



# Impact Report 2019

Our mission is to

# Transform lives through reminiscence, improving health and wellbeing.

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Front cover photograph courtesy Lucy Pekar and Kate Eggleston-Wirtz

## Our mission and goals

# Putting people first for over 30 years

**Age Exchange was formed in 1983 by Pam Schweitzer MBE, in recognition of the growing understanding of the value of reminiscence to healthy, but often lonely, older people; but also for those who were frail and being looked after in care settings.**

For over 30 years, Age Exchange has developed new ways of working to reduce loneliness and isolation. From an older peoples reminiscence theatre group through to a specialist dementia intervention, RADIQL™, which combines reminiscence with a wide range of the arts and has independent evidence of impact on the wellbeing of people with dementia.

Over the last 15 years, in recognition of a growing older population, Age Exchange has expanded its work with the corresponding number of people who have found themselves living with dementia or as carers for older relatives. Our 'Caring Together' service provides much needed weekly support and creative opportunities. We pass on our expertise through providing specialist reminiscence training for other professionals, from libraries, care homes, and museums, to name a few.

In July 2018 Age Exchange formed a partnership with national care charity Community Integrated Care. Age Exchange and Community Integrated Care are pursuing a bold vision of expansion with a target of opening three more Age Exchange hubs by 2023.

### Our goals are to:

- Reduce isolation and loneliness
- Promote intergenerational understanding
- Improve the quality of life and care for older people and those with dementia
- Support carers to maintain their own health and wellbeing



See pages 4 and 5 for progress against our goals

## A message from the Chair



**The last year has seen an enormous growth in the work of Age Exchange. Our services to support people with dementia and their carers has continued to expand with new services in Manchester and Lambeth, we see every week what an important role creative engagement has in improving people's wellbeing and combating the isolation that can come with a dementia diagnosis. The number of hours of support we provide has grown by an incredible 41% in the last year and 85% carers reported feeling reduced isolation as a result of attending our services.**

Our work could only be possible with the support of some very generous grant funders, individuals who donate to our cause and the 140 volunteers who have given over 10,000 hours of their time to run the library, café, activity classes and to support our Caring Together Service and of course a dedicated and creative team of staff led by our outstanding Chief Executive, Rebecca Packwood.

The arrival of Covid-19 has shone a light on the impact of isolation and loneliness something that we had been aware of for a very long time. If we didn't know what a fantastic professional team we had before (and we did) then this

dreadful virus certainly highlighted the amazing dedicated, imaginative and professional team they are.

The team at Age Exchange reacted with enormous speed to the pandemic and designed a new Virtual Day Care service to support 150 people with dementia and their carers from 19th March 2020. The service provides people with both practical support through information and signposting, a friendly ear to help carers complete a very challenging task during lockdown and the opportunity to be creative through some beautifully designed 'Reminiscence Arts' activity boxes delivered to their homes.

The social and economic climate continues to be increasingly problematic while the need for our services grows daily. Yet with our amazing team led by Rebecca we are ready to rise to any challenge. Along with my fellow trustees, to whom I give thanks for their advice and support, I am confident Age Exchange will continue to provide the best possible services for people living with dementia and their carers, enhancing their lives and making their quality of living that much better.

**Bridget Prentice**  
Chair



**The activity boxes in particular have been a huge hit and kept us both busy for many hours. I felt a huge sense of relief when Age Exchange reached out to us in the early days of lockdown.**

— Carer

# Providing the best possible services for people living with dementia

# Next level partnership

In the summer of 2018 Age Exchange joined forces with one of the UK's leading social care charities, Community Integrated Care to share a vision of scaling the impact of Age Exchange's work in Blackheath across Britain. Our shared aim, to enable more people living with dementia and their carers to experience the benefit and power of creativity and conversation, could only come through finding new partnerships and collaboration.

In joining forces we found the perfect partner to make our goal a reality. Working from Aberdeen to Portsmouth, the charity which supports 4,000 people and turns £120m per year has the connections, infrastructure and skills to take Age Exchange to the next level.

Age Exchange and Community Integrated Care have committed to developing at least three new purpose-developed hubs over the next three years. These services will build upon the original vision of Age Exchange to create something of unprecedented impact. They will have the same inspiring approach – compassionately supporting individuals and families living with dementia and providing facilities for the whole community to enjoy. However, they will have an even greater platform for shaping and improving society.

With the addition of cutting-edge technology to give people an insight into what it is like to live with dementia and the ability to train carers, community groups, professionals and the public, the new centres will truly change lives, in a society where it is all too often difficult for people to navigate the challenges of a dementia diagnosis alone.

October 2019 saw a huge step forward in the partnership, with a high-profile event taking place at the House of Lords. The evening showcased the vision for Age Exchange to an audience of philanthropists, stakeholders and industry leaders from a variety of sectors.



233

people with dementia and their carers supported through the Caring Together service

55%

increase in number of people supported in 2019

73

veterans interviewed as part of the Combat Stress 100 project

# Making

In 2019 we continued to make progress to reach our goals which are to:

- Reduce isolation and loneliness
- Promote intergenerational understanding
- Improve the quality of life and care for older people and those with dementia
- Support carers to maintain their own health and wellbeing

86%

of carers reported an improved sense of wellbeing

10,175

hours of support for people with dementia and their carers, increase of 41% on 2018

89%

of service users with dementia say they had an improved sense of companionship and community

862

hours of activity classes provided

an impact

85%

of carers say they felt less isolated

180,000

footfall into the Community Hub in Blackheath

140

volunteers recruited, trained and found opportunities for

## Highlights of the year

In 2019 we started on our journey to reach the targets set out in our new strategy. Those targets included:

- Opening three new Age Exchange hubs by 2023
- Expanding services for people with young onset dementia
- Expanding our Training and Consultancy offer through the co-production of resources for NHS and Care staff
- To raise awareness of how Age Exchange enables people to live well with dementia

Here are some of the highlights of a very exciting year

# 2019

## April

Opened the EachStep club in Blackley, Manchester, supported by the Building Connections Fund

See page 12



## May

Started our first nursery and sheltered housing intergenerational project at Hazelhurst Court in Lewisham

Launch of Combat Stress 100 project

Leigh on Sea Maritime and Old Town Heritage Project starts

See page 19





## June

Reminiscence Artists complete their final sessions at St Thomas' hospital  
[See page 18](#)

## July

Announced runners up the Small Charity Big Impact Awards

Age Exchange awarded the contract from Lambeth CCG to run their Supporting People with Dementia Project across the London Borough of Lambeth

[See page 12](#)

## August

Age Exchange begins running 'The Wellbeings', the first of three weekly groups in Lambeth to support people living with dementia and their carers.

# 2019

## November

House of Lords Launch of the Age Exchange/Community Integrated Care Vision for the future of dementia care hosted by Lord Patel

Finalist in the Charity Times Charity Change Project of the Year

Nearly 2,000 people attend the Friends of Age Exchange Christmas Fair helping to raise over £9,500

Combat Stress 100 film premieres at national Museums Liverpool during as part of the city's Armistice Commemorations

[See page 16](#)



## October

Announced finalists in the National Dementia Care Awards for Outstanding contribution to Arts and Creativity

## December

Funding agreed by the National Lottery Community Fund and the Rayne Foundation to support the expansion of the Age Exchange Young Onset Dementia Services  
[See page 12](#)



## Highlights of the year continued



### January

First Activity Recipe Card packs arrive!

The packs compiled and tested in conjunction with South London and Maudsley NHS Trust care staff provide simple easy to use activity instructions to promote person centred support.

See page 18



### February

Launch The Living Well group, the second of three weekly groups in Lambeth to support people living with dementia and their carers.

# 2020

### March

Launch of two new Young Onset Dementia Groups in Blackheath and Lambeth.

Host Virtual dementia tour to help Blackheath become more dementia friendly.

17th March close our doors in response to Covid-19 Pandemic.

19th March Virtual Day Care Service Starts.

See page 10



**Our commitment to combatting loneliness and working to increase the wellbeing and quality of life of the people we support remains as strong as ever, we look forward to the new opportunities that our partnership with Community Integrated Care creates to reach more people with our ground breaking work.**

**Bridget Prentice**  
Chair of Trustees

- Total income up £127,000 on previous year (22% rise)
- New multi-year grants from National Community Lottery Fund, Lambeth CCG, Mercers company and Rayne Foundation: total awards amount to £505,000 over 4 years
- Cafe takings show 4th year in a row of rising income despite losing 2 weeks' sales to lockdown; over the equivalent period takings showed a rise of 10% over previous year.



## Our numbers at a glance

The Caring Together service is mainly funded by grants from charitable trusts and the National Lottery Community fund. Reminiscence projects, training and development comprise some grant funded projects and some commissioned work. Our Community hub generates income through our café, space hire and activity classes.

Fundraising costs are not just about our local income and donations but also the costs of making grant applications. For every £1 spent on fundraising we generated £5.07 of income.

The deficit of £24,000 is funded from reserves which at the end of March 2020 were £1,214,000.

Figures are extracted from Age Exchange's audited financial statements copies of which may be obtained from the charity or the Charity Commission.



## Virtual Day Care

As the pandemic swept across Europe it became obvious that it was no longer safe for Age Exchange to remain open. Our CEO decided to close Age Exchange on 17th March in order to protect service users, volunteers and staff. Within five hours the team had invented a Virtual Day Care service which was up and running from 19th March.



The Activity Boxes and packages do help fill in the large hole left by being unable to visit our Age Exchange Tuesday group. Thank you to everyone involved in creating and delivering them.

The Virtual Day Care service provides meaningful connection to people living with dementia, those that care for them, and older people experiencing loneliness and/or isolation. The service fosters companionship and support, whilst enabling creativity. It is comprised of several elements.

### Befriending Telephone Calls

Our dedicated team of staff, Reminiscence Arts practitioners and volunteers make these calls. The purpose is to see how the person and their loved one are, with callers offering a listening ear and friendly conversation. They are also happy to support people with practical help – such as access to food parcels, or advice on how to contact other services or care for their loved one.

### Activity Boxes and DVDs

Giving everyone the opportunity to be creative, stay active and have fun – whether that is through visual art, crafts, games, song or movement – is very important to our work at Age Exchange. In order to continue doing this during the pandemic, every few weeks we send out activities specially designed by our experienced team of practitioners, delivered directly to people's doors by volunteers. These include themed activity boxes and DVDs. Uniquely designed by our practitioners, the activity boxes contain a range of stimulating, inventive activities for all to enjoy whilst at home.

Boxes are available to buy on-line.  
<https://www.age-exchange.org.uk/order-an-activity-box/>

# Responding to Covid-19





### Online Group Sessions

We are running online sessions for some of our groups, where members can 'meet' through the internet to see each other, talk and share experiences. We have witnessed the benefit of people seeing familiar faces and giving and receiving friendship.

### Newsletter

Our Volunteer and Community Hub manager writes, 'Standing Together', our regular newsletter sent out to all those who access our Virtual Day Care Service. This is a means for us to help people stay in touch with what the charity and each other are doing.

Our Virtual Day Care service is evolving, as we continue to develop new ideas and the things we offer. This is always guided by feedback from our recipients and clinical and government advice.



**The thought, imagination and work put into the contents was amazing. The quizzes unlocked many memories. Then followed Aga's exercise DVD. Aga appeared with her cheery greeting and then it was get set, ready, go!**

# 141

people have been supported through the Virtual Day Care service

# 19,800

minutes of telephone befriending, advice and signposting

# 503

activity boxes have been distributed

# 310

seated exercise and singing DVDs have been delivered

## Caring together



**The power of person centred support, social connection, meaningful activity and reminiscence can ensure that people not only manage the challenges of living with dementia, but that they can also continue to lead a life with meaning. In the absence of a cure for dementia we need to focus on improving the quality of life now, enabling people to live well with dementia.**

2019 was a period of significant growth for the Age Exchange Caring Together Service with new services launched in Manchester and Lambeth to compliment the five groups that run from our hub in Blackheath.

The number of hours of support increased by 41% on 2018 with 10,175 hours of support being provided to 233 people with dementia, other long term health conditions and their carers. Creative interventions include dance and movement, mime and embodied memory, visual arts, performance and song.

### The EachStep Club

In 2019 Age Exchange were awarded a £97,000 grant from the Building Connections Fund. Grants were awarded to projects aiming to tackle loneliness and isolation in response to the findings of the Jo Cox Commission. With vital monetary backing from this grant, we launched The EachStep Club in Blackley, North Manchester. This weekly, four hour group, meets to use arts, creativity and reminiscence to transform the lives of people living with dementia and those that care for them. The service is hosted in a care setting run by the social care charity, Community Integrated Care, who partnered with Age Exchange in 2018, bringing our arts, health and social care expertise together.

Led by two specialist Reminiscence Arts practitioners, the group has taken part in a wide variety of reminiscence arts activities, with an emphasis on multi-sensory approaches to enliven minds and bodies and help bring the past into the present.

### Pastures new

In July 2019, Age Exchange were awarded the contract for the Supporting People with Dementia Project, funded by the Lambeth Clinical Commissioning Group. After the success of our weekly group, The Wellbeings, run from Lingham Court in Stockwell, which provides support, friendship and activities for people living with dementia and their carers, we have since begun two additional groups. Age Exchange launched The Living Well Group in West Norwood in February 2020, The Living Well group is situated in Cheviot Gardens, a newly built sheltered housing scheme.

Our third Lambeth service, Café Create, specifically for people living with young onset dementia and their carers, opened in March 2020.

### Growing our Young Onset Dementia Services

The Kaleidoscope Café set up in 2015, is for people under 65 with a dementia diagnosis, with the youngest attendee being just 44. The group has grown considerably over the last two years to the extent that there was a waiting list to attend. Having identified a growing need and a lack of specialist services for younger people living with dementia we set about looking at expanding the service. We are delighted to have secured funds for two additional young onset groups, one more in Blackheath and one in Lambeth alongside funding to work with families where one parent has a dementia diagnosis to help them maintain their relationship with their children.



Oh the laughs we have when we're sat in that circle! We get things wrong, but we have such a laugh about it. None of us are artists but it's so enjoyable having a go. It's the friendships that really make it. We've got friends here now.

**86%**

of carers reported an improved sense of wellbeing

**85%**

of carers felt less isolated

**89%**

of service users with dementia said they had an improved sense of companionship and community

**5**

new groups started in 2019

# The power of person centred support

## Case study

It was a difficult time when we lost Nan and as a family we all came together to give Gramps (Bob) 24hr care. However, after 6 months we had the very difficult decision of having to put Gramps in a care home. Due to us all working we could only visit him during evenings and weekends. So, I went in search for places to take Gramps but was limited due to only able to do weekends so when I discovered Age Exchange and the lovely Aga informed me about Sunfields, my sister and I took Gramps along. Still to this day a year on we continue to go.

Sunfields is an amazing, intimate group which allows Gramps to relive his trade as a carpenter through creativity as he is always busy with his hands. The families we have met along the way has been very positive as we can all be a listening ear.



We were welcomed into the group from day one and Gramps is able to be himself with no judgement as he continues to be comical, sings aloud and brings a smile to the others faces. It is lovely for us granddaughters to be able to see Gramps focused, happy and taking pride in something he has set out to make. We are ever so grateful to all the volunteers who play a huge part in ensuring the group can take place Sunfields is such an important part in Gramps' dementia journey

## The RADIQL™ model

**Age Exchange's support methodology called RADIQL™ (Reminiscence Arts and Dementia, Impact on Quality of Life) had been extensively and independently evaluated by Royal Holloway, University of London. Simply put Reminiscence Arts is the creative exploration of memory. We bring to life our stories and experiences, our shared heritage or even the history of our shared spaces.**

It's why the use of Reminiscence Arts is at the cutting edge of dementia support. Our work builds bridges between the past the present and the future.

A three year study found that Age Exchange's support improves the wellbeing of people with dementia by 42% whilst increasing positive behaviour by 25%. Over 200 people were involved in the research which was funded by a grant from the Guy's and St Thomas' Charity.

Age Exchange's work involves multi-sensory sessions led by trained Reminiscence Arts Practitioners (RAP's). These are artists trained by Age Exchange in the use of Reminiscence and creative dementia care. The sessions include music, movement, craft and drama with memories triggered by handling of objects, watching old films and looking at photos and posters. A sensory world can be invoked by smell, sound or touch.

# 42%

The wellbeing of participants with dementia in the research improved by 42%

# 25%

Positive behaviour improved by 25%

The methodology provides a background to our work with people living with dementia. Our model focuses on supporting carers too as they find respite and support in the service. The health and wellbeing of carers is fundamental to their abilities to continue to support loved ones to live at home. With unpaid carers of people living with dementia saving the UK economy an estimated £11.6 billion a year the importance of resources that promote the wellbeing of carers is clear.

Throughout its history the Age Exchange model has been tested and delivered across a whole range of settings – from NHS hospitals through to care homes and in the community. It has proven to be an adaptable, impactful method of support with an evidence base.

To view a sample of our work here is a link to A Midsummer Nights Dream as created by the Tuesday RADIQL™ day care group.

<https://www.youtube.com/watch?v=d0KUUutaNzA>

# Changing lives through the arts



## Our volunteers



Age Exchange's volunteers remain the backbone of the organisation and an invaluable resource of the charity. It now has a team of 140 Age Exchange recruited, trained and managed volunteers who range in age from 14 to 94, including 24 Duke of Edinburgh volunteers in 2019.

By providing volunteering opportunities, the charity is encompassing the idea of "Active Ageing" enabling younger and older volunteers to work together. Volunteering has also been a stepping stone to employment for some of our volunteers in the last year and part of mental health recovery for some others. In summer 2019 the charity also started to accept work placements for those aged 14-19.

Currently, volunteers provide help by:

- Staffing The Exchange at Number Eleven, six days a week
- Supporting people with dementia to participate in our Caring Together groups and creative activities and supporting staff to run Intergenerational workshops with schools
- Running activity classes for older people
- Supporting core office tasks
- Running a supporter group 'Friends of Age Exchange' who help to raise funds for the charity.

In the year volunteers provided 10,654 hours of time to Age Exchange. Alongside this, our volunteers played a vital role in the delivery of our Virtual Day Care service during the COVID-19 pandemic, with 20 volunteers offering nearly 400 hours of support including packing and distributing boxes, making phone calls and joining zoom groups.



**As part of my recovery, one of my aims was to find an activity that would bring me into contact with people to feel that I am part of society again, I also wanted to give something back. Age Exchange is helping me to meet both of these needs.**

### Case study



"I have been a volunteer with Age Exchange for several months now. It has changed my life to no recognition, from feeling very lonely and unwanted to feeling fulfilled and actually contributing to society again. The interaction with other humans is so very important.

However, trying to contain this nasty virus we now are being isolated again. It will be a very trying time for all of us to keep up the moral. I feel the importance is to strike a balance between physical and mental health."

**Ruth**

# Combat Stress 100

**In May 2019 Age Exchange joined with the military mental health charity Combat Stress to create a nationwide programme to mark its centenary.**



Combat Stress 100 has aimed to share the remarkable history of the charity alongside engaging with veterans and their families, enabling them to share their own story. All the service men and women who have taken part have done so because they want the public to understand how military service related PTSD impacts on those who serve at the front line and on those closest to them.

This is a veterans led project in every sense. It began with Age Exchange training eight veterans to volunteer on the project. They learnt about oral history interviewing, using film camera and sound equipment, as well as digitising archive material. This team, working with Age Exchange staff then carried out 73 interviews across the UK with veterans, family members and Combat Stress staff.

The documentary film that resulted from this premiered at the National Museums Liverpool as part of the Armistice commemorations in November 2019. As the film tours, the second stage of the project will commence which will engage school students in creating a series of art works, spoken word and film in response to what they have learnt from the veterans.

At the end of the project Combat Stress and Age Exchange will have created and launched 'The Living Archive'. The recorded interviews with veterans will form the foundations of the archive that will grow beyond the project supported by trained veteran volunteers. The archive will be there for future years for veterans, their families, researchers and the public to learn more about the work of Combat Stress and better understand the impact of PTSD on those who serve in the military and their families.



**Thank you for letting me be a part in it all. It helped me out so much. It gave me a sense of being part of something good and made me feel useful again. I know it was only a couple of days but even my partner said I seemed more confident and a part of me that was lost had come back. So once again thank you to you all for giving me the chance.**

**Peter H (veteran volunteer)**



**Filming veterans and hearing their stories and telling my own was an honour. I can't believe how similar our journey to Tyrwhitt House was. The guys from Age Exchange are amazing. I can't thank them enough for such a gift. And the muckers that came and gave their story are the best. Bless you all!**

**Davina (veteran volunteer)**

## Community hub

# Something for everyone

The community hub, with a café, library, gallery space, public internet facilities and a packed calendar of activity classes has something for everyone. With a footfall of 180,000 in 2019 it is a focal point of the local community. It is places like Age Exchange that take us from being strangers to friends and neighbours, where we are connected, we are communities – and when we are together, we are stronger.

Of course we can only do what we do because of the invaluable support of volunteers who really do keep the organisation going. From running free IT training for older people to supporting people with dementia, serving 1,000s of cups of tea in the café and issuing 100s of books they bring light and friendship to Age Exchange. They make the hub a safe place to be, if you are on your own or with a group of friends you can come in for a natter or for some peace for some time to reflect.

In 2019 Age Exchange hosted 862 hours of activity classes from seated Pilates and belly dancing for our older customers through to rhyme time for the little ones. Classes develop through the ideas of volunteers and local people, enabling the hub to be driven by the community.

The vibrancy of the hub made it all more difficult to close when Covid-19 made it obvious it was no longer safe to stay open. We have kept in touch with our 140 volunteers through weekly newsletters and phone calls and they have supported each other, and we are making plans for the café to reopen.



## Sharing learning and partnering with the NHS

### Reminiscence Journeys

Our training programme for staff at the South London and Maudsley NHS Foundation Trust has resulted in the production of an activity recipe card resource. The activity recipe card resource is designed to help health and social care staff introduce creative and engaging activities in care homes and hospital settings to enrich the compassionate care they provide.

The activity recipe card resource consists of 30 menu cards separated into 12 five minute activities, 12 thirty minute activities and 6 half day activities. The activities are designed to enrich relationships between staff and residents, make activity planning less time consuming, and enable staff at all levels to confidently deliver person centred care to support people with dementia.

As a result of producing the activity recipe card resource we were able to secure a Rank Foundation grant from their 'Profit for Good' programme and we are planning to launch the product for sale in Summer 2020.



### Disseminating learning

Age Exchange made a number of presentations at conferences this year including two international events one at the University of British Columbia in Vancouver on research based theatre and an event in Gydinia in Poland training carers, therapists and psychologists in creative engagement.



## St Thomas' Hospital

In partnership with St Thomas' hospital we worked to enhance a culture of rehabilitation on the Older People's Unit at the hospital. Over 10 months three Reminiscence Artists from Age Exchange provided weekly activities on the Henry, Anne and Alex wards. They provided 92 sessions of activities over the 10 months amounting to 276 hours of creative engagement for patients.

### Case study – One artist wrote:

'P' described herself as feeling weak and very tired when I arrived but soon she responded to her favourite music and was lifted by 'all the flowers' on the table. I worked with P, drawing around her hand and wrist 'look at my funny thumb' she said after taking her hand away to see the results. We played and sang along to all her favourite cockney songs. The spirited voices drew in a doctor who smiled warmly at seeing P belting out her tunes and acting out the lyrics through gesticulation. P elected to mount her completed artwork onto a hot pink background and asked for her name to be written on, 'I want to keep that' she said.



**You have been a positive input to my mum's happiness and I thank you for that.**

*(Patient's daughter)*

## Community projects

# Bringing communities together

### When ABC nursery went to Hazelhurst Court

Building on Age Exchanges long history of intergenerational work in 2019 we embarked on our first nursery project. Bringing together ABC Nursery with Hazelhurst Court extra care scheme (supported by Notting Hill Housing). The project brought together 2 & 3 year-olds from the nursery together with residents to work together with music and art with support from the Blackheath Conservatoire.

It was great to see the children engage with the residents from the extra care scheme and form new relationships. Parents reported the children talking about residents by name when they got home and waving at the residents whenever they passed the nursery. Most positive of all is that the nursery and extra care scheme have continued with the relationship after the project with weekly visits between the two.



**A lot of residents here don't see their grandchildren that often so it has been like a family day for us. The children are lovely and they have responded to us and we respond to them.**

### Leigh on Sea and Old Town Heritage Project

In spring 2019 Age Exchange was commissioned by Cultural Engine to work to collect oral histories in Leigh on Sea, connected with the shell fishing industry and the heritage of the old town from the 1930s to the 1970s when it was saved from developers. The project received funding from the EU. Working at The Heritage Centre Age Exchange interviewed fishermen and families of those who had lived and worked in Leigh during the early part of the 20th Century.

Residents and fishermen bought photographs and documents to add to their stories. The book resulting from the project 'Old Leigh Port through Times of Change' is due to be published in the summer of 2020. All of the recorded interviews have been donated to the Essex records office sound archive to support the learning for future generations.

## Governance



**Age Exchange became a subsidiary of Community Integrated Care, a charitable company, in 2018. Community Integrated Care is the sole member of Age Exchange and has the power to appoint its Trustees.**

**Age Exchange is governed by a board of three Trustees who meet on average five times a year.**

The Chair, Bridget Prentice, was the Member of Parliament for Lewisham East and a Minister in the Government Whips' Office and the Ministry of Justice. Since leaving Parliament, she has been a trustee of For Jimmy, the Blackheath Historic Buildings Trust, Chair of Governors of Trinity School and an Electoral Commissioner. Bridget is a consultant to organisations advising the public and private sector, home and abroad on Parliament and Parliamentary Procedure. She is a Freewoman of the London Borough of Lewisham.

Carolyn Denne is a retired social worker, with over 30 years' practitioner and management level experience in local government, social care and the NHS. From early days working in a general hospital, residential care and in community social work with older people, her career spans operations, policy development, performance and quality, commissioning and planning in local and national government and performance assessment/ regulation including working at NICE.

Amanda De Ryk is an elected Councillor for Blackheath, London, and is Cabinet Member for Finance and Resources at Lewisham Borough Council. She has extensive experience in the political sphere, combining public service with community engagement and management expertise. As a member of the political executive in Lewisham, she provides leadership, strategic advice and policy development.

## Environmental impact

**In 2016 Age Exchange undertook an eco-audit to benchmark performance and drive continuous improvement. As a result we have increased our environmental performance in the following ways in the last three years;**

**40%**

Reduction in photocopier paper usage

**22.1 tons**

Carbon energy footprint Reduced from 24.2 tons

**50%**

Increased recycling rates Local average 45%

## Partners

**Age Exchange is sincerely grateful for every donation we receive which enables us to continue our work. From some loose change in a collection tin to a large donation it all helps to make a difference. We would like to acknowledge those funders and collaborative partners who have made the last year a success, in particular we would like to say thanks to all those funders who responded so flexibly to Covid-19 enabling us to redesign our services and to continue to support those most in need.**

Combat Stress  
Imperial War Museum  
National Museums Liverpool  
Tyne & Wear Archives Museum  
The National Army Museum  
The National Museum of the Royal Navy  
Discovery Museum, Newcastle  
Rayne Foundation  
The W.G. Edwards Foundation  
Edward Gostling Foundation  
Blakemore Foundation  
MPG Community Fund  
M H Charitable Trust  
Davis Foundation  
Merchant Taylors' Company  
The Dyers Company  
Drapers' Company  
Mercers' Company  
Weavers Company  
The Childwick Trust  
Francis Winham Foundation  
I Heart Manchester  
Hu Shen Trust  
People's Postcode Lottery  
Essex County Council  
Grant Saw Solicitors LLP  
South London and Maudsley NHS Trust  
Anisa Kermiche  
Liberty Speciality Markets  
Devika James Audiology  
KFH Estates  
Leah Lodge & Rectory Court  
Go Travel  
Handelsbanken  
Mount Street LLP  
Notting Hill Genesis  
Blackheath Yoga  
John Lewis Community Matters Fund  
Waitrose Community Matters Fund  
Tesco Bags of Help  
Co-op Local Community Fund  
Blackheath Conservatoire  
Charlton United Reformed Church  
Heath House Preparatory School  
Ravensbourne Rotary Club  
Leigh Society  
Cultural Engine  
Aviva Community Funds



## Partners continued

With special thanks to our long term funders & partners



## How you can make a difference

### Donate

Age Exchange relies on generous donations from the public to continue to provide vital services to people living with dementia and their carers. Your donation can go a long way in ensuring that the people we support feel less isolated and lonely.

**£2,500**

#### Support for a whole year

£2,500 provides our Virtual Day Care service for one couple or isolated person for a whole year

**£1,500**

#### 4 weeks of day care

£1,500 funds 4 weeks of day care for 14 people with dementia and their carers

**£500**

#### Activity materials

£500 pays for a week of arts and crafts materials and refreshments for all of our groups

**£150**

#### 3 afternoon sessions

£150 provides 3 weekly afternoons of targeted dementia activities

**£50**

#### 1 hour of support

£50 provides a 1 hour one-to-one support for someone living with dementia

**£10**

Transport to our in-person groups  
£10 pays for transport for a couple to attend a carers support group

Please go to

<https://www.age-exchange.org.uk/get-involved/donate/>

to show your support to people living with dementia and their carers.

Thank you.

### Volunteer

Join our team of volunteers! We have many exciting opportunities available for anyone aged between 14-104 including our cafe, library and office based volunteer opportunities!

Email [Gemma.catnott@age-exchange.org.uk](mailto:Gemma.catnott@age-exchange.org.uk) for more information or go to

<https://www.age-exchange.org.uk/get-involved/volunteer/> for more information.





We've been inspired by the continued impact Age Exchange has on the people it supports and the wider local community. Together, we have an ambitious vision where we hope to see their life-enhancing work touching thousands of lives across the UK.

Mark Adams,  
Chief Executive of  
Community Integrated Care





## With Special Thanks to Friends of Age Exchange

Our fundraising committee, Friends of Age Exchange, are a highly valued asset to our charity. Each year, the Friends lead fundraising events from book sales to pop up shops, as well as running our annual Christmas Fair. The committee members organise these events on a voluntary basis as well as managing the friends subscription service for which there are now 420 friends. We would like to share our deepest gratitude to all of our Friends of Age Exchange, what we do would not be possible without your amazing skills, dedication and commitment to our cause.

Thank you.

Become a member today at [www.age-exchange.org.uk/get-involved/friends-of-age-exchange/](http://www.age-exchange.org.uk/get-involved/friends-of-age-exchange/)



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 [www.age-exchange.org.uk](http://www.age-exchange.org.uk)

 [www.facebook.com/ageexchange](http://www.facebook.com/ageexchange)

 @ageexchange

 @Age\_Exchange

 [hello@age-exchange.org.uk](mailto:hello@age-exchange.org.uk)

Age Exchange is a company limited by guarantee, registered in England  
(company registration number 1929724)

Age Exchange is also a registered charity  
(charity registration number 326899)