



Impact Report 2012/13

Making a positive impact on the
lives of isolated, older people



For 92-year-old Irene, the endless days of seeing no one and doing nothing has taken its toll on her wellbeing.

Irene, who is housebound, says: “Sometimes I’ll just sit and cry, as life feels empty. I’ve no one to talk to, rarely have visitors and few phone calls. I’m completely alone.”

But since joining her local Contact the Elderly group, Irene says she “feels like a new person”.

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President: Lady Jasmine Cavendish

Founder & Chairman: Trevor Lyttleton MBE

Director: Keith Arscott

Hon. Treasurer & Trustee: Christian Grobel

Trustees: William Barney, Susie Goss, Pamela Holmes, Helen Munro MBE and Sarah Reed

Contact the Elderly is a registered charity in England and Wales (1146149) and in Scotland (SC039377)

Company Number (07869142) Registered office: 15 Henrietta Street, London WC2E 8QG

If not now, when?

freephone **0800 716543** or email **info@contact-the-elderly.org.uk**

If not now, when?

At a time of acute financial stringency, rising costs and reduced resources for the elderly, the service Contact the Elderly provides has never been more vital. Research shows that over one million older people are often or always lonely¹ and, according to the latest Census rarely see family members or friends.

We have launched our 'If not now, when?' campaign to encourage more volunteers and supporters to help us extend our reach to more isolated, older people. With your help, we aim to be taking more than 5,000 elderly people out to tea each month by our 50th anniversary year 2015.



Trevor Lyttleton MBE, Founder & Chairman



Keith Arscott, Director

¹Age Concern and Help the Aged (2009). *One Voice: Shaping our Ageing Society.*



Introduction to Contact the Elderly

Mission:

To encourage very elderly people living alone to develop social interests by bringing companionship into their lives, to help such people to establish social contact with those who are similarly placed and to encourage volunteers to devote some of their spare time to these purposes.

Contact the Elderly aims to relieve the loneliness and isolation of frail elderly people in their 70s, 80s and 90s and beyond, who live alone and have limited support from family, friends and statutory services.

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Combating loneliness in old age

Contact the Elderly is a national charity which aims to alleviate acute loneliness among isolated, older people, aged 75 and above, by organising free, monthly Sunday afternoon tea parties for small groups of elderly people.

Our social gatherings are supported by a network of volunteers: drivers collect the older people from their homes and accompany them to tea parties, hosts hold the gatherings in their homes and group coordinators organise the tea parties.

Since the charity was established in 1965, we have helped more than 100,000 lonely, older people living in England, Scotland and Wales. Contact the Elderly currently supports almost 4,000 older people every month, with the help of over 6,000 volunteers.

Contact the Elderly tea parties make a profound difference to the lives of our older guests.

- 80% feel less lonely as a result
- Over 25% now see their doctor less
- 80% now feel part of their local communities again
- Over 60% feel more confident now
- Nearly 90% have made friends with the volunteers
- 79% have made friends with other guests

(Source: Contact the Elderly research carried out during 2012 among 2,000 older guests)

If not now, when?





Society's greatest challenge

The UK population is forecast to continue ageing, with the number of people aged more than 80 years projected to almost double by 2030². This demonstrates how well we have progressed in terms of medical advancements and living standards. But this also leaves society facing one of its biggest challenges.

Research shows that almost one in five elderly people don't see anyone for a whole week at a time³ and around 10% of older people feel lonely often or always⁴.

Acute loneliness has been shown to affect physical and mental health, leading to heart conditions, depression and Alzheimer's disease.

² Richard Cracknell (2010). *The Ageing Population*.

³ Census 2001

⁴ Victor C, Bond J and Scambler S (2009). *The Social World of Older People*, Open University Press, Maidenhead.



Contact the Elderly achievements

Last year we continued to extend our hand of friendship to a greater number of isolated, older people, with more than 800 older guests joining our tea parties around the country. Yet we recognise there are many others out there who are confined to a life of acute loneliness.

During the previous 12 months, we have successfully focussed on developing our volunteers and supporters as champions of the charity and using their skills and passion to support our development and enhance our potential for further growth. This has included building relationships with volunteers' employers, as potential funders and supporters.

If not now, when?

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Financial Review

This financial information shows a summary of incoming resources and resources expended for the year 2011/12. A copy of the full audited accounts can be obtained upon request by calling freephone 0800 716543 or emailing info@contact-the-elderly.org.uk

Fundraising

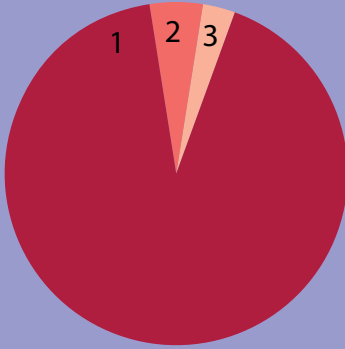
We thank all our donors, statutory trusts and foundations, community organisations, companies and individuals for all their support over the years. Contact the Elderly does not rely on Government funding which means that all donations received play a vital part in helping us to extend our 'lifeline of friendship' right across England, Scotland and Wales.

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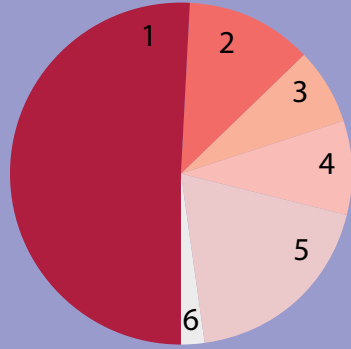


Expenditure by type:
£0.84m



- 1. Delivering our service 94%
- 2. Fundraising and awareness 5%
- 3. Governance 1%

Income by source:
£0.77m



- 1. Trusts 51%
- 2. Grants 12%
- 3. Legacies 7%
- 4. Individual and community 9%
- 5. Corporate 19%
- 6. Other 2%





Future plans

We have set ourselves the target of recruiting at least another 1,000 volunteers during 2012/13, so we can create over 70 new Contact the Elderly groups. This will enable us to support another 560 isolated, older people.

We have recently fulfilled our objective of recruiting new development officer posts, ensuring we have staff members across England, Scotland and Wales, who can launch new groups and sustain existing ones.

As we move increasingly closer to our 50th anniversary in 2015, we have set ourselves a goal of increasing our total number of nationwide groups to well over 600 – which will allow us to extend our hand of friendship to more than 5,000 elderly people. To enable us to achieve this, it is vital we recruit additional volunteers.



“Our existing volunteers have already made this commitment, some with regular and continued service to our cause for 20 and 30 years or more. We hope many more will respond, if not now, very soon, to meet the above challenges so we can celebrate our 50th anniversary in 2015 by adding significant further achievements.”

Trevor Lytleton MBE, Founder & Chairman of Contact the Elderly

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Messages from our volunteers and older guests

Henry, aged 27, volunteer driver

Henry spotted a Contact the Elderly poster and felt inspired to contact us.

He says: *“Following the death of my grandfather, I wanted to spend time with other older people, who don’t have family and friends for company. I learn a lot from the older generation and love listening to their stories. It would be nice to think that when I’m older, I have visitors coming to see me.”*

Henry is keen to encourage others to become involved. *“Volunteering is incredibly rewarding and doesn’t involve a huge time commitment.”*

Sue, aged 47, volunteer host, says:

“I started helping after a visit to my doctor’s surgery when I witnessed the heartbreaking scene of a lovely elderly woman coming in and breaking down in tears at reception, saying, ‘I’m just so lonely.’ The receptionist was wonderful, but I could never forget that. There must be so many more people we could help.”

If not now, when?

Olive, aged 80, an older guest, says:

“I enjoy the company and I’ve always got stories to tell everyone! I think Contact the Elderly is doing a wonderful job and the volunteers are always very kind and so generous, ensuring there are lovely things on the table and coming to fetch us from our homes and taking us to the tea parties in their own cars.”

Beatrice, aged 78, an older guest, says:

“Contact the Elderly came into my life at such an important time. I had just lost my partner, I had lost my parents and I’d been in hospital for a major operation. The tea parties give me something to look forward to and gave me the chance to meet other people. I feel that Contact the Elderly has helped me to be part of the world again, I still look forward to it very much each month.”

If not now, when?





Margaret, aged 82, an older guest, says:

“We are a jolly group from all walks of life who greatly look forward to our monthly get-togethers of lively chat and plenty of laughs – sometimes with musical accompaniment. The tea parties are wonderful and the volunteers are very kind giving up their time.”

John, aged 84, an older guest, says:

“I’ve never had anything given to me in my life, and I can’t believe how kind people have been to me since I’ve been part of Contact the Elderly. It’s absolutely marvellous. It’s a wonderful organisation.”

If not now, when?



We need your support

Volunteering opportunities

We are looking to recruit volunteers to help launch new Contact the Elderly groups and sustain existing ones, as well as helping with the running of the tea parties. To become a volunteer host you must have easy access to your home and a downstairs toilet, whereas a volunteer driver needs a full driving licence.

Financial support

To continue opening new Contact the Elderly groups in the UK and continue maintaining our existing groups, we rely on the generosity of members of the public, corporate businesses, Trusts, Foundations and Grants.



Trusts, Foundations and Grants

These are a vital source of funding for us. In particular, their support enables us to maintain and strengthen our network of over 6,000 volunteers in England, Scotland and Wales.

Individuals

There are many ways you can support us

- We organise regular fundraising events for you to take part in.
- Leaving a gift in your will gives you the knowledge that you are combating social isolation by bringing more people together for tea parties.
- Join our Friendship Fund and give a donation on a regular basis.
- Introduce Contact the Elderly to your company or club.

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Corporate support

We offer a dedicated service and an individual approach to all our corporate partners, ensuring that we build mutually beneficial relationships that enable companies to promote Corporate Social Responsibility to employees, stakeholders and prospective customers.

Opportunities for support can include:

- Charity of the Year
- Volunteering
- Fundraising events
- Sponsorship
- Payroll giving
- Recycling mobile phones and ink cartridges

Please contact our Fundraising Manager, Debra Bollan, on debra.bollan@contact-the-elderly.org.uk or 020 7240 0630 for more information.

Contact the Elderly is a regulated member of the Fundraising Standards Board, committed to best practice in fundraising. We promise to always be honest, open and accountable in our fundraising, helping you to give with confidence. For more information, visit www.givewithconfidence.org.uk.



If not now, when?





CONTACT
the elderly

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