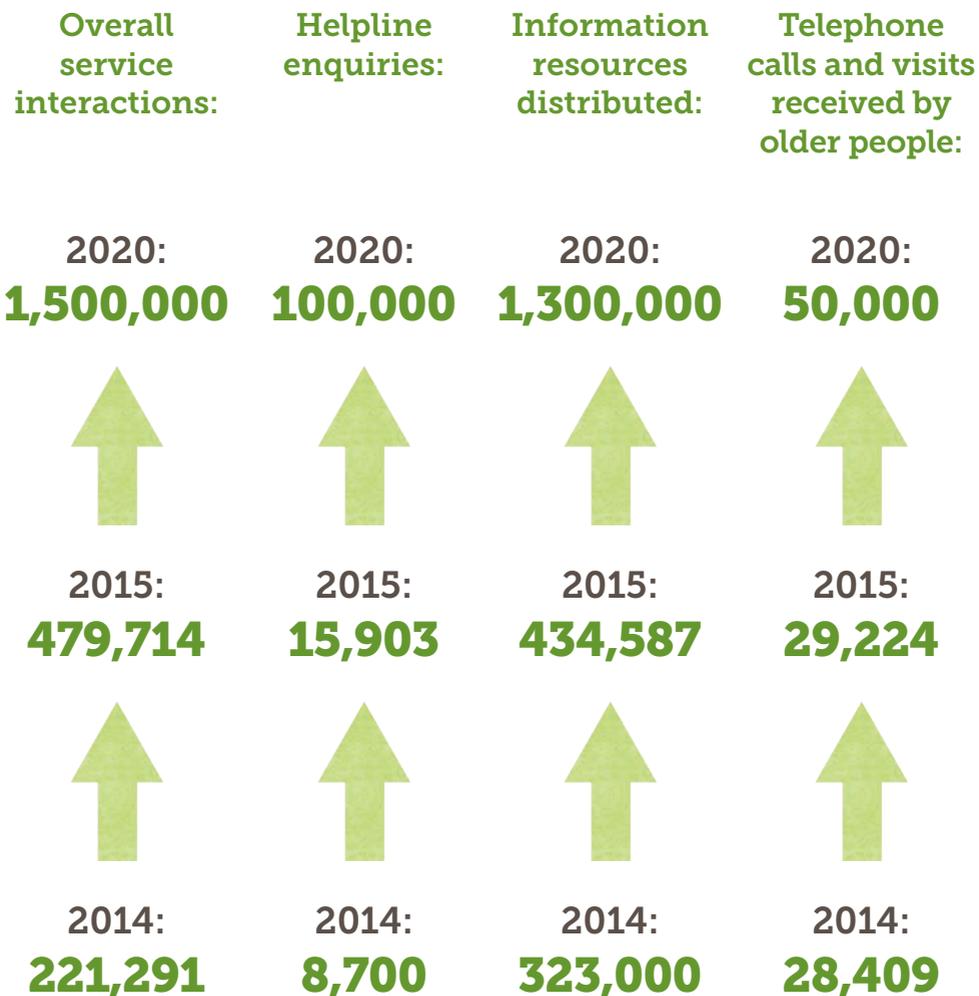




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A major expansion in our reach and impact



Welcome to the Year in Review 2015 from Independent Age, featuring highlights from our work over the past year.

I am delighted that our new strategy to achieve a tenfold increase in our reach by 2020 is already beginning to reap rewards.

I am pleased to report that in 2015, the first year in our five-year strategy:

- we doubled our reach, achieving 479,714 service interactions overall
- we launched a major expansion of our services
- we almost doubled the number of enquiries to our Helpline from older people and their families
- we increased the distribution of our information resources by 100,000
- we campaigned on the pressing needs of the UK's ageing society
- we achieved a mention in the national media, on average, once every working day.

Obviously, while this is a fantastic start, we are all too

aware that there is a mountain to climb. As you can see from the opposite page, our goals are hugely ambitious but, looking at the sheer scale of the problems older people face, we feel there is really no alternative.

For example, as many as 1.6 million older people are living below the poverty line. And, according to the Campaign to End Loneliness, of which we are a founding member, around 40% say television is their main form of company.

With a specific focus on helping those who need our support most, we are more committed than ever to making a measurable difference to the lives of older people. Of course, we cannot do it without your generous support, so thank you from all of us. I look forward to sharing more successes next year.

Best wishes



Janet Morrison
Chief Executive



Building a better future for older people

As we launched our ambitious new plan to increase our reach and impact across the UK by 2020, results from a YouGov poll, released in January, revealed that the ageing population is seen as one of the top three challenges facing society over the next 20 years.

The poll was commissioned by Independent Age as part of our **2030 Vision** campaign to make the UK the best country to grow older in. It found that 79% of people think the ageing population will present a big challenge for the UK over the next 20 years.

Independent Age Chief Executive, Janet Morrison, responded to the results by saying, "These findings suggest that as a nation there is a need to form a coherent approach to ageing and older age to ensure it is not experienced with fear, but positivity and optimism."

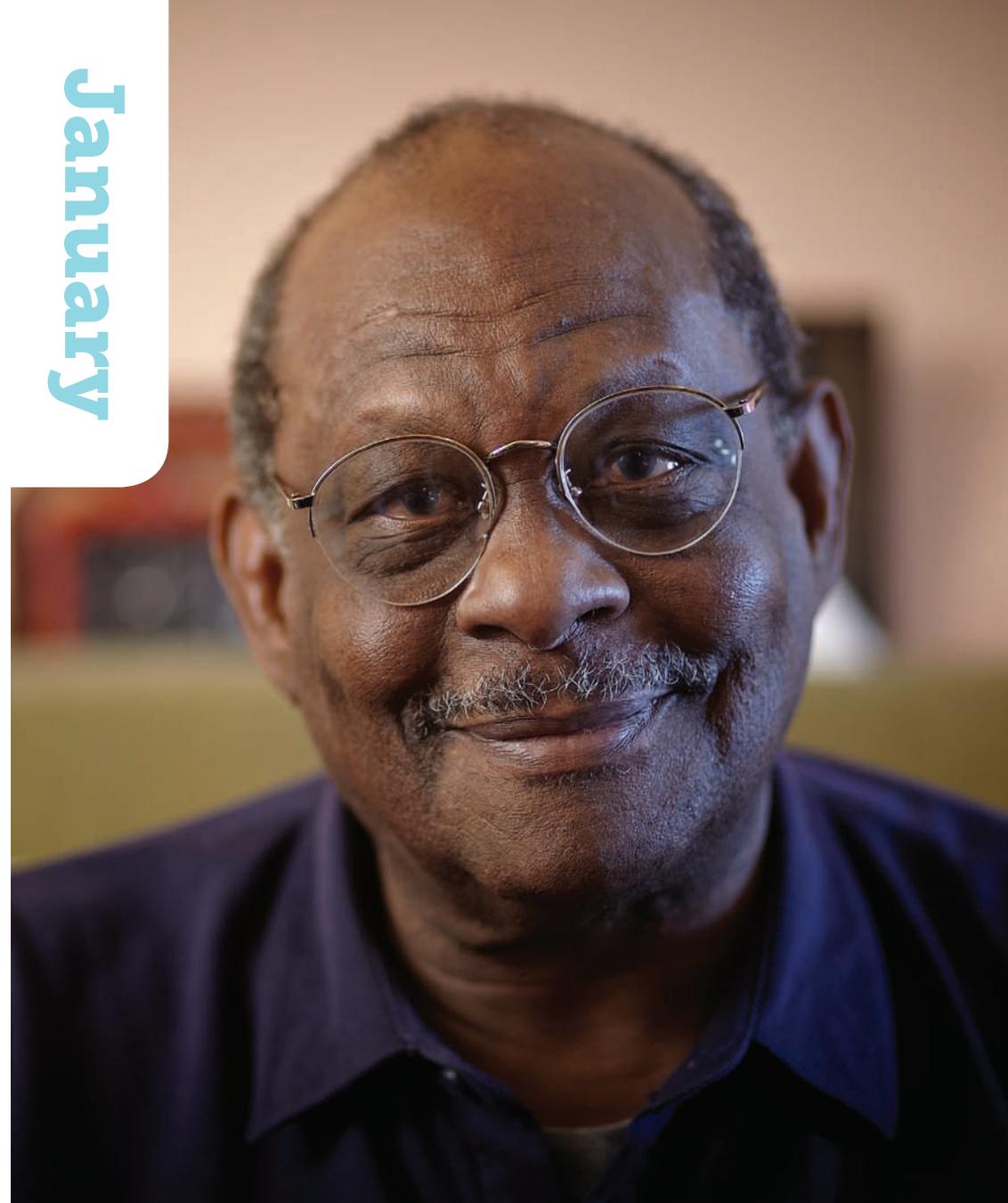
The 2030 Vision campaign was originally prompted

by a House of Lords report, published in 2013, which found the UK to be "woefully underprepared" for its ageing population. This year, we have worked with partners as diverse as the Campaign for Better Transport and the UK Home Care Association to call on the prime minister to get ready for rapid population ageing.

In September, we completed the consultation phase of 2030 Vision with the launch of our report, **Building a Better Future for Older People in the UK**. The report highlights the major fears and concerns of over 4,500 people and identifies four key areas the government needs to act on in order to create a better society for older people: discrimination, money, loneliness, and health and care services.

In 2016, we will be launching a campaigning programme to tackle these issues.

January



Join our growing campaigns network by emailing policy@independentage.org or writing to Campaigns, Independent Age, 18 Avonmore Road, London W14 8RR.

Tackling the scourge of loneliness head on

Around a million older people in the UK are 'chronically lonely', seriously increasing their risk of physical and mental illness, according to research released by Age UK and The Campaign to End Loneliness in February.

Tackling the growing problem of loneliness among older people underpins all our work. As part of our plans to significantly increase our reach and impact, we are investing in a major expansion of our frontline services and piloting additional services that reduce loneliness and increase wellbeing.

One of the older people we support, Paula (pictured far right), who's 77, lives alone in Whitley Bay. After retiring, she made the move up north from east Sussex to be closer to family but a problem with her mobility meant she would often end up stuck indoors, feeling lonely and alienated.

Paula says, "My friend from east Sussex was really concerned about me because I was getting down to rock bottom."

Fortunately Paula got in touch with us and we were able to introduce her to one of our local volunteers, Lesley (pictured right), whose weekly visits have made all the difference.

Paula says, "We don't stop talking, which is great. The hard thing about getting old is that many of your friends die and loneliness sets in... having a friend is essential because it gives you that little push. It's great. Lesley even laughs at my jokes!"

Lesley says, "I look forward to seeing Paula because she's great fun to be with. She always has something lined up for us. We laugh a lot - she has the best laugh in the world. It's changed my life to know that I'm helping. Nobody should be lonely."

February



If you think you or someone you know might like to receive one of our friendship services, call 0800 319 6789 or visit www.independentage.org/befriending

Offering guidance on the complex issues

Navigating your way through the care and benefits maze can be a lengthy and confusing process. In 2015, our advice service received more enquiries than ever before, many callers wanting clarity around topics such as benefits eligibility and the different options around care.

Independent Age adviser, Anna (pictured right), says, "Sometimes we receive calls from people who are trying to coordinate care for their older relatives from hundreds of miles away. It's incredibly stressful for them so we try to help lighten the load by giving as clear guidance as possible."

Anna received a call recently from a woman who was concerned about her father's care. She says, "He was living with dementia and had recently had a fall in hospital. She didn't live nearby and felt social services weren't doing enough to help him. She was, of course, extremely worried about him."

Anna guided her through the steps she needed to take to arrange a needs assessment for him and, later, received a message saying, "The advice was brilliant. I feel all buoyed up to help him!"

Meanwhile, a staggering £3.7 billion in means-tested benefits goes unclaimed by older people every year, often because they simply don't know they're entitled to claim. Another of our advisers, Gill, says, "We receive many calls from people who are unsure of which benefits they're entitled to, if any.

"One recent caller, who lives alone, told me she was receiving Attendance Allowance, but she was still struggling financially. As she talked me through her situation it became clear to me that she was entitled to an additional £61.85 a week in Pension Credit. She was so happy when I told her the good news!"

March



For free, confidential advice on staying independent at home, care assessments, health services, welfare benefits and staying socially connected, call us on 0800 319 6789.

Our Radio 4 fundraising appeal starring actress Anne Reid

We were delighted to have the support of celebrated actress and Last Tango in Halifax star, Anne Reid (pictured right), for our Radio 4 fundraising appeal, aired in March and April.

The appeal focuses on the silent epidemic of loneliness among older people and tells the story of one of our members, Ron, who lost his wife two years ago. Living alone and grieving, Ron had an accident which left him completely housebound, unable even to get to the local shop.

He became extremely lonely but, fortunately, got in touch with Independent Age and has since found good friends in his volunteer visitors who, between them, visit him twice a week.

Anne, who's 80, was only too happy to give her time to help Independent Age raise funds for its work. She said, "The sad reality is that loneliness is a real issue for hundreds

of thousands of older people. And often it's because of circumstances beyond their control, like bereavement, illness, disability or poverty.

"On top of this, countless numbers of older people are in the dark about what support is available. Many are stuck at home, struggling with declining health or financial problems, unaware that they could get proper help... Independent Age's work is so needed, now more than ever."

Independent Age Chief Executive, Janet Morrison, said, "We are so pleased to have the support of the wonderful Anne Reid for this fundraising appeal. This is a crucial time for Independent Age as we have now begun implementing plans to significantly increase the number of older people we directly support. It's fantastic to have such a high profile name helping us make these plans become reality."

April



We plan to significantly increase our reach and impact by 2020. Help us help more lonely people. Donate now on 020 7605 4288 or visit www.independentage.org

Championing the work of our dedicated volunteers

Our work at Independent Age would be impossible without our committed volunteers. That's why, after undertaking a thorough review of all our services last year, we completed the development of a major new programme in May to improve our volunteer training and support.

Giuseppe (pictured right), from south east London, decided to volunteer for Independent Age after reading about our services online a few years ago. After moving here with no family, Giuseppe felt like he was missing out, but that all changed when he started volunteering for us.

"Independent Age offers these great services to people who are lonely and it felt like it was the perfect match for what I wanted to do," he explains. "Where I grew up in Italy, we are taught to respect older people and to appreciate what they have created for you. I used to love spending

afternoons with my grandma – she used to tell me all sorts of stories."

Giuseppe was matched with Dorothy (pictured right), who's 88 and lives nearby in London. Dorothy lost her husband over 30 years ago and has no children. Since she's now blind she finds it especially difficult to go out, so was becoming very isolated.

Giuseppe says, "I love spending time with Dorothy. She's so inspirational and cheery. If you've had a bad day, you go and meet her and it makes all the difference. Because she's blind, I help her by reading her post and sorting out the bills – it feels good to give something back."

Dorothy says, "I really enjoy Giuseppe's weekly visits. There's nothing I couldn't tell him. It's changed my life. Giuseppe comes as a friend and as a volunteer."

May



Watch Giuseppe and Dorothy's interview at www.independentage.org/befriending/get-a-volunteer-visitor
If you would like to volunteer for us, please visit our website.

Highlighting the challenges older carers face

As people live longer with disability and illness, the number of unpaid carers is rising fast. Statistics show that three in five of us will likely end up caring for partners, family members or friends who are too frail, sick or disabled to manage on their own.

Coping with the demands of this is challenging at any age, but older carers have particular concerns which are rarely discussed. An estimated 380,000 older people in England care for a loved one around the clock – with absolutely no help.

For the first time, Carers Week dedicated a special day to older carers on the 12 June. Our report, **“You don’t stop the worrying”: The Difficulties of Caring in Later Life**, launched on Older Carers’ Day, highlights the challenges older carers face. It was praised by David Cameron and our work was featured on BBC Breakfast News.

One carer we spoke to was 83-year-old Jane (pictured right). After living the glamorous life of an actress and model when she was younger, Jane has been her daughter, Arabella’s, prime carer for the last 20 years. Arabella is now in her mid-40s and has a genetic myopathy, which means she struggles to walk and is often in intense pain.

Jane has to do everything for her daughter and worries about the future. She says, “I think the worst thing about being a carer for someone you love is that fear: what will happen to her when I go?”

Our report identifies poor health, loneliness, reduced incomes and problems accessing services as the principal difficulties for older carers, and makes recommendations for how government and voluntary services can better support older carers. We plan to lobby the government to act on these vital issues.

June



Are you an older carer? Order our free guide, **Carers – what support is available**, at www.independentage.org or call 0800 319 6789.

Celebrating our fundraising heroes

We are extremely grateful to everyone who is helping to raise funds for Independent Age, especially as we embark on a huge push to significantly increase the number of older people we support.

Last year, we were delighted to hear about all kinds of wonderful fundraising activities, from sponsored walks to stylish haircuts. Here are just a few:

- Lincoln Police Force hosted their very first Big Tea, which we mark both on 30 July – World Friendship Day – and on Older People's Day on 1 October. They invited people from the local area to come and have a cuppa in support of Independent Age, and told us, "We believe that the older generation deserves a lot more than they get. Hosting a Big Tea is a lovely way for people to get together."
- Staff at care agency, Prestige Nursing + Care, took on a whole host of fundraising activities for us over the year,

including sponsored walks, tea parties and office dress down days.

- In April, we were represented at the Virgin London Marathon by three brave runners, including 19-year-old Joe Grantham (pictured below). He said, "To be able to run the most iconic marathon in the world for this wonderful charity made my race very emotional and fulfilling."

- We were also lucky enough to gain the support of Fat Boy Trimmers (pictured top) in October, a barbering collective who donated a whole day's worth of haircuts to Independent Age. Stylist, Sergio said: "We decided on Independent Age because I knew our support would be put to good use and it would really make a difference to the older people they help."

Thank you to everyone who raised funds for Independent Age last year. We look forward to hearing about more exciting fundraising ventures in 2016.

July



Want to join in the fun? Email events@independentage.org or call 020 7605 4288.

Empowering older people with the right information

Dealing with over one million patients every 36 hours, the NHS is the world's largest publicly-funded health service. So how can we get the most from it?

We put this question to GPs, hospital staff, pharmacists and patients and brought together their tips in our latest Wise Guide, **Your Health and the NHS**.

As Head of Information and Advice, Rajbinder Johal, says, "We're so lucky to have a free health service but navigating it can sometimes be difficult. This Wise Guide tells you what should happen, when; what you're entitled to; and what to do if things go wrong."

Sheila, 82, who contributed to the Wise Guide, only has praise for the NHS. Having been in hospital several times, she's now in her GP's surgery's Patient Participatory Group. She says, "It's important to be proactive about your healthcare. Be

as informed as you can and ask questions about any treatments you have."

This is especially important since things can get missed, as 86-year-old Freda (pictured right), from Bristol, found to her detriment. After having a hip replacement, she was discharged from hospital to find her care plan had been all but forgotten.

"I came home by ambulance and they sat me on an armchair in the kitchen," Freda says. "I was on my own. I couldn't move; I couldn't get up to make a cup of tea or a glass of water or anything."

Eventually, care workers started popping in. But two weeks later a district nurse was shocked to find Freda still in the same clothes she'd been wearing when she left the hospital.

Fortunately, Freda made a full recovery, but she still feels upset about the hospital's blunder: "I wouldn't want it to happen to anyone else."

August



You can order **Your Health and the NHS**, and all our free Wise Guides, by visiting www.independentage.org or calling 0800 319 6789.

Debating the issues that make a difference

What's the fairest approach to meeting the needs of our ageing population? This was the question we posed at the Conservative, Labour and Liberal Democrat Party Political Conferences in September.

Working in partnership with leading think-tanks and sight loss charity RNIB, the fringe events, prompted by our joint report, **Generation Game**, explored whether our health and social care systems have the money to meet an inevitable increase in demand. They also examined whether our pension system is suitable for an increasingly older population.

Independent Age Chief Executive, Janet Morrison (pictured right), who was on the panel at all the events, stressed that thinking about planning for our care needs is something that we all need to get better at doing.

Surprisingly, there was a lot of consensus across all

three events with the same themes emerging – the health impact of loneliness, the responsibilities on families and the need to integrate health and social care. However, despite politicians agreeing that our health service is one of the biggest issues they need to address, it wasn't always clear they recognised the longer-term pressures facing the wider health and care system.

Independent Age Head of Policy and Campaigns, Andy Kaye, says, "Although, of course, all of us who are concerned about the future of the health service naturally worry about the next six months, Independent Age has tried to do some long-term thinking in our Generation Game report. We're not just thinking about the immediate future of the NHS but, looking ahead 15 years, we're thinking about what kind of support more of us will need for housing and social care."

September



Find out more about our parliamentary work at www.independentage.org

Delivering research on the issues that matter

The adult social care sector in England faces a gap of 200,000 care workers in five years' time. And even more concerning, our research reveals the sector could face a shortfall of one million workers in the next 20 years.

In October, we produced a report with the International Longevity Centre (ILC-UK), **Moved to Care**, to examine the size, shape and scope of the care workforce in England and the role of migrants.

The adult social care sector in England is facing huge challenges in recruiting, paying for and retaining its staff, despite rising care needs. Proposed policies, which seek to reduce net migration, could have a major impact on the care workforce.

The report illustrates how the care workforce currently depends on migrant workers. It also sets out the problems that could arise if we continue to place restrictions on migration and under-fund social care.

Our research also included interviews with migrant care workers including Maria, aged 40, who came to the UK five years ago from Spain. Since arriving here, she has worked as a support worker for two homecare agencies and thinks there is a lot to be done to improve the sector.

Maria says, "When the company pay you £6 per hour, it's really tough. Can you imagine how many hours you have to work per day just to manage? And at the end of the day who is going to suffer? The people you work with."

The report calls for government action to attract more UK-born workers to the sector and make it easier for social care providers to recruit workers from overseas. The Home Office has responded by saying they "share our concerns about a continued failure to attract more UK born workers". We have also invited care sector experts to help us identify ways to prevent a growing shortfall.

October



To receive details of our future reports, email policy@independentage.org or write to Campaigns, Independent Age, 18 Avonmore Road, London W14 8RR.

Challenging ageism in the media

This year, for our annual Older People in the Media Awards, we were delighted to join forces with Gransnet, the social network for the UK's 14 million grandparents.

The awards celebrate the best coverage of older people's issues in all media, with the aim of shining a light on coverage that has either positively portrayed older people, or sensitively highlighted the issues they face. We were thrilled to announce the winners in November.

JB Morrison (pictured right) won the award for the Best Older Person's Character in a Book, Film, TV or Radio Drama, for his character, Frank Derrick, in his book *Frank Derrick's Holiday of a Lifetime*. He beat stiff competition including Sir Ian McKellen and Sir Derek Jacobi.

Commenting on his win, he said, "Winning is unbelievably flattering and I'd say it's even better than winning the Booker Prize!"

Meanwhile, Baroness Joan Bakewell won the Best Older Person's Champion in the Media Award. Other nominees for this category included Baroness Ros Altmann, Angela Rippon and Dame Esther Rantzen. Baroness Bakewell has commented extensively in the media about older people's rights in the modern world. She formerly held a government-appointed role as the Voice of Older People from 2008 to 2010 "to bring the problems of the old to the attention of the public at large".

The winner of the Everyday Ageism Hero category, which awards the best marketing campaign or initiative to promote ageing in a positive light, was beauty brand L'Oréal for its Age Perfect campaign starring Dame Helen Mirren. Independent Age Chief Executive, Janet Morrison said, "Thank you to everyone who voted and also to all the nominees who are working hard to help highlight the issues older people face."

November



"All the winners of the Older People in the Media Awards have made an outstanding contribution to representing older people's issues in the media." Janet Morrison

Keeping older people connected over winter

Winter can be a particularly tough time for older people. The cold weather and shorter days make it harder for people to leave the house, particularly those with mobility issues. It's inevitable, then, that many end up spending day after day stuck at home, alone.

In December we focused on our telephone befriending service, which connects an older person with a volunteer who has similar interests so they can enjoy regular chats over the phone. The service is an effective way to give older people extra friendship and company for as long as they need it.

Derek (pictured right), who is 84 and lives in Kent, lost his wife nearly six years ago. He found it hard to adjust to life without her, especially as he has no children, saying, "It felt like she was still there and then it dawns on you that you're on your own."

Despite his best efforts, Derek struggled to make new friends and found himself becoming very lonely. He says, "When you're out these days, nobody wants to talk to you. Sometimes the people at the supermarket check-out tills are the only people who you'll talk to for two or three days."

Derek got in touch with Independent Age and, for the past year, has been receiving a weekly call from one of our telephone befrienders, Andrea. The pair share an interest in photography and always have plenty to talk about: "It's nice to get a female perspective on life. We talk about all sorts of stuff.

"I just felt that I needed someone else to chat to," Derek adds. "I would recommend it to anyone who feels like they need someone to have a chat with now and again. It worked out well for me. Independent Age is a wonderful organisation."

December



If you're interested in befriending, please see our website:
www.independentage.org/befriending

Financial summary

Our total income in 2015 was £14.3m, a considerable increase on the 2014 total of £9.2m mainly due to the one-off sale of our former headquarters building after the move in late 2014. Our total expenditure and commitments in 2015 was £7.9m, down from £10.1 in 2014. The 2014 total included a significant increase in the provision, set aside a number of years ago, to meet future annuity payments to beneficiaries who have been supported by the charity for many years.

In 2015, the provision was reduced by £0.7m, largely because the number of annuitants decreased faster than expected.

Expenditure and commitments on charitable activities (including the reduction in the annuities provision) in 2015 was 79% of our total expenditure, down from 85% in 2014.

But the latter included a large one-off increase in the annuity provision. Excluding movements in the annuity provision, in 2015 we increased spending on our core activities of Information and Advice Services, Wellbeing, and Campaigning to £7.0m (2014: £6.0m). **This core expenditure represented nearly 89% of net expenditure (2014: 60%).**

The total value of the charity's funds at 31 December 2015 stood at £161.3m – up from £150.3m at the end of 2014. This increase is due to the good performance of the investment portfolio plus the extra monies raised from the property sale. The composition of these funds at the year end was: endowed funds £57.1m (2014: £54.5m) – the capital of which must be maintained; restricted funds £18.6m (2014: £18.1m) to be spent in line with the restrictions pertaining to each fund; and unrestricted funds £85.5m (2014: £77.7m) of which £61.9m (2014: £66.0m) has been designated for specific purposes,

including the implementation of the 2020 strategy. After these designations, free reserves stood at £23.5m (2014: £11.7m) which is 19.4 months of operational expenditure. While this level is above the target of 12 months operational expenditure, it also provides a buffer against any short-term falls in the investment portfolio.

Income

Our total income for 2015 was £14.3m compared with £9.2m in 2014. Within this total there was a very small fall in the level of voluntary income, largely attributable to the year on year fluctuations in legacies received: Our income from investments fell from £5.4m to £4.1m as the charity diversified its investment portfolio, including a significant allocation to a fund from which the income is reinvested and a one-off surplus of £6.9m on the sale of properties, including our old headquarters building.

Income	£m
Voluntary	3.4
Investments	4.1
Surplus on property sales	6.8
Total	14.3

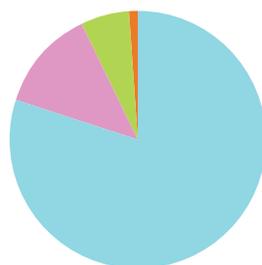


Financial summary

Expenditure

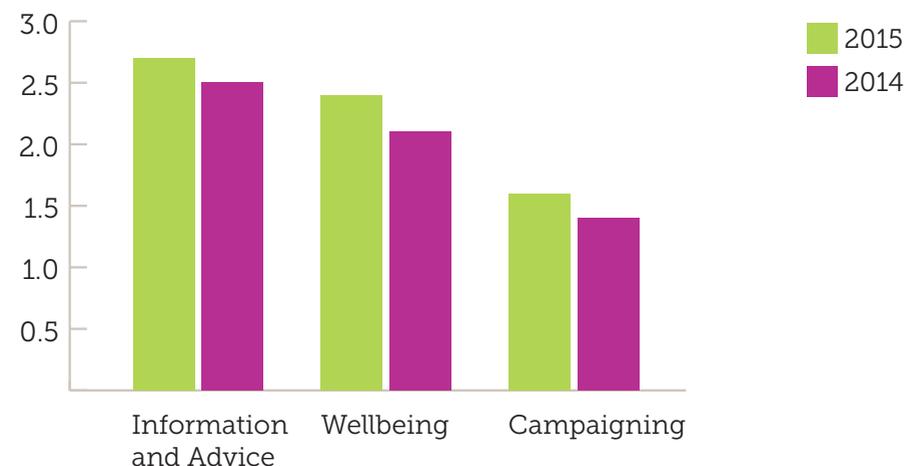
Our total expenditure and commitments fell to £7.9m from £10.1m in 2014, largely as a result of the reduction in 2015 in the provision for annuity payments following a large increase in 2014. Spending on charitable activities, including the annuity provision, was £6.3m (2014: £8.7m); expenditure on raising voluntary income was £1.0m (2014: £0.9m) and included investment in new donor acquisition schemes which will generate income in 2016 and years to come; and the costs of managing the investments increased to £0.5m (2014: £0.4m) reflecting the more complex diversified investment portfolio.

Expenditure	£m
Charitable activities	6.3
Raising voluntary income	1.0
Investment management	0.5
Other	0.1
Total	7.9



Within the charitable expenditure total, the monies spent on the three core activities of Information and Advice Services, Wellbeing and Campaigning all increased in 2015 when compared to 2014, as can be seen opposite.

Core Charitable Expenditure (£m)



Reserves

The Board of Trustees approved a revised reserves policy in February 2016. Independent Age is unusual in being a hybrid of a benevolent charity and a fundraising charity. Unlike many other charities, the income and capital growth received from the investment of our funds provides the main source of our day-to-day income, although we are also seeking to significantly grow our fundraised income.

The charity holds four different types of funds. These are:

- 1) Endowed funds.** These were provided by donors to fund specific areas of our work, for instance grants, financial assistance and our Helpline. It is a legal requirement that the charity retains its endowed funds. At 31 December 2015, our endowed funds were £57.1m.
- 2) Restricted funds.** Like endowed funds, these may only be used to fund certain expenditure, including grants. However, the charity is able to spend the capital pot as well as any income. At 31 December 2015, our restricted funds were valued at £18.6m.

Financial summary

3) Designated funds. These are funds set aside by Trustees for specific purposes. We have two major designated funds. Firstly, our Strategic Investment Fund will finance the majority of the growth of our services in line with our 2020 strategy, as well as investment in fundraising to grow and diversify our income base. Secondly, our Designated Endowment Fund has been set aside to generate income for the long-term future of the charity, to protect our spending plans in line with our Royal Charter. This includes a sum to cover potential losses on our Endowed Funds should investments fall in any period. At 31 December 2015, our designated funds had a total value of £61.9m.

4) General fund. This represents the charity's 'free reserves' that are not restricted or earmarked for any specific purpose. We must have adequate - but not excessive - free reserves so as to allow the charity to respond to any significant, unforeseen events, without jeopardising our key services. Trustees aim for free reserves equal to 12 months' total expenditure, although it may at any time be considerably above or below this level - depending on the performance of our investments and our fundraising activities. Free reserves stood at £23.5m, which represents 19.4 months' expenditure (£11.7m or 13.8 months' in 2014). This figure increased as a result of the growth in value of our investments, plus the one-off surplus from property sales.

Our plans for 2016 to 2020 foresee a reduction in free reserves.

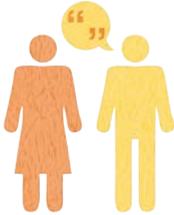
The Reserves Policy is reviewed annually, as part of the budgeting and financial planning exercise.

The full Annual Report and Accounts 2015 is available from www.independentage.org or by calling 020 7605 4200.

Why we are needed

POVERTY

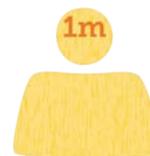
1.6m 
pensioners live below the poverty line

1m 
older people haven't spoken to anyone they are close to in the past month

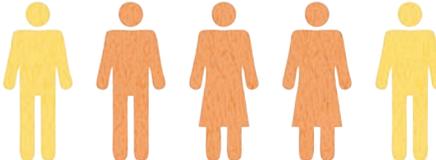


An estimated
752,000
older people have to choose between paying for food and paying for heating

2m 
people aged 75 and over live alone



Dementia could affect
over 1 million
people by 2030

3 in 5 
of us will become carers at some point in our lives

Support our work

We hope to reach greater numbers of older people. But only with your support can we effectively address the three poverties that affect them: financial poverty, poverty of social contact and poverty of information.

There are many ways you can spread the word and make a difference:

- Pass this leaflet on to a friend or relative who might be interested in our cause.
- Vote for Independent Age as your Charity of the Year at your local supermarket.
- Join us as a partner so that we can support the most vulnerable people together.
- Take part in one of our sponsored challenges or host a Big Tea at home or at work.
- Order free copies of our popular advice guides for someone you know.
- Join our campaigners' community by emailing campaigns@independentage.org or visit www.independentage.org/campaigner to sign up directly.

To learn more about our projects, funders are welcome to call our Trust team on **020 7605 4284 / 020 7605 4258** or email barbara.park@independentage.org / nick.stock@independentage.org

To help us raise funds and awareness, call **020 7605 4288** or email supporters@independentage.org

To find out about legacy giving and our Free Wills offer, contact legacies@independentage.org

Senior staff and governance

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Patrons

The Moderator of the General Assembly of the Church of Scotland

The Free Churches' Moderator
The Cardinal Archbishop of Westminster

Vice Presidents

Her Grace the Duchess of Abercorn

Michael Hayes

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"Independent Age does a great job offering support to people who feel lonely in later life."

Giuseppe, Independent Age volunteer

"I received such great support and advice from Independent Age. You guided me through a situation that had become a complete nightmare."

Helpline caller

"We have been more than happy to plan events to help raise money for Independent Age. Alongside the great feeling we get from knowing we are making a difference, the events are also great team-building exercises."

Caroline, Prestige Nursing + Care, Leicester branch



advice and support for older age

**Independent
Age**

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