



ANNUAL REPORT

2016/17



SOUTH LONDON CARES



Delivery figures in this report cover the period January 1st 2017 to December 31st 2017. Financial figures cover our accounting year from September 1st 2016 to August 31st 2017 as submitted in our latest annual accounts.

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“

South London Cares encapsulates everything we believe a community should be. Amita, 36

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A message from Frances



My family are quite spread out and none of my relatives live nearby. So when James and I built an unlikely friendship through South London Cares, it was brilliant. James lives so close that it's really easy for him to nip in to see me on his way home. I really look forward to his visits.

For people who are lonely it's lovely to know there is someone who cares – it makes a big difference. I consider myself very lucky as I have family and I can get out and I don't need anyone in that sense. But having people who care, and who you can share wonderful new experiences with – that's what it's all about.

James and I have such a natural friendship. We have similar interests – and he has similar interests to my late husband which is just lovely. I was a ballroom dancer and James told me he's interested in learning some steps: I have plans to turn him into a great dancer! In October I gave him a dance class in my living room.

After we became friends one of the first things James and I did together was go on a trip to the Victory Services Club. My husband and I joined the club two years after the second world war. The first time James and I met I discovered he was also a veteran: he served in Afghanistan. So it was wonderful to take him along and share something that's been such a big part of my life, as well as his.

James has also introduced me to his girlfriend Lucy – we went for tea and scones as a three – so I have another brilliant young friend in my life. That connection to the people and places around you is what South London Cares is all about. I'm so happy to be part of it.

Frances, 96



A message from James

“

I originally signed up to South London Cares because I wanted to feel a real connection to my community, and to spend time with people I might not normally meet in my day-to-day life. So I was delighted to meet Frances – we share so much in common.

Frances and I had both been attending South London Cares' social clubs for a while. I was singing at Peckham choir and quizzing in Walworth for nine months before I met Frances properly, and she had just attended her 150th social club! But it was at South London Cares' third birthday party that we really started to spend time together.

The big party was joined by over 100 younger and older neighbours – with a ceilidh, choir performance, photo booth and a whole lot of joy! Frances and I serendipitously sat down next to each other and I ended up spending the entire day dancing with her, chatting about the local area and her time in the Women's Land Army during the second world war. We also discovered that we live just a five minute walk from each other. That confirmed it: we wanted to spend more time together. So we were matched up for more regular meet-ups through South London Cares' Love Your Neighbour programme.

We now meet up once or twice a week. I'll drop in on my way home from work, or we'll explore London together. I went round on Frances' 96th birthday, we've been out for Portuguese and Mexican meals, we joined a dance class and even had a go at life drawing. We also went to an exhibition opening at Sotheby's (her passion for both art and crab cake canapés is inspiring).

I call Frances my partner in crime: she's great craic. The fact that she's 96 is incidental. I just see her as a friend.

James, 30

”



South London Cares' vision

South London Cares is a community network of young professionals and older neighbours hanging out and helping one another in our rapidly changing city.

We do this because our capital is a place of social extremes. While it's amongst the most dynamic places in the world – full of cultural and economic opportunities and a hotbed of innovation – it can also be anonymous, lonely and isolating.

For our older neighbours in particular – many of whom have spent a lifetime in their home boroughs of Southwark and Lambeth – the rush and pace of urban life can often now feel overwhelming. Getting around can be frightening, and trends including globalisation, gentrification, urban transience, digitisation and the housing bubble are transforming neighbourhoods faster than ever before.

The multiplying effect of those pressures is that many older people have deep roots in their communities but few connections, while young professionals – often graduates from across the country and around the world – can have hundreds of connections in the social media age but no roots in their communities.

The separation of those parallel worlds wastes human potential, entrenches loneliness and isolation, perpetuates social division and is ultimately corrosive for our society.

“

“I used to think there was hardly any commonality at all between the generations. Their ideas seemed so different, their aims so different. But when we get together in this sort of atmosphere and everybody wants to be happy and help – that solves itself. The joy you get from that is fantastic and that’s one of the things that attracts me so much to South London Cares.” Joe, 90

”

South London Cares seeks to address this modern blight of disconnection in our connected age by harnessing the changing people and places around us for the benefit of all.

Our target outcomes are to:

- ① **Reduce loneliness and isolation** amongst older people and young professionals alike;

- ② **Improve neighbours' wellbeing**, confidence, skills, connection, self-worth and power so that people can feel part of our changing city rather than left behind by it;

- ③ Bring people together to **bridge the gaps across social, generational, cultural, digital and attitudinal divides.**





South London Cares' model

We achieve these outcomes through four core programmes. Our **Social Clubs** are regular group activities which offer an anchor of shared time, laughter, new experiences and friendship in familiar but often changing locations including pubs, cafes, local businesses and cultural and community centres. Sessions include film nights, dance and dinner parties, new technology workshops, 'back to work' business visits, choirs, 'Desert Island Discs' evenings, pub clubs, themed cultural activities, comedy clubs and more.

Meanwhile, our **Love Your Neighbour** programme brings young professionals together with their often housebound older neighbours to build and support special one-to-one friendships, and to bring a little of the outside world in for older people who may struggle to get out. Friends spend one or two hours a week having a chat and helping each other to get a little extra reflection and pause, as well as that much needed companionship to break up the week.

Third, our proactive **Outreach** work harnesses the connections of our young professional volunteers to identify potentially isolated older people where they are. Through this programme we place ourselves in local chemists, supermarkets, food banks, betting shops, pubs, libraries and other locations to strike up conversations with older neighbours and introduce them to our network. Our Winter Wellbeing project, for example, helps older people to stay warm, active and connected during the most isolating time of year.

Finally, our **Community Fundraising** offers a fourth way for younger and older neighbours to share new experiences. Events, challenges, corporate partnerships and online campaigns all offer the chance for neighbours to share fresh camaraderie, as well as to raise money to support their network.

Through each of these integrated programmes, the relationships created are two-way. Older people benefit from newly familiar places to go and the company and companionship of young people showing an interest and sharing a stake in their lives; while younger people – recruited through social, digital and employment networks – receive the friendship, connection, advice, humour and stories of older neighbours in their area and enjoy the opportunity to take time out from their working weeks.

Why we do what we do

In 2017 it became clear that the UK is facing a 'loneliness epidemic'. As communities change, technology seeps into every part of our lives, and we all get older it's becoming harder and harder for us to find time to pause and build lasting, meaningful relationships beyond our existing social networks.

Across the UK, 17% of people over the age of 65 now see friends and family less than once a week; 11% less than once a month. Two in five older people – two in five – say the TV is their main form of company. Meanwhile, one in ten GP appointments is taken by an older person with no other condition than that they're lonely.

As well as harming individual lives, loneliness is also a major challenge for our communities. And it's damaging for our wider society's cohesion, and unsustainable for our health service – as loneliness is shown to be as bad for people's health as obesity or smoking 15 cigarettes a day and can raise the risk of heart attacks, strokes and dementia. In our biggest cities, like London, these challenges are even more pronounced: 90% of older people in London have reported feeling lonely.

And yet isolation from others is not uniquely a later life problem. In parallel, young professionals can often feel left out or left behind – moving away from home and commuting to work in cold glass buildings with headphones on, and spending time with others in similar jobs and from similar backgrounds. For many younger people, professional expectations, social media and 'FOMO' (fear of missing out) can all bring a sense of unfulfillment.

Subsequently, mental health challenges, including those connected to loneliness, depression and anxiety, are deepening across both generations. Indeed, while those over 75 are statistically the loneliest age group in the UK, the second loneliest are young people between 21 and 35.

In this context, our generations are said to be diverging attitudinally as well as socially, with media headlines often referring to a 'battle between the generations'.

South London Cares is not fatalistic about this dual challenge. In fact, there is clear evidence and a growing understanding that, far from being insolubly lonely or divided, older and younger people share much in common and many hopes – including for one another.

Both groups see good relationships, health, learning and independence as among their highest aspirations. Both see the dominance of new technology as overwhelming. 80% of both groups want life to slow down. A similar proportion want to mix with people of different age groups and backgrounds. And research shows that care for older people is the second top concern of younger people.

Clearly, these two groups, living side by side but too infrequently interacting, have so much to gain from one another – in shared time, laughter, new experiences and friendship. That's where South London Cares comes in.



“ **What a wonderful afternoon, what a treat! It feels like a big family!** Stella, 81 ”

2017 in numbers

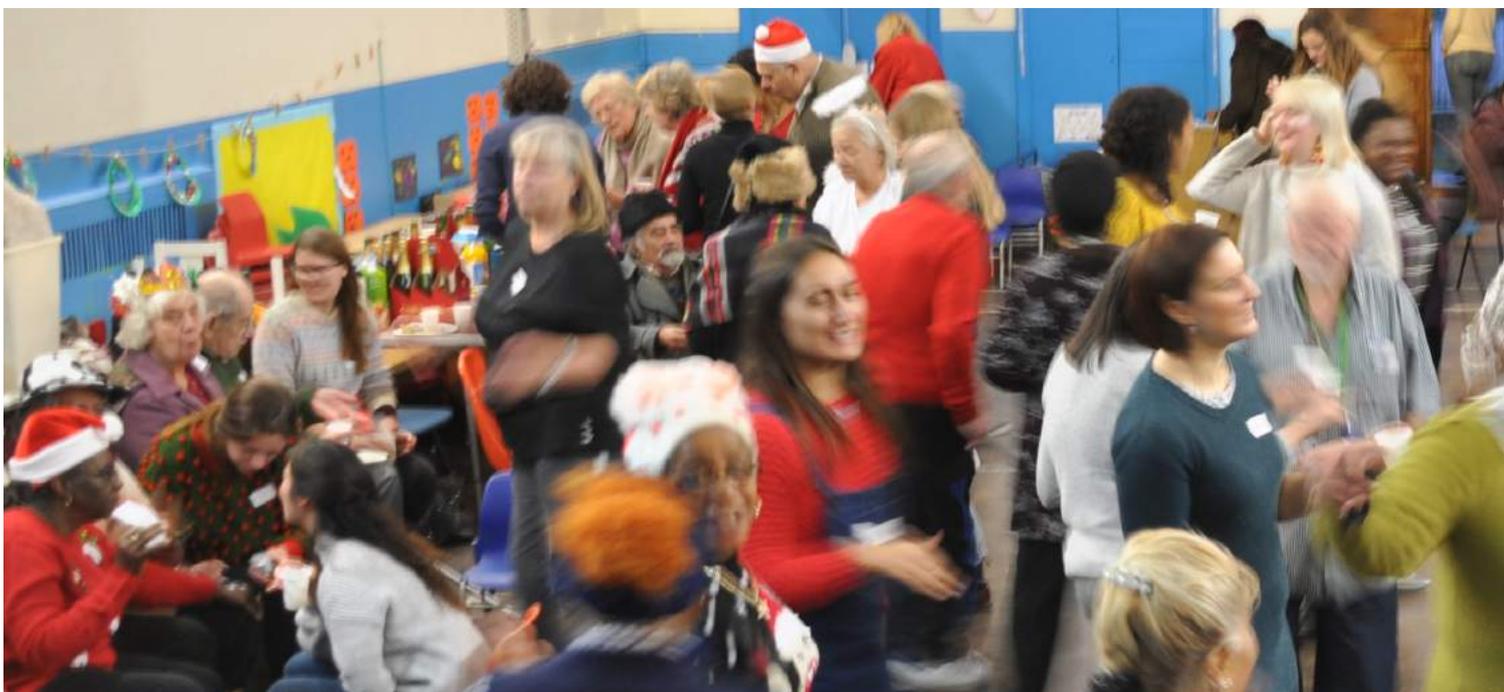
2017 was an exciting, transformational year for South London Cares.

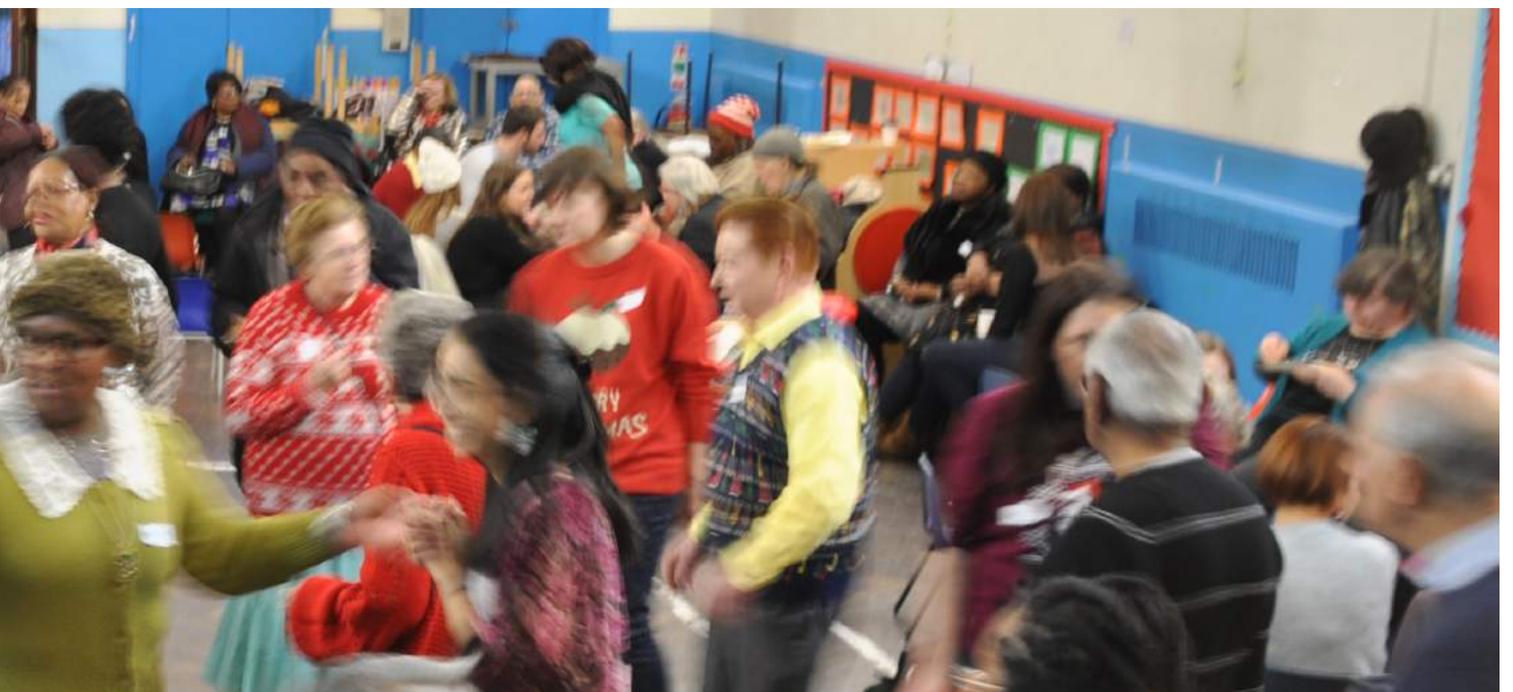
Through the year we hosted **260 social clubs**, attended **3,960 times by 450 older people** and **2,450 times by over 500 younger people**. 62% of those older neighbours enjoyed more than one social club, and nearly a quarter came to ten group activities through the year.

At different stages in the year between 80 and 160 people enjoyed friendships across the generations through our Love Your Neighbour programme, sharing over **1,800 hours one-to-one**.

And older and younger Londoners shared nearly **1,300 conversations** through our Winter Wellbeing project which helped older neighbours to stay warm, well and connected during the most isolating time of year.

Our network is now made up of **2,500 young professionals** (between 21 and 40) and **1,300 older Londoners** (over-65) sharing time, laughter and friendship. In the three years since we opened younger and older people have shared some **97,000 interactions** and **16,000 volunteer hours** in Southwark and Lambeth, helping everyone to feel part of their changing city rather than left behind by it.





Innovation in 2017

In 2017 South London Cares ran our most creative programme of activities yet.

Our 260 social clubs included special trips to local partners from PR firms to breweries to the cultural attractions of the south bank to parliament and government departments. We hosted new bricklaying workshops and boxing clubs. Neighbours enjoyed trips to the theatre and cinema together. In July, we ran our first “London Treasure Hunt”, helping older and younger Londoners to share their stories across our patch. And our cross-generational choir performed publicly for the first time – at South London Cares’ third birthday party. Sessions have welcomed huge numbers of older people – up to 100 at a time – to build relationships through new experiences in our changing capital.

We’ve also introduced our new £40 Love Your Neighbour ‘friendship budgets’, through which older and younger neighbours who might not normally interact enjoyed drinks and meals out to mark special occasions, board games at home, and fish and chip suppers. This work helps us to connect some of our most isolated neighbours to the changing people and places around us, and to grow people’s confidence and connection. The budgets are now being incorporated into the programme longer term.

Our Outreach work has expanded rapidly with the recruitment of a new Outreach and Volunteer Coordinator, who targets the places where older people at risk of isolation spend time. We’ve built new partnerships with local supermarkets, chemists and doctors’ surgeries, resulting in an increase in the number of older neighbours joining activities, compared with 2016.

And our Community Fundraising also expanded and diversified, with the appointment of our first full time Development Coordinator in late 2016. This new colleague led scores of young people in taking on marathons and Tough Mudder races, hosting pub quizzes, building new corporate partnerships, expanding our trust and foundation income and hosting our very first gala dinner in the summer of 2017 which was attended by 120 people and raised £8,000 for South London Cares.

Our patch

South London Cares operates in Southwark and Lambeth. Our older neighbours live in those two boroughs, and the majority of our young professional volunteers live or work there too.

Over 50,000 people over the age 65 live in our boroughs, a number projected to rise dramatically in the next decade. A big proportion are over 80, more than half live alone and many live in social housing and income deprivation – four of the biggest determinants of loneliness. Indeed, Southwark and Lambeth are both in the top six loneliest boroughs in London – itself reported to be amongst the loneliest cities in the world.

In 2017 we expanded our programmes to work all across our boroughs – in Elephant & Castle, Walworth, Brixton, Bermondsey, East Dulwich, Peckham, Rotherhithe, the riverside and south bank, London Bridge, Camberwell, Borough, Streatham, Clapham, Stockwell, Kennington, Herne Hill, Tulse Hill and beyond.





Our partners

We don't operate a building ourselves, preferring to help older and younger people to connect in and with familiar but now rapidly changing business and community locations like cafes, pubs and wonderful local halls and resource centres.

So we couldn't deliver on our vision without the support of so many great partners across Southwark and Lambeth. This year we've worked with scores of local businesses and community organisations. Thank you for your support – you make south London a community in the truest sense of the word.



Social Clubs

South London Cares' social clubs are some of our most visible activities. They are fun, vibrant, dynamic and engaging – and help older and younger people to share time, new experiences, laughter and cultural exchange in a relaxed and welcoming environment.

In 2017 South London Cares hosted 260 social clubs all across Southwark and Lambeth. They were attended 3,960 times by 450 older people and 2,450 times by over 500 younger people.

Events included:

Dance parties



Christmas, Easter, Diwali, Chinese New Year, Halloween and Bonfire Night specials



Boxing clubs

Pilates sessions

Film nights

Archaeology workshops and local history afternoons



Choir

New tech workshops



Our special 'back to work' and cultural visits also diversified to take in some of London's top attractions and businesses including Buckingham Palace, The Ritz, Accenture, Trainline, The Daily Telegraph, Octopus Investments, the Royal Parks and the Department for Business, Energy and Industrial Strategy – all experiences shared by younger and older Londoners.



Pub clubs

A London Treasure Hunt

Brunch clubs



Summer parties and BBQs



DIY club

Quiz nights



Creative writing classes

Script reading nights



'Desert Island Discs' clubs



“ Every time I leave a club, I go out in a brighter mood and with a fuller heart than when I walked in. Louise, 36



“

I absolutely love being part of such an amazing charity – I have made a friend for life through Love Your Neighbour and have always had the best time at social clubs. Amber, 26

”



Love Your Neighbour

In late 2016 South London Cares added our first dedicated Love Your Neighbour Programme Coordinator for the first time, providing an anchor to help relationships to thrive, supporting older Londoners to navigate complex problems, and tracking interactions between neighbours to ensure safeguarding. This has unleashed the power of even deeper friendships – with 63% of the 86 Love Your Neighbour matches live in 2017 matched for over a year.



Outreach

Our proactive outreach – identifying older neighbours where they are and connecting them to our regular activities through friendly, informal conversations with local young people – is one of the programmes that makes South London Cares unique.

In 2016/17, with the support of local businesses and services, we held over 2,000 conversations in chemists, post offices, GP surgeries and with neighbours on their doorsteps and in sheltered housing units, and received scores of referrals from partners in local health and social services.

During the winter, this effort intensified with our third annual Winter Wellbeing project – our biggest and most targeted to date. The project is specifically designed to help older south Londoners stay warm, active and connected during the colder, darker months that can leave many feeling left alone or left behind. With increasing pressure on local services, the project has become a mainstay of community outreach in Southwark and Lambeth.

Through this project we:

- 📍 Distributed 2,500+ leaflets containing cold weather advice;
- 📍 Held 1,280 conversations with neighbours about how to stay connected;
- 📍 Worked with 176 local businesses to raise awareness of the risks of isolation;
- 📍 Gave out 88 blankets or items of warm clothing;
- 📍 Helped 354 older people with specific follow-up assistance;
- 📍 Distributed 20 grants of up to £100 to those most in need – £1,600 in total.

The project was kindly supported by London Catalyst, The Funding Network, Octopus Giving and The Big Give Christmas Challenge.

“

I've not been out of the house properly in a long time – I'm used to TV for company. But I've had so much fun today at the social club and I'm giddy because I know my life has just changed. Patricia, 84

”



Community Fundraising

Underpinning our Social Clubs, Love Your Neighbour and Outreach programmes, our Community Fundraising offers another chance for older and younger neighbours to share time and fresh camaraderie by raising money to support the network they value so much.

In late 2016 we hired our first full time Development Coordinator to deepen and expand this work, fuelling the diversification of our income through award-winning new initiatives. We also built new partnerships with local and national grant funders and corporate partners.

Community Fundraising activities in the year included:



Our first gala dinner with our sister charity North London Cares, at Stamford Bridge – which raised £8,000 for South London Cares;



More than **100 challenge fundraisers** entering 14 different races, raising over £22,000 for the charity;



Our second **'Hilarity for Charity' gig at the Leicester Square Theatre**, with comedian Stewart Lee and others raising £4,000;



17 supporters walking between 50k and 100k through the London2Brighton Challenge, raising over £6,000;



Cake sales, clothes swaps and pub quizzes which raised over £3,000;



The Big Give Christmas Challenge – an online match funded campaign which raised over £11,000 – earning South London Cares a Big Give Christmas Challenge Award 2016.



South London Cares do fantastic work to make older Londoners feel at home in the city we all love. It's been heartwarming to see how the community network benefits everybody, young or old. Octopus Giving



The result of this wonderful community activity is that South London Cares increased our voluntary income from £106,196 (37% of overall income) in 2015/16 to £159,836 (41%) in 2016/17, even as grants income also increased. That's vital for our longer term sustainability and demonstrates our community ethos.

We were able to achieve this thanks to the support of 109 challenge fundraisers, 16 event fundraisers and 148 individual donors. Thank you!



“

When I went to my second social club a week or so before the walk, I told one of the neighbours, Pat, what I was doing and why. Her face immediately lit up and she gave me a great big hug and a kiss and said “Thank you, thank you, thank you”, and told anyone around her that “Rob is walking to Brighton for us!” That was my inspiration. Rob, 31

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Our impact

Our model is powerful because it works and is targeted at the groups most at risk of isolation and loneliness, including:

- 📍 People who **live alone** – 67% of the older people we work with live alone;
- 📍 The **'oldest old'** – 52% of older neighbours we identify are over 80;
- 📍 **Older women** – 69% of older neighbours in our networks are women;
- 📍 People who live in **social or housing association homes** – 59% of older neighbours we work with are social tenants.

A longitudinal study of our work published in 2016 showed that, subsequent to being part of South London Cares' programmes:

- 📍 A majority of older people report an **improvement in wellbeing**, and in particular their levels of happiness;
- 📍 There is an increase in the proportion of older people who say there are **plenty of others around whom they can rely on** when they have problems;
- 📍 The proportion of older neighbours saying that they miss having people around **decreases**;
- 📍 A majority of older people report a **greater sense of community**.

This evidence has been underscored by studies showing that a combination of local group and one-to-one activities that give people purpose, alongside proactive outreach, offers the best chance of reducing isolation amongst older and younger people alike.

The findings echo the results of a survey of older people regularly involved in our model in 2014, which found that, as a result of being part of our activities:

- ♥ 73% said their isolation was reduced;
- ♥ 77% said their relations with young people had improved (rising to 84% for those whose relations were previously negative);
- ♥ 73% said they were more active;
- ♥ 76% said they had access to a greater range of experiences;
- ♥ 86% were better able to appreciate the world;
- ♥ 24% said they did not attend any other social activities.

And the young professionals who are part of the network benefit too: in the same evaluation, 98% said they had a greater connection to the community and 97% said that they were better able to appreciate older people as a result of being involved.



Case studies



Amina and Victoria

South London Cares first met Amina, 85, in November 2016, while door-knocking at a sheltered housing unit as part of our Winter Wellbeing project. Amina is originally from Zimbabwe and now lives alone, with her remaining family living in South Africa.

Amina told us she was feeling the cold, so we delivered a blanket to help with the chill. She also told us she'd been feeling isolated, so we matched Amina up with Victoria, 27, a volunteer who now visits Amina each week as part of South London Cares' Love Your Neighbour programme.

The first time she visited Amina, Victoria took flowers and soup to cheer her up. Amina told us, *"I'm so touched. Now all afternoon I'll be happy. No one's ever brought me flowers here. It's so nice to know there are people who care."*

The pair have been friends ever since, sharing time, laughter and company every week.



“ Harry and social clubs

I've learnt a huge amount from my older neighbours. Many are born and bred Londoners who have seen how the city has changed over the years. Others bring stories from distant parts of the world. Everyone has something interesting to share. That's what makes South London Cares so special – people of more than 70 years' age difference spending time together as equals, having fun and trying something new. **Harry, 26**





“ Louise and social clubs

In April 2016, I had been in London for a little over a year and I was living in Stockwell. I would see older neighbours at the bus stop or in Sainsbury's and I always wondered what kind of support and company they have in London – this huge, ever-changing city. London is a far cry from my small hometown in Northern Ireland. Back in that hometown, I used to love hanging out with my Granny and her friends. I looked to see where I might be able to hang out with and help the older community again: I found South London Cares.

My first social club was a Tech Workshop and I helped Rani learn how to attach photos to her emails on her iPhone, so she could share them with her family. She was so delighted and excited to get sharing! It was an incredible first social club experience. There have been so many clubs and so many memorable moments since then. My favourite moments are when, completely unexpectedly, you find you have something or somewhere in common with your older neighbour. It could be a small park you both like or a song that means something to you both. My most memorable time when this happened was after a choir club – Richard asked my name and when I told him, he sang to me, “Every little breeze seems to whisper Louise”. The only other person who has ever sung that song to me was my uncle when I was a little kid. It was so special to hear it again. I reminded Richard the next time I saw him at a club and we chatted about music the whole evening.” Louise, 36





“ Fred and Louise

We can talk about anything. It doesn't matter that I'm old and she's young. There's nothing governing our conversation and interests. We natter about what's been happening, what's in the news. We can talk about anything and we get on together so well.

I'm an easy character and I can sit on my own and enjoy myself. But then I get this call through and a new friend and it's opening my life up more. You see, I'm talking to people I wouldn't have talked to before. No one can beat her, she's wonderful.

It makes me feel more in touch. It makes me feel more confident to sit outside on my buggy and say hello to everyone. All ages can mix if you're that way inclined – I can mix with anybody, it doesn't matter about the age or where they come from.

*As soon as she puts her head around that corner I smile. Every time is my favourite visit. I always look forward to the next one. **Fred, 84***



“ Bill and Josh

*It's good because we have a laugh. It's interesting to talk to a younger person. Josh takes me to places I've never been before. He's always in touch. He checks up on me. It's very comforting. **Bill, 74***



“

*Bill's full of stories of Herne Hill which is where I live and where he grew up. It's fantastic to hear how things have changed from a real local and actually start to feel like a local as well. **Josh, 30***





“ Ruth and social clubs

*Back in December 2015 on a chilly Sunday afternoon, I found myself watching *It's a Wonderful Life* snuggled up with a cup of tea in one hand, a generous slice of carrot cake in the other and the company of my older neighbours. I had the pleasure of sitting next to a lovely man called Bert, who told me how classic black and white movies are infinitely better than any of the films these days and about his Christmas traditions (presents only to be opened after the Queen's speech and a glass of brandy!). I had recently moved to London and felt a disconnect between my busy work life and the community I lived in. It felt strange not to know anyone who lived on the same street or borough or anything about the history of the area.*

Two years on, I've discovered my creative side at arts and crafts club: painting abstract pictures, attempting life drawing and making badges. I've written poems, short stories and stand-up comedy routines. I've learnt how to swing dance, struggled with contemporary dance and even mastered some basic salsa dance steps. However, more importantly than any of the activities, I've had the opportunity to get to know my older neighbours and feel a sense of community in this big city. **Ruth,**

27





“ Fiona and Delcene

If you'd told me back in January that by the end of the year I'd have made friends with an 87 year old lady I wouldn't have believed you in a million years, but I can honestly say that being introduced to Delcene through the Love Your Neighbour programme has been the highlight of my 2017.

It all began when I was sat reading Time Out magazine on my lunch break earlier this year and spotted an advert for volunteering opportunities in London. One opportunity in particular jumped out at me, and that was getting involved with South London Cares.

I've always had a real fondness for older people, and since my grandparents are no longer around, I've missed having that connection with the older generation. I've missed the storytelling, the wisdom, the historical insights, the humour, and the absence of any sugar-coating!

Seeing Delcene's face light up every time I arrive at her home each week is a delight. She's an incredible person, so full of character and with such a wonderful love for life. Despite being housebound since breaking her hip, and for the most part being left with only the television for company, I find that her strength and positive outlook on life is inspiring.

I will never tire of hearing all of Delcene's fascinating stories of life and culture in Jamaica (her home country) over a cup of tea, and of her brave venture on a boat to smog-filled London in the sixties as a young woman looking for work. In return she loves to hear about and see photos of my social-filled weekends, hear my thoughts on the week's news, and help me with ideas for hen do planning!

Fiona, 26





Hotpoint



“

Just having someone to sit with and have some company is really nice.

Someone to share things with. Daisy, 86

”

Our finances

STATEMENT OF FINANCIAL ACTIVITIES

	16/17	15/16	14/15	13/14
	£			
Incoming resources	386,450	286,005	164,345	40,460
Grants	56%	58%	85%	96%
Donations	41%	37%	15%	4%
Commissions	0%	0%	0%	0%
Restricted income	64%	76%	84%	91%
Unrestricted income	36%	24%	16%	9%
Resources expended	336,079	245,881	134,760	25,933
Direct charitable expenditure	73%	77%	90%	75%
Management, fundraising, etc.	27%	23%	10%	25%
Net incoming resources	50,371	40,124	29,585	14,528

BALANCE SHEET

Fixed assets

Tangible assets	4,329	3,667	1,440	601
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Current assets

Debtors	13,956	13,956	956	103
Cash at hand	137,050	128,893	118,904	49,156

Total	151,006	142,849	119,860	49,259
Creditors	(20,727)	(62,279)	(77,187)	(35,333)
Net current assets	130,279	80,570	42,673	13,926

Total funds	134,608	84,273	44,113	14,527
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DETAILED STATEMENT OF EXPENDITURE

	16/17	15/16	14/15
	£		
Staff costs	246,647	165,672	88,792
Direct costs of raising funds	8,870	8,168	2,605
Direct costs of charitable activities	17,413	21,376	16,118
Rent and office running costs	22,485	16,671	8,340
Insurance	886	677	600
Advertising and marketing	2,172	2,798	2,604
Printing, postage and stationery	8,294	3,929	-
Other office expenses	404	66	-
Staff development	5,676	2,866	-
Travel and subsistence	12,091	8,888	-
Website	1,854	113	5,210
Evaluation and consultancy	-	7,505	7,247
Accountancy costs	3,138	2,196	2,096
Independent examination costs	750	600	600
Subscriptions	899	1,346	-
Telephone and internet	2,751	1,982	-
Depreciation	1,749	1,028	548
Total expenditure	336,079	245,881	134,760

All figures are taken from South London Cares' annual accounts 2016/17, submitted to Companies House and the Charity Commission.

Our supporters

None of our work would be possible without the constant support, belief and encouragement of some amazing local and national grant funders and the wonderful corporate partners who, through their investment in our model and their support of our staff team, underpin all our core programmes. We are so grateful for that support from:



We also receive hugely generous donations and wider guidance from a number of individual donors who wish to remain anonymous. Their humility is matched by our gratitude for how they help support and sustain relationships through South London Cares. Thank you.

Coverage of our work

In 2017 South London Cares improved our profile in order to be able to influence the wider local and national debate on loneliness and our perceived generational divides.

We received coverage of those issues and our model in The Guardian, Time Out, The New Statesman, Channel 4 News, BBC Online and The Russell Howard Hour. In November 2017, two of our Love Your Neighbour friends, Roy and Jack, featured in a BBC Radio 4 documentary 'A Culture of Encounter', highlighting the power of relationships.

We have also contributed to the **Jo Cox Loneliness Commission** and **All Party Parliamentary Group on Social Integration**, with 10 older and younger neighbours attending a hearing of the APPG in parliament in late 2017.

In 2016/17 our CEO spoke at events at **Number 10 Downing Street** and **London's City Hall** and published essays on 'disconnection in our connected age' and 'a plan to connect the generations'.



It's a problem we all have some capacity to solve. By spending time with people who are not like us – people whose age, life experiences, class and views on the world may differ substantially from our own – we can show that people from across perceived divides have so much to gain from one another.

South London Cares' CEO; The Guardian

Most of my friends are a similar age to me – late 20s, early 30s. It's easy in your day job and your weekends to fall into a silo. You only meet people with a similar outlook and a similar experience range. Meeting Roy has broadened my horizons. I see the world through someone else's eyes. We see each other about once a week, sometimes twice. We mainly gossip about what's on television.

We go to the pub, watch the football, watch the cricket. We voted different ways in the general election and European referendum. But we have common ground. I'd like to think I've had influence on the way Roy perceives his younger neighbours.

Jack, South London Cares volunteer; Radio 4



Our team



Rosa Friend

Rosa is Head of Programmes at South London Cares, having been with us for nearly three years. She oversees all our programmes as well as managing and developing the staff team.



Charlie Jamieson

Charlie is Senior Programme Coordinator (Social Clubs), designing and delivering exciting experiences across Southwark and Lambeth for younger and older south Londoners to share.



Morgan Burley

Morgan is Programme Coordinator (Social Clubs) and delivers social clubs across Southwark and Lambeth.



Jasmin White

Jasmin is Programme Coordinator (Love Your Neighbour), connecting younger and older neighbours one-to-one for regular visits and long term friendship.



Elyssa Kill

Elyssa is Volunteer and Outreach Coordinator, managing our growing network and leading on reaching out to older south Londoners.



Deepika Patel

Deepika is Outreach Officer, working primarily on our Winter Wellbeing project, ensuring older neighbours feel warm and connected during winter.



Johanna Brooks

Johanna is Development Coordinator, supporting our individual donors, coordinating fundraising events and cheering on our challenge fundraisers.



Emily Clarke

Emily is Director of Development at both South London Cares and our sister charity North London Cares. Emily develops corporate partnerships, supports our individual donors and coordinates the fundraising strategy.



Tess Young

Tess is Director of Operations for South London Cares and our sister charity North London Cares, leading on the development of our systems, processes and staff teams. She has been with 'The Cares Family' since 2014.



Alex Smith

Alex is founder and Chief Executive of South London Cares and our sister charity North London Cares. He has been awarded two UnLtd social enterprise awards for his work founding South London Cares in 2014 and North London Cares in 2011.

Our trustees



Josie Cluer

Josie has been chair of South London Cares and our sister charity North London Cares since 2013. She is a Director at EY, focusing on transforming local public services. Josie was an adviser to the Jo Cox Loneliness Commission, was formerly Special Adviser to the government, and trains women who aspire to public office.



Aoife Davern

Aoife works on Programme Leadership at Deloitte. She was formerly a Business Development Analyst in the welfare sector, leading on procurement projects to support the long term unemployed.



David Easton

David is an Investment Manager at CDC Group, responsible for investments in Africa and South East Asia. David was previously at Bridges Ventures and worked for the Tony Blair Africa Governance Initiative and McKinsey & Company.



David Hayman

David is a Special Advisor to the Executive Director at the One Campaign. A strategy specialist, David previously worked for education charity Ark, Educate Girls where he was responsible for expansion over three new Indian regions, and The Prince's Trust.



James Lee

James works as Head of Service in Culture and Community Development and as Service Group Manager for Prevention, Inclusion and Public Health Commissioning at Lewisham Council.



Ben Wilson

Ben is Chief of Staff to the Executive Chairman of Liberty House Group. Prior to this he worked for 12 years in the commodity merchant and investment banking industries in financial roles. He is a qualified accountant and holds an MBA. Ben is South London Cares' treasurer and supports our financial management.

Our plans

In summer 2017 South London Cares celebrated our third birthday.

We are now an established charity with strong links to local and national partners. In the next year we plan to build on those foundations to focus on deepening our sustainability, continuing to innovate, proving our impact and expanding our influence so that we can make an even bigger difference to older and younger neighbours' lives in Brixton, Bermondsey and beyond.

Sustainability

Over the last year we have worked hard to diversify our income and invest in our staff team to ensure we can meet our objectives for the long term. With our Community Fundraising now recognised as a core programme we aim to further increase the proportion of funds raised through our networks.

With health and public services still changing, and demand for our activities growing, we will continue to grow our outreach and re-engagement work. And we will invest in further distributing leadership across our staff team, working closely with our sister organisations North London Cares and our new Manchester Cares branch to ensure the sharing of best practice across the Cares Family and throughout the wider community and sector.

Innovation

In 2016/17 South London Cares focused on keeping our programmes fresh and engaging, with brand new Social Clubs, the introduction of 'friendship budgets' to our Love Your Neighbour programme and through broadening our Outreach and Community Fundraising.

In 2018 we will continue this work and newly analyse attendance and engagement data to ensure we are targeting people most at risk of isolation in Southwark and Lambeth and connecting them to inspiring, meaningful activities.

Proving our impact

In 2018 we will deepen our understanding of why our model works, starting a new four-year evaluation partnership – and share this learning widely and in real time.

The partnership is supported by Nesta and Esmee Fairbairn Foundation and will be underpinned with the adoption of a new CRM system to help us better mine and analyse attendance and engagement data.

Influence

Through our work with the media, the Jo Cox Loneliness Commission and the All Party Parliamentary Group on Social Integration we have contributed to raising awareness of the dangers of isolation, loneliness and social and generational divides. In 2018 our CEO will continue to make the case for the importance of local community-led engagement, working with local authorities, national government and other partners.

All of this will be spurred by the expansion of our new sister charity, Manchester Cares, and the creation of additional new Cares Family branches in 2018 and 2019 – as well as the opportunities for learning within the group and in the wider community sector.



A message from our CEO



In 2017, our ‘loneliness epidemic’ – for so long a scourge hidden behind closed doors and in the hearts of those who suffer it – finally became glaringly visible. In our media debates, our scientific research, our political discussion, and our wider national consciousness the issue received more thought and coverage than ever.

On Christmas Eve, on BBC Radio 1, people across the country, of all ages, called in to talk about their feelings of disconnection in our connected age – building on powerful features in The Guardian, Good Morning Britain, Channel 4 and other forums through the year. Much of this was spurred by our friends at the Jo Cox Loneliness Commission and The Campaign to End Loneliness, who have banged the drum about the need for new initiatives to tackle one of the most insidious trends of our time.

Meanwhile, with another divisive general election following on from the previous year’s referendum, our commentariat also focused anew on another form of social segregation – the perceived schism between our older and younger generations. Headlines pitting ‘baby boomers’ against ‘millennials’ were not always nuanced, but they helped us to understand the challenges we face in bringing people together.

As the world moves at a rapid pace, it’s in our urban communities where these divisions have been most severely felt. That’s why we’re so proud of the work South London Cares does to help older and younger people feel part of their changing city rather than left behind by it. Through thousands of interactions in social clubs, one-to-one friendships, our outreach work and our community fundraising, neighbours have shown that our different experiences don’t have to divide – on the contrary that there’s a richness in diversity that can unite us.

The vibrancy and stories in this report are testament to that. Through good times and bad, older and younger neighbours have inspired and supported one another, laughed together and consoled one another, and forged relationships with meaning and solidarity at their heart. Those relationships have been supported by a passionate and determined team at South London Cares which I’m proud to work with.

As we move into 2018 we have more work to do to develop our infrastructure and deepen our impact and evidence. And we want to continue to influence the debate – and show that loneliness and isolation from one another are issues to tackle year-round, not just at Christmas. We’re excited to get started with that work. In the meantime, I want to thank everyone who supports South London Cares to make a difference – funders, donors, partners and of course the older and younger neighbours who inspire us all.

Alex Smith, Founder and Chief Executive, South London Cares and The Cares Family



A message from our Chair



Four years ago, as we discussed the potential of creating a community network capable of bringing together older and younger south Londoners, we made the decision to root our work and our values in community – to build a local model in Southwark and Lambeth that could also be replicated in changing neighbourhoods up and down the country.

Today, that vision and the thousands of older and younger people who have taken it to their hearts have demonstrated the power of interaction and relationships at a local level. This report highlights just some of those friendships and the difference they make in people's lives. We hope you have been as motivated by those stories in East Dulwich and Elephant, Bermondsey and Brixton, as we are.

Now, as South London Cares deepens its partnerships to make an even bigger difference in our home boroughs – with sustainability, innovation, impact and influence as our watchwords – we know that the experience and stories shared by older and younger south Londoners can be shared at a wider level too.

So from 2018 our vision of a Cares Family of community networks in our rapidly changing cities – built on the economies of scale, learning from one another, and sharing resources and understanding with the wider sector – will grow again.

That has been made possible with the guidance and belief of many local and national partners and supporters, without whom none of our work would be possible. Trusts and foundations, businesses big and small, individuals and wonderful local community groups have shared their experience with us, helping us to focus on organisational growth and internal development.

Our friend Jo Cox said 'young or old, loneliness doesn't discriminate.' We have seen that to be true. But we have also seen that by bringing the generations and people from different backgrounds and life experiences together we can all do something in our own communities to meet this challenge.

Thank you to everyone who is involved. We're looking forward to working with you in 2018 and beyond to show that we truly have more in common than that which divides us.

Josie Cluer, Chair, South London Cares and The Cares Family





SOUTH LONDON CARES

www.southlondoncares.org.uk

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