



EPSOM AND EWELL

***Working With Older People in Epsom
and Ewell for over 60 years***

ANNUAL REPORT AND ACCOUNTS

1 April 2007 - 31 March 2008

MISSION STATEMENT

To promote and assist in the general well-being of all the older people in the borough of Epsom & Ewell, either directly or in co-operation with the work of statutory authorities and voluntary organisations.

CONTENTS

| Page | |
|-----------------------|--|
| 4,5 | Administrative details |
| 6,7 | Message from the Chairman |
| 7,8,9 | Chief Officer's Review of the year's activities |
| 10,11 | Trustees' Report : a) Details b) Structure, Governance & Management c) Objectives and Activities d) Achievements and Performance e) Financial Review f) Plans for the Future g) Independent Examination |
| | Services : |
| 13,14 | • Home Visiting |
| 15,16 | • Information and Advice |
| 17 | • Volunteering |
| 18 | • Transport Scheme |
| 18 | • Toenail Cutting Service |
| 19 | Clubs |
| Appendix Page 2 | Statement of Financial Activities |
| Appendix Page 3 | Balance Sheet |
| Appendix Page 4, 5, 6 | Notes to the Financial Statements |
| Appendix Page 7 | Independent Examiner's Report |

**AGE CONCERN EPSOM AND EWELL
CHARITY NO. 248704**

Registered Office : The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG

President: The Worshipful, the Mayor of Epsom & Ewell

Vice Presidents: Alderman Pam Ballard
Mrs Frances Coulthard*
Dr Rosalie Lucie-Smith
Mrs Alma Williams

* *Sadly Frances Coulthard died at the end of this financial year*

EXECUTIVE COMMITTEE (THE TRUSTEES)

| | | |
|---------------------------------------|-------------------|-------------------|
| Chairman: | Peter Smith | |
| Vice-Chairman: | Cllr Nigel Pavey | |
| Honorary Treasurer: | Richard Long | Joined Jan 2008 |
| | John Malyon | Retired Sept 2008 |
| E & E Borough Council Rep: | Ald Pam Ballard | |
| | Heather Furminger | |
| | Norman Graves | |
| | Prue MacPherson | |
| | Brian Phillips | |
| | Fraser Roper | Joined April 2007 |
| | Elisabeth Scott | |
| | Jean Steer | |
| | Ian Tennent | Retired Oct 2007 |
| | Phemie Young | |

PRINCIPAL BANKERS National Westminster Bank plc, Epsom Branch

INVESTMENT ADVISER Lloyds TSB, Private Banking
PO Box 15, 74 North Street, Guildford, GU1 4ES

HONORARY SOLICITOR Liz Dalgetty, formerly Quanticks, 40 Bell Street,
Reigate, RH2 7BA, now Downs Solicitors, 156
High Street, Dorking, RH4 1BQ

INDEPENDENT EXAMINER Ian Warwick
Target Winters Ltd, Chartered Accountants
29 Ludgate Hill, London EC4M 7JE

STAFF

Town Hall Office



Toenail Cutting Clinic



| | | | |
|---------------------------------------|------------------------------------|--------------------------------|--------------------------------------|
| Chief Officer | Rosalind Stew | Footcare Support Worker | Julie Harris |
| Office Manager | Elaine Hayes | Footcare Support Worker | Suzanne Wenman (left Sept 2007) |
| Information and Advice Officer | Annette Lavelli (left Nov 2007) | Footcare Support Worker | Terri Chandler (started Oct 2007) |
| Information and Advice Officer | Liz Bell (started Jan 2008) | Footcare Co-ordinator | Louise Laudy |
| Home Visitor | Mary Liszka | Footcare Co-ordinator | Mary Liszka |
| Home Visitor | Mo Nevin | | |
| Volunteers' Co-ordinator | Clare Brown | | |

Age Concern Epsom and Ewell

A MESSAGE FROM THE CHAIRMAN



I am pleased to report that Age Concern Epsom and Ewell has had another successful year in providing much needed services to older residents in Epsom and Ewell. The services we provide are detailed later in this report.

We have a good board of Trustees and I thank them for their efforts. I was pleased to welcome Fraser Roper and Richard Long as new Trustees during the year. Richard has taken on the role of Honorary Treasurer and we are grateful for his knowledge and expertise in this role. Fraser has been of great assistance in helping us with governance and investment issues amongst other things

I am sorry to report the death of Frances Coulthard. Frances retired as a Trustee in 2004. She had been a Trustee for over 40 years and was a founder member of the organisation before it was called Age Concern. She was active in other local organisations and this was acknowledged by her receiving an Active Citizen Award in 2003.

Two other Trustees have retired from the board. John Malyon was our Honorary Treasurer for 3 years and gave us sterling service. Ian Tennent was a Trustee for a number of years and brought HR and general management expertise to the Board meetings to say nothing of his skills on the tombola stall at our summer parties! They are both missed.

The Board had an "Awayday" in 2007 at which "blue sky" ideas for development of our services were discussed by Trustees and Staff. Some of these ideas were incorporated in our latest Business Plan. Accommodation is still a big problem for us. On occasions we have had to interview clients in the corridor when the shared meeting room is being used by another organisation.

We are very grateful to the Council for providing our accommodation and we understand the pressures they themselves have in this respect. We are also grateful for the grant that we receive. We appreciate that their resources are limited but it was disappointing that they had to cut our grant by £6,000.

We celebrated 60 years as an organisation in September 2007. At our AGM we were pleased to have an interesting talk from Gordon Lishman, the Director General of Age Concern.

Age Concern Epsom and Ewell

I would like to record my thanks to our Treasurer Richard Long and to Cllr Nigel Pavey, my Vice Chairman, for their help and advice. I particularly want to thank Rosalind Stew and her staff for their support to me and all the older people in need of help and advice. Our clients do appreciate all that is done for them.

Finally, we could not do all that we do without our volunteers and I want to thank them for their time and effort in enabling us to help so many others. We do have one or two volunteer thank you events each year. It was good to see so many of our volunteers at these events. Thank you volunteers - we could not operate without you.

Peter Smith
Chairman

CHIEF OFFICER'S REVIEW OF THE YEAR'S ACTIVITIES

This was the sixtieth year that Age Concern has been providing services to older people in the Borough and we celebrated this by holding a Fun Day in Epsom Marketplace on September 14. Activities and stalls included a photographic display of places in Epsom and Ewell showing how they looked both sixty years ago and nowadays; a cake stall; makeovers from the Body Shop; blood pressure checks and advice on Falls Prevention from health professionals; singing by children from St Martin's School, music from the last six decades played by Atlantis and a lively dancing display from Jericho . We also compiled a book of sixty recipes donated by local celebrities, restaurants and people associated with Age Concern Epsom and Ewell. We not only raised over £500 on the day but raised awareness of our services at the same time. My thanks to everyone who worked so hard to make it such a successful day.



The Co-ordinators of each of our four core services, Information and Advice, Home Visiting and Befriending, Transport Scheme and Toenail Cutting Service have written separately in this Report about their projects. The following is a résumé about other services we provide and activities we have undertaken over the year.

Sunday Teas A team of volunteers has continued to provide a home cooked tea and activities on the second Sunday of each month but we had to leave the Bradbury Centre as it is scheduled for demolition and move to the Ewell United Reformed Church during the year. The teas have increased in popularity and we now have over twenty people regularly attending them.

Age Concern Epsom and Ewell

Hearing Aid Clinics A team of volunteers has provided battery exchange, re-tubing and advice at three clinics each month across the Borough.

Smoke Alarms As the Fire Service now fits these alarms, we no longer install them ourselves but make referrals directly to the Fire Service. My thanks to Brian Phillips who, ably assisted by Morgan Palmer, installed them for us for many years before retiring this year.

Beat the Cold advice and support has been given by Joanna Grant who visited clients in their homes and assisted them in applying for grants.

Security Reassurance was provided by referring clients to the Police for free security equipment such as door bars, peep holes and mirrors.

Message in a Bottle Since Friends Care closed in August we have become the main supplier of these information kits which are stored in the fridge and provide essential information for paramedics if they are called to the house.

DIY Our team of volunteers who will do small handyman tasks has now increased to six and they have helped clients with jobs ranging from changing a light bulb for a blind client to removing a dead mouse from under a lady's fridge!

Rosebery Ward A team of volunteers has continued to visit patients on this ward. They have helped the staff with feeding some patients and cheered up others who, otherwise, might have no visitors. We sent some of the parcels donated to us by the Mayday Flower Group and Ewell Floral Art to the ward at Christmas and on December 23 some staff and volunteers visited the ward to sing carols.

Christmas Parcels were made up from Harvest Festival collections donated by local primary schools and distributed by volunteer drivers to 300 older residents in the Borough.

The **Summer Party** for 100 elderly residents of the Borough and attended by the Mayor, was held in May with tea, transport and entertainment provided. We are very grateful to some members from Merland Rise Church who made all the sandwiches and to Sainsbury's at Kiln Lane for providing cakes for the tea.



The **Directory of Services for Older People** is now on our website with a link to the Council's website. Our website, www.ageconcernepsom.org.uk was launched on 13 July 2007.

Links with Age Concern England and Age Concern Surrey

We refer many clients to services provided within other Age Concerns such as the Age Concern England community alarms, their Factsheets and Legal Services and, in particular, the cleaning agency, Hometime, run by Age Concern Surrey. The staff attend Age Concern England training courses and Peter Smith and I regularly attend meetings with representatives from Age Concerns in Surrey.

Staff and Office News

During the year we were sorry to say goodbye to Suzanne Wenman from the Clinic and to Annette Lavelli who, as Information and Advice Officer, transformed our information system and directory and wrote our website. In their places we welcomed Terri Chandler, who was already experienced in toenail cutting, and Liz Bell who now gives Information and Advice to clients five days a week, leaving me more time to run the charity. All the staff have worked exceptionally hard this year and I would like to thank them for all they do for our clients and for the unstinting support they give me. We are grateful to the other voluntary groups in the Old Town Hall who have agreed that we can use the communal meeting room most mornings. This not only means that we have somewhere private to speak to clients but we can also relieve the overcrowding in the main office and have somewhere quiet to work when the meeting room is not being used for clients.

Volunteers

It would be impossible to deliver the services we provide without all the help we receive from our volunteers. We only have nine part time staff but 130 volunteers and I would like to pay tribute to every one of them. Their contribution to Age Concern Epsom and Ewell is invaluable.

Fundraising

I would like to thank everyone who raised money for us over the year. To Nigel Pavey and Phemie Young for organising coffee mornings, to Peter Smith and his helpers who collected money outside Ewell East and Epsom stations and Sainsbury's and to our House to House collection team. These events alone raised a total of £957. In addition, supporters who joined our 300 Club and others who made donations to us raised more than £3,000.

Finally I would just like to say how much I enjoy working for Age Concern Epsom and Ewell. The work is always varied and rewarding and it is a pleasure to work with the great team of people in our charity helping older people in the Borough.

**Rosalind Stew
Chief Officer**

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2008

The Trustees present their report and the financial statements for the year ended 31 March 2008.

a) **Details of Charity** - see page 4

b) **Structure, Governance and Management**

(i) **Status and Constitution**

The Charity was established in 1947. The Trustees are constituted as an unincorporated Association and their governing document is the constitution, last revised in July 2006.

According to the constitution, up to fourteen Trustees are elected by the members to serve as the Executive Committee. This consists of three ex-officio Honorary Officers (Chairman, Vice Chairman and Treasurer), one Borough Council Representative, one club representative and nine other Trustees who are elected annually at the Annual General Meeting.

(ii) **Risk Management**

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate risks. Full details are given in our Financial Policy.

c) **Objectives and Activities**

(i) The Charity's primary objective is to promote and assist in the general well-being of all older people in the Borough of Epsom and Ewell, either directly or in co-operation with the work of statutory authorities and voluntary organisations.

(ii) See Chief Officer's Review page 7, 8 and 9.

d) **Achievements and Performance**

Information and Advice

There were 3,095 enquiries. The range of issues dealt with is set out on page 16.

Transport Scheme

See page 18 for the details.

Home Visiting

This service has grown as shown on pages 13 and 14. It has been successful in obtaining an increased number of awards of Attendance Allowance, in introducing more people to Social Centres and placing a greater number of volunteer befrienders with clients.

Toenail Cutting Service

This service started in October 2006 and, by the end of March, 315 clients had registered.

e) Financial Review

Reserves Policy

The provision of services continues to cost more than regular income. It is considered that £71,770 in the General Fund will cover deficits for the coming year. Legacy and other designated funds are required to provide regular income from investments which supports incoming resources.

Principal Funding Resources

The organisation continues to receive a vital grant from Epsom & Ewell Borough Council. The investments are managed by a National Asset Manager with a brief to provide income and growth at limited risk.

f) Plans for the Future

Future strategy can be summarised as consolidation and gradual expansion of existing services.

In 2008 – 2009

A fundraising strategy will be developed to address the problem of the charity's increasing financial deficit.

Replace office computers (cost £6,000) and update software. Take out a maintenance contract with an IT company (cost £2000 p/a).

Fingernail clipping and a pilot manicure service will be added to the Toenail Cutting service.

The recruitment campaign to find new volunteer drivers will be continued and, if sufficient new drivers are found, the Medical Transport scheme will expand its service to offer drives to people visiting relatives in hospital and care homes.

Extra volunteers will be recruited to offer DIY services and donations will be requested to increase the Charity's income.

A review will be carried out of the use of the main office to enable the most efficient use of office space.

Another volunteer will be recruited and trained to offer Information & Advice in the office.

Continue to raise awareness of the charity's activities to all members of the community, e.g. setting up a permanent display at Bourne Hall.

Visit all local solicitors to inform them about how the charity helps older people in case any of their clients want to leave a bequest to their local branch of Age Concern.

g) Independent Examiner

The accounts of the Charity for the year ended 31 March 2008 are set out in the Appendix. Ian Warwick of Target Winters Ltd, Chartered Accountants and Registered Auditors who specialise in charities, has indicated his willingness to carry out the Independent Examination and his appointment will be confirmed at the Annual General Meeting.

Approved by the Trustees and signed on their behalf on 21 July 2008 by

A handwritten signature in black ink, appearing to read 'Peter Smith', with a long horizontal line extending to the right.

Peter Smith, Chairman

HOME VISITING



Our two Home Visitors, Mo and Mary

The year April 2007 to March 2008 has been a very busy one. We continue to receive referrals from individuals and their families calling the office. We have also seen an increase in referrals from Social Services, the transport desk and the Toenail Cutting Clinic.

We have seen an increase over the year in the number of home visits. This increase particularly applies to follow up visits. The figures are as follows (previous year in brackets):

| | |
|------------------|-------------|
| Initial visits | - 155 (150) |
| Follow up visits | - 205 (158) |

We have often had to squeeze clients in so that they don't have to wait too long for visits. Many cases are becoming more complex and time consuming. We have had a number of cases where on arrival at the client's home, we have found them on the floor and had to call out an ambulance. In another instance, a gentleman called saying that he not only cared for his wife who has Alzheimers, but was also looking after an elderly neighbour. He called us, as he felt that he could

no longer cope. A home visit was arranged and at that visit it became apparent that the client had completely "slipped through the net". The lady had an ulcerated leg but was not registered with a doctor and was living in very poor conditions. Social Services, the Primary Care Trust, and Rosebery Housing were all alerted and we are liaising closely with them to assist this client.

We are seeing an increasing number of younger clients in their early sixties. We are also seeing more clients with dementia.

This year has seen an increase in the number of successful Attendance Allowance claims. The higher rate of Attendance Allowance amounts to £3,350 per person per annum. We have also applied for Disability Living Allowance on behalf of the younger clients. The figures are given below:

| | |
|-----------------------------|----------|
| Attendance Allowance | 125 (57) |
| Disability Living Allowance | 4 (0) |

Age Concern Epsom and Ewell

The Hearing Aid Clinics are still running successfully and the volunteers have also noticed an increase in the number of clients using the service.

The Visiting Service continues to liaise with a wide number of organisations. We often work with other agencies on the clients' behalf. Over the year we have worked very closely with the Pension Service, Social Services, Citizens' Advice Bureau, the Department for Work and Pensions, the local Police and Fire Brigade to name just some.

We continue to help clients with a whole range of issues including financial matters and updating them on local services.

The Visiting Service works very closely with the Volunteers' Co-ordinator to find and place befrienders. The feedback we get is very rewarding and the scheme is a resounding success. This year we have almost doubled the number of befrienders we have placed. 27 last year, 47 this year. During the year we held a befrienders' workshop. It was decided to hold both an afternoon and an evening workshop, allowing those who work to attend. We had a very good response. There was a short talk on dementia and depression followed by a discussion on how befrienders' visits can be maximised for people in these situations. A lot of our befrienders are placed with people with dementia and

as Mid Surrey Outreach don't have befrienders we try to fill the gap.

Everyone felt it was useful to get together periodically to exchange ideas and derive support from the other befrienders who they may not have met before. Another will be planned soon.

Due to the increase in visits, we have not managed to continue with our Wednesday community visits. We were able, however, to visit The Meadows and meet with the local Community Mental Health Team. This was a very interesting and useful visit. We also met with Sue Zirps from Hometown (Age Concern Surrey) and Alison Richards who is the local co-ordinator.

Both Mary and Mo feel that whilst it has been a very busy year, the Visiting Service has achieved a tremendous amount.

**Mo Nevin and Mary Liszka
Home Visitors**

INFORMATION & ADVICE

The Information and Advice Service is open Monday-Friday, 9.30am-1pm. There are 5 advisers Liz Bell, Elaine Hayes, Mary Liszka, Mo Nevin and Rosalind Stew, with two volunteer advisers, Mary Hunt and Tony Guy. During this year we said goodbye to Annette Lavelli and our volunteer adviser Lorna Dawson. A big thank you to both of them for all their hard work and we wish them well for the future. Liz joined the team in January and works five days a week. Mary Hunt joined Age Concern in October 2007 starting on the Transport desk and then moving to Information and Advice in January.

In the year from 1 April 2007 – 31 March 2008, there were 319 personal and 2,776 telephone callers. Of these, 1,126 were initial contacts and 1,976 were repeat contacts giving a total of 3,102. The graph on page 16 illustrates the range of subject matters covered and the percentage of enquiries that each subject receives.

The service we provide is very much appreciated by elderly people and their relatives. We have often been told that Age Concern Epsom and Ewell offers a clear and concise range of comprehensive information and guidance on many age related issues, which are difficult to obtain in any one central place. The range we offer is huge, from helping to obtain benefits such as Attendance Allowance and Council Tax Benefit to arranging a DIY volunteer to carry out a small job.

Some of the enquiries can be quite complicated, and what might start off as a simple query such as “can you give me the name of a cleaner” could

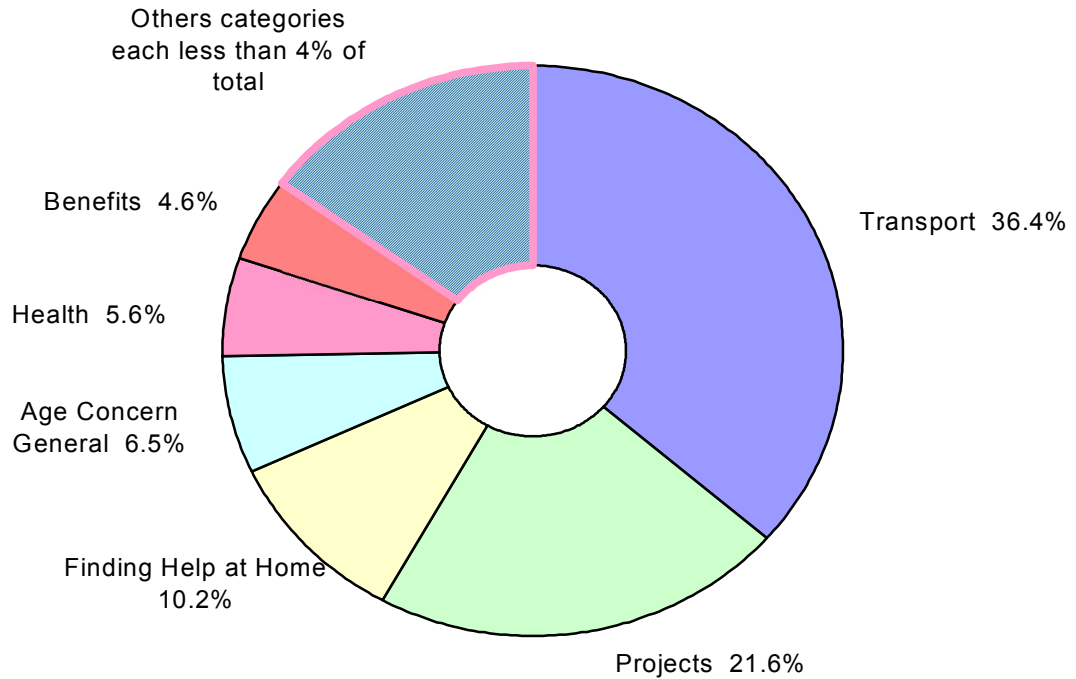
turn into a very complex issue. After talking to the client and finding out their background and circumstances this may lead to the client receiving benefits they may be entitled to, help with personal care, heating etc.

To give an idea of the kind of help we can offer, one of our case studies involved a woman who had just been made redundant. She was very distressed as she was extremely worried about how she was going to manage as she had no income and was living on her savings which were rapidly decreasing. We helped her to contact the Pension Service and she returned a month later very pleased and relieved that she had now had her pension assessed and had discovered she was entitled to £73.31 per week, back dated to last year. The next step was for her to claim Pension Credit to top her up to £124.05 per week with possible help with Council Tax and mortgage interest payments. Our client was given information from the Age Concern factsheets and booklets regarding applying for this. She was very grateful to Age Concern for their practical help and guidance which had not only increased her income, but had also given her peace of mind.

The Information and Advice Service is an integral part of Age Concern Epsom and Ewell with the advisers doing an invaluable job in helping the older people of the Borough.

Liz Bell
Information and Advice Officer

Analysis of enquiries (telephone and personal callers)



Other call categories each less than 4% of total

| | |
|-----------------------|------|
| Housing Property | 3.1% |
| Non-residential Care | 1.9% |
| Travel | 1.7% |
| Family and Personal | 1.6% |
| Consumer | 1.5% |
| Legal | 1.4% |
| Other money | 1.2% |
| Residential Care | 1.1% |
| Education and Leisure | 0.8% |
| Employment/Voluntary | 0.6% |
| Work | |
| General | 0.3% |

VOLUNTEERING

The year has proved challenging and rewarding with a focus on the consolidation of the volunteers that we already have on board through induction, workshops and training. During the course of the year 27 have attended our inductions for new volunteers, 17 came along to the befrienders' workshops in November and 19 drivers attended the Driving Standards Agency's training presentation in February. Social events for our volunteers have included a most enjoyable day at Denbies as part of National Week of the Volunteer in June and in December Christmas drinks at the Green Man Pub in Ewell to which partners were also invited. In March we held our annual volunteer lunch with a fascinating talk from Mick Skelton. All of these events proved popular and were well attended. Thank you to the committee for funding these social events.

During the year we have continued to raise awareness of our volunteering needs and now have a volunteer who regularly distributes our leaflets across the Borough. We had a stand at our 60th celebrations in Epsom town centre in September and a two week display at Bourne Hall focusing particularly on the needs for additional drivers and befrienders. The 'Volunteers Voice' in November proved to be the best advertising means to secure a new Treasurer. There is a marked increase in enquiries coming from the 'do-it.org' website and also several from our own Age Concern website. Volunteers can now download application forms.

Whilst new volunteers are recruited, others do move on and our numbers usually stay at around 130-140. There has, however, been a considerable change in the number of our volunteers who befriend within the community which is, of course, a vital

service to those who are lonely and in particular those who are housebound. This number continues to steadily increase with about 50 volunteers now involved on a weekly basis. During term time this year we also had 10 Epsom College students who visited local older people. During the course of the year volunteers have been recruited for help within the office, on the Transport Desk, in the Toenail Cutting and Hearing Aid Clinic and on Rosebery Ward as part of our hospital visiting scheme. There has also been the appointment of a new Treasurer and a newly created role of volunteer Book Keeper to undertake the very demanding financial requirements, which has worked extremely well. At this juncture we would also like to recognise the valuable contribution made by Roger Millard who has stepped down after 7 years assisting with our IT needs within the office.

Age Concern Epsom and Ewell gained added publicity when our oldest volunteer, Katie Cicconi, was asked to appear on the Paul O'Grady Show and, in turn, Katie became a local celebrity. Both The Post and The Guardian printed articles about her television experience, speaking about our Toenail Cutting Service. We were also able to gain extra publicity to promote volunteering with Age Concern and this resulted in a number of new enquiries.

For 2007/08 the real need is, of course, to match the ever increasing demand and to recruit additional volunteers to support our services. This continues to be a real challenge, but we are extremely fortunate in Epsom and Ewell with such a dedicated team of volunteers who enable us to support so many clients.

Clare Brown
Volunteers' Co-ordinator

TOENAIL CUTTING SERVICE

The service moved to the Longmead Day Centre in August 2007. The staff in the Day Centre have all been very welcoming and we have settled in well. At first there was a problem with noise from the lounge. This was solved with the installation of some doors for which we obtained a grant for £1,000 from Surrey County Council. We have taken on quite a few of the Day Centre's clients as footcare clients and some of our clients have joined the Day Centre. It has therefore been a mutually beneficial move.

Shortly after moving, Suzanne gave in her notice. We were fortunate in being able to recruit Terri Chandler who joined us at the end of October. Terri only needed a couple of weeks training with the NHS podiatry service as she had previously undertaken a chiropody course. Suzanne was very helpful in working on a Thursday for a few weeks until Terri was able to start work. Terri has settled in very well.

We have 315 clients on the register

and are running at about 80% capacity (taking into account cancellations) in the clinic. Home Visits are usually fully booked with a few exceptions. We always need more clients as clients leave regularly for various reasons: needing a chiropodist, moving into a home, dying or being referred to the NHS. We are taking clients from outside the Borough provided they are able to come to the clinic with their own transport.

Julie has recently undertaken a manicure course and we have several people booked for a manicure. The charge will be the same as for the toenail cutting and they will buy a small pack of instruments as they do for the toenail cutting.

Overall the clinic is running well and Mary and I would like to thank the volunteers who help in the clinic and Terri and Julie who work so hard to make the clinic a success.

Louise Laudy
Footcare Co-ordinator

TRANSPORT SCHEME

Age Concern's Transport Scheme continues with its valued work of providing transport to the over 60s who live in the Borough. In the past year 990 journeys were undertaken, carrying 1,026 passengers. Requests for transport to St Helier, other London hospitals and, in particular, St George's, are increasing. Some drivers are becoming reluctant to do these journeys because of traffic congestion, parking difficulties and lengthy waiting times. We therefore are extremely grateful to the ones who do take on these journeys. The Toenail Cutting Clinic continues to have an impact on our scheme with bookings made several weeks ahead.

We currently have 22 drivers available with 6 others not driving through ill-health or car problems. Recruitment is on-going, but unfortunately few younger people are volunteering. The Department of Transport is currently looking at procedures for assessing fitness to drive across all ages. However, so far, there are no plans to set an upper age limit on driving.

New office volunteers have joined the transport scheme. To them and all our drivers, our thanks for their sterling efforts in keeping the scheme functioning.

Eileen Watson
Transport Co-ordinator

CLUBS

Age Concern has links with the following clubs which offer a variety of social activities for their members. Please contact the individual club for full details of what they offer:

FRIENDSHIP & HARMONY CLUB

Meet Tuesdays 2 - 4 pm, Church Hall, Fulford Road, West Ewell
Chairman: Mrs Mina Snook, 56 Crosslands Rd, West Ewell, KT19 9SS
Tel: 020 8224 5841

THURSDAY CLUB

Meet Thursdays 2 - 4 pm, Link Room, Stoneleigh Methodist Church
Contact: Mrs Hilda Bristow, 22 Firwood Avenue, Ewell, KT19 0PR
Tel: 020 8394 1148

EPSOM SUPPORT CLUB FOR THE HARD OF HEARING

Meet second Friday of month 2 - 4 pm, after Hearing Aid Clinic (which is 1 - 2 pm),
Longmead Centre, Sefton Rd, Epsom
Contact: Mrs Betty Scott, 15 Rosedale, Ashted, KT21 2JJ
Tel: 01372 274675

EPSOM & EWELL PHYSICALLY HANDICAPPED CLUB

Meet Tuesdays fortnightly, Longmead Day Centre
Contact: Mrs Olive Stokes
70 Gadesden Road, West Ewell, KT19 9LQ
Tel: 020 8393 9527

SUNDAY TEAS

Run by Age Concern
Meet second Sunday afternoon of every month; United Reformed Church, Ewell
Contact: Age Concern Office, Tel: 01372 732456 - Transport provided.