

ASSESSMENT CATEGORY - Older Londoners**Contact the Elderly****Adv: Shegufta Rahman****Base: Westminster****Amount requested: £199,848****Benefit: London-wide****Amount recommended: £87,900****The Applicant**

Contact the Elderly (CtE) is the only national charity solely dedicated to tackling loneliness and social isolation among older people through face to face contact. First registered as a charity in 1965, the organisation is supported by a network of volunteers and organises Sunday afternoon tea parties for small groups of older people aged 75 and over, who live alone.

The Application

CtE's model is simple yet effective: free, monthly tea parties for small groups of older people and volunteers within their community. It is also a sustainable and scalable solution for the prevention and reduction of loneliness and social isolation providing strong and tangible outcomes for older people. It also provides opportunities to a large number of volunteers, providing them with training and development. The application is for funding to help develop 15 groups each year in London, providing regular, long term support to an additional 360 older people in 160 groups by 2020.

The Recommendation

The charity has a strong track record with 98% of existing groups maintained after set up. Growth in London is particularly difficult to achieve with 18% of pensioners living in poverty against a national average of 12%. But with CtE's established track record and expertise, their growth plans for London should be achievable. The amount recommended is at a lower amount than that requested as the organisation had asked to support more than one full-time post, which is your usual limit for projects of this scope.

£87,900 over three years (£29,200, £29,300, £29,400) for the FT salary of the Development Officer North London and associated project costs.

Funding History

Meeting Date	Decision
26/11/2015	A £20,000 grant as part of CBT's 20 th anniversary activities.
14/02/2008	£62,500 over 2.5 years (£25,000; £25,000; £12,500) towards core costs of services for older, isolated people across London.

Background and detail of proposal

Loneliness and isolation can have a devastating effect on mental health and wellbeing, impacting also on physical health. Global AgeWatch Index research (2015) states one in 10 older people describe themselves as being lonely often or all the time. Survey results recently published by The Jo Cox Commission on loneliness suggest this figure is even higher and that almost three-quarters of older people in the UK are lonely and more than half of those have never spoken to anyone about how they feel. The majority of those using CtE services fall into the 'oldest old' category; 60% of those attending tea parties are in their 80s, while 29% are in their

90s and 1% are over 100. Many have social care needs including mobility problems, hearing problems and visual impairment. 67% only receive visits from anyone other than a paid carer, just once a week or less, and 44% do not know their neighbours. For many the tea party is the only social outing they attend each month.

CtE has a model that includes four categories of groups: Community Groups, which are the original Sunday tea parties with volunteers from within the community; University Groups, hosted by students; Special Interest Groups, often offshoots of existing groups, e.g. museum groups; and GP Groups, run by patient participation groups. The charity has a 98% success rate for maintaining existing groups. However with a waiting list of 239 older people and 225 potential volunteers, there is a strong need for new groups to be developed where it identifies 'loneliness hot spots'. Areas with the largest waiting lists often correlate with more deprived locations. By its nature, social isolation often means that the loneliest people are the hardest to reach. It's not the case that they are not there, it's just that older people do not always know services are available, and admitting to suffering from loneliness is difficult. The most recent independent impact report carried out on CtE confirmed that the tea parties significantly relieve feelings of isolation and loneliness, with 77% feeling happier because of them, 95% stating it was something to look forward to, and 90% having made friends with volunteers and 81% with other guests.

Financial Information

The charity had a significant surplus in income for 2017 due to a merger with the National Benevolent Fund for the Aged (NBFA) and the transfer of its net assets, as well as a grant of £250,000 from People's Postcode Lottery. A significant portion of NBFA's transferred assets is designated for the development of services, and not included in the figures for free unrestricted reserves. The majority of these designated funds (94%) are forecast to be spent by 2019, so have been released against free reserves below. CtE is forecast to meet its reserves target by 2019 through continued fundraising from trusts and foundations.

Year end as at 31 March	2017	2018	2019
	Audited Accounts	Forecast	Budget
	£	£	£
Income & expenditure:			
Income	1,812,027	1,720,792	1,750,000
- % of Income confirmed as at 30/10/2017	n/a	71%	11%
Expenditure	(1,381,856)	(1,755,792)	(1,742,000)
Total surplus/(deficit)	430,171	(35,000)	8,000
Split between:			
- Restricted surplus/(deficit)	63,902	65,794	50,000
- Unrestricted surplus/(deficit)	366,269	(100,794)	(42,000)
	430,171	(35,000)	8,000
Cost of Raising Funds	93,120	124,525	101,620
- % of income	5.1%	7.2%	5.8%
Operating expenditure (unrestricted funds)	926,678	777,374	836,300
Free unrestricted reserves:			
Free unrestricted reserves held at year end	274,672	284,246	362,246
No of months of operating expenditure	3.6	4.4	5.2
Reserves policy target	230,309	292,632	290,333
No of months of operating expenditure	3.0	4.5	4.2
Free reserves over/(under) target	44,363	(8,386)	71,913