



2021-2022 Impact Report

Age UK Waltham Forest is an independent local, user-led charity supporting older people in the London Borough of Waltham Forest. **In 2021-2022 our team of 19 part time staff and 341 volunteers supported 5,729 older people in our Borough through our range of Services.**

During this financial year we have continued to provide services we began in response to the Covid Pandemic, including Shopping, Prescription Collections, online classes and online physical activities. We have restarted our face-to-face exercise classes and, in response to what older people told us they wanted, we have started a Veterans Support Service, footcare services, walking groups and walking football sessions across the borough.

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 2021-2022 our projects directly supported
in excess of **5,729** older people in
Waltham Forest



341 volunteers
provided **39,631**
hours of support

Information and Advice Service

2,979

individuals
advised on

3,331

matters



claimed
£2,035,280.80
in previously
unclaimed benefits

Befriending Service

333

older people telephoned
daily or receiving weekly
befriending visits



7,684

phone calls made

10,096

visits to older people's
houses

Exercise Classes



4,573

attendances at

506

exercise classes by

302

individuals

Digital Inclusion and Computing lessons

1,810
attendances by

133
individuals



36 topics

50 classes

**12 Tech
Support
Groups**

Winter Warmth



Provided
138
Warmth Packs

Social Prescribing

285

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

Veterans Support

57

Veterans receiving support and companionship



Shopping Services



697

Shopping trips and deliveries

Footcare Services



110

Older people receiving footcare services

Other activities

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

Sewing Workshops

Makers Mornings

Equalities and Diversity Workshops

Vegetarian Cooking Demonstrations

Book Club

Black History Month Events