



2020-2021 Impact Report

Age UK Waltham Forest is an independent local, user-led charity supporting older people in the London Borough of Waltham Forest. **In 2020-2021 our team of 16 part time staff and 444 volunteers supported 5,909 older people in our Borough through our range of Services.**

We repurposed our organisation on 16th March 2020 to focus on supporting older people through Coronavirus. This meant we closed, adapted or postponed our regular activities; for example befriending became largely telephone, based during the first wave; as are information/advice and form filling sessions. Our Digital Inclusion Sessions, Book Club and a sample of our Exercises Classes are now delivered via Zoom.

Some of our existing funders agreed to suspend delivery or repurpose their funds and staff rose to the challenge to support older people during this time.

We had to adapt quickly and transform our organisation to a new way of working whilst seeing demand increase exponentially. Because we needed to support older people we immediately increased staff hours and therefore our wage bill. We also brought in additional staff and managed to get all staff working from home within a week which involved buying laptops, mobile phones and printers.

These extraordinary times called for an extraordinary response, we became a partner with the Local Authority's Community Help Network providing prescription deliveries and additional telephone befriending. We also developed a shopping service and provided emergency-essentials parcels (food and incontinence products) to those older people most in need.

We are members of the Age UK federation but are a totally independent charity, separate from the national body, and have to raise all our own funds for our work.

Our vision is to see an inclusive, respectful and supportive society in which each older person leads a good quality, enjoyable and fulfilled life, and in their later years is supported to live independently at home for as long as they wish.

We aim to promote and enhance the well-being and quality of life of all older people, especially at those points in life when the right help can make a significant difference.

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Registered charity number 1048212. Company number 02334459

In 2020-2021 our projects directly supported
in excess of **5,909** older people in
Waltham Forest



444 volunteers
provided **50,071**
hours of support

Information and Advice Service

1,763
individuals
advised on
2,085
matters



claimed
£806,087.20
in previously
unclaimed benefits

Befriending Service

396

older people telephoned
daily or receiving weekly
befriending visits



74,916

phone calls made

10,064

visits to older people's
houses

Exercise Classes



3,027

attendances at

200

exercise classes by

130

individuals

Digital Inclusion and Computing lessons

1,112
attendances by

148
individuals



38 topics

50 classes

**12 Tech
Support
Groups**

Winter Warmth



Provided
192
Warmth Packs

Assisted
84
Older people to claim
£171,434.12

Social Prescribing

238

adults connected to support and services in the community by our
Social Prescribing Project

Scams Awareness

1,001 individuals
receiving monthly Scams
Awareness raising
bulletins



Shopping and Prescription Services



769

Shopping trips and
deliveries

391

Prescription pick up and
deliveries

Other activities

Many of our other activities went on hold or were delivered differently due to Covid19, this year we held:

Sewing Workshops

Special Interest Talks

Quizzes

Book Club

Growing/Gardening Projects in partnership with OrganicLea