



Annual Report 2018-19



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About us



Age UK Wandsworth is an independent, local charity that has been working with older people in Wandsworth since 1963.

Whilst we partner with Age UK, we are a separate charity and all our funding is raised in Wandsworth and spent in Wandsworth.

We offer a number of services which aim to support older people to stay living independently for as long as they wish to do so. Our vision is that everyone should be able to 'Age Well in Wandsworth'.

In the last year we have supported over 8,370 people with 370 volunteers and 17 (mostly part-time) staff. We hope this report brings to life the value of the work we do and the impact on the lives of older people in our community of Wandsworth.

Our services





Be-a-friend

Weekly volunteer visits, telephone befriending, birthday and Christmas cards. Access to information and support where required.

365 people supported

178 volunteers

90% of service users **feel less isolated**

“I get very few visitors at my age so I welcome the visit from young A. I can cope quite well in most things but loneliness is difficult for me to cope with.”

Mrs C, Furzedown



Information & Advice

Free and confidential information and advice on benefits, money, social care, housing and local services. Appointments in our offices or home visits available.

“Thank you for your attention to detail. Not giving up. Keeping me informed all the time. Extra money helps with paying bills and food, getting my dignity back.”

Mr G, Tooting

£730,000 in **additional benefits**

secured for advice service users

2,498 Information and Advice enquiries

209 home visits made



Out & About

Fortnightly volunteer visits to take a housebound older person on a trip out to a local place, such as the shops or park.

“I don’t know how I would cope without ‘Sarah’. She helps with my shopping and takes me to the bank. My old legs can’t get me there anymore.”

Mrs M, Earlsfield

922 trips out completed

61 people helped



Handyperson

Practical help in the home with adaptations and minor repairs. Work is prioritised where a person is awaiting hospital discharge.

“I was impressed to get a response as soon as I did. Now I am able to climb the stairs and get in and out of the bath without assistance.”

Mrs D, Roehampton

2,948 jobs completed

70% of jobs were ‘falls prevention’

100% of service users felt **more confident at home** after using the service



Shopping

Telephone service to take weekly shopping orders, which are placed with an online supermarket and delivered at a time to suit them.

1,671 shopping deliveries

75 people supported

62% of service-users 80+

“I’m blind and I forget some things now, so I can’t make a list – but we work together don’t we and you remind me. This is one old dear who doesn’t know what I’d do if you weren’t there.”

Mrs D, Battersea



Hospital discharge service

Volunteer visits for six weeks after hospital discharge, to help with the transition home from hospital.

“I saw a real difference in mum. She was quite optimistic about the visits and has really benefitted from the hospital discharge support.”

Mrs V, Southfields

351 people supported

119 home visits

70% of people have **achieved their independence** goal having used the service



Digipals

Friendly computer support for older people delivered in local libraries. Help with using digital devices and the internet.

65 people supported (in six months)

8 volunteers

90% feel more confident to try and use what they have learnt independently

“Everything is online nowadays and we older generation don’t have a clue! It’s great to get personal support that goes at your pace.”

Mr R, Tooting



Voluntary Services Navigation

Information and referrals to local support services, activities and community groups. This service operates within Wandsworth Community Adult Health Services.

“Thank you for helping my father go to the day centre. He is really enjoying the company and seems much happier.”

Miss F, Putney

296 Referrals made

188 home visits made

80% of service users feeling more independent



Men's Shed

A weekly group that meets to undertake practical projects whilst enjoying a cup of tea and a chat.

“He was told he had a brain tumour, which was a shock. He has been very depressed but the shed experience has energized him and he looks forward to coming every week.”

*Daughter of a Shed member,
Roehampton*

20 people have attended

New shed created from
garage conversion



Volunteering

Recruiting, screening, checking and training volunteers for all **Age UK Wandsworth** Services.

352 active volunteers

6,514 volunteer hours



Crimes Against Older People

A consortium of local organisations, coordinated by **Age UK Wandsworth**, to share information, identify crime trends and raise awareness.

27 local organisations involved

Monthly crime updates
distributed by all organisations

Case study

Pollene

Pollene, 80, comes originally from Barbados, but has lived and worked in the UK since she moved here in the 1950s. She has worked all her adult life as a nurse at St George's Hospital, but is now mainly bed-bound with a number of health conditions including sickle cell, diabetes and asthma.



Pollene has plenty of carers coming in and out and even occasionally family, but no-one really has the time to talk to her and as she is mainly bed-ridden she misses meaningful company, quality time, conversation and friendship.

Pollene has a befriender through Age UK Wandsworth, Clare, who has been visiting her for over 3 years. They have an amazing relationship and the visits from Clare are the highlight of her week. Pollene calls Clare her 'grand-daughter from another mother' and says of her time with Clare that it is 'better than medicine'.

They do such lovely things together. Clare has written down Pollene's life history over a series of visits and created a book that she gave to her. They also sometimes put music on and sing together.

Sometimes Clare will read stories or the newspaper to her. Their friendship is definitely a two way thing – they both like to have a little rant at the beginning of their time together to get things off their chest. Clare has had health problems too, so she understands how illness can impact your life and wellbeing.

Here are two great friends of different ages and ethnicities, who are a lovely example of how Age UK Wandsworth works to combat social isolation in later life.

Case Study

Pamela

Pamela, 82, lives alone in private rented accommodation. She has lived in the same house since she was 3 years of age, she knows nothing else and is emotionally attached to the property for many reasons, not least her husband passing away on the premises 13 years ago.

When the landlord hiked up the rent, she became



so worried that her health started to deteriorate. Just before Christmas, due to the stress, Pamela suffered a fall and fractured her spine.

After Christmas, she was discharged home and had a care package, but it wasn't sufficient. Our advice worker, Philippa, was able to visit Pamela at home and assess her situation. As it was clear she needed more support at home, Philippa alerted her GP and social services. We also organised a volunteer from our 'Hospital Discharge Support Service', who visited once a week following her discharge to help around the home and do her shopping.

Philippa successfully applied for Discretionary Housing Payments (DHP) to allow Pamela to afford to pay the increased rent, got her Attendance Allowance and maximised her

income. She is continuing to support Pamela to ensure she has enough money to remain in her home. Now Pamela is more mobile she also has a volunteer from our 'Out and About' service who accompanies her on short trips in the local area. Pamela's son lives in Australia so it has been very hard for him to support his mum from such a distance. He says of Age UK Wandsworth:

“Without this support from Age UK Wandsworth it would have been almost impossible for mum to stay at her premises. The level of service has placed her in a much better position, and provides her with the foundations to remain independent into the future.”

Case study

Raj

Raj, 69, had a dream to write a book. He knew that in order to achieve this dream he would need to learn how to use a computer and how to type. Raj had no experience with digital devices and booked onto a college course to try and learn the basics.



He found the whole experience frustrating and found he couldn't keep up with the pace of the classes. He had so many questions, but the teacher didn't have time to give him any individual attention.

Raj came across Digipals in his local library and attended one of our first sessions over a year ago. Raj was so thrilled he could get individual attention, that he didn't need to follow a set structure and could get support on any issue he had.

Raj soon became a regular visitor to Digipals and, whatever the weather, he travelled by bus around the borough to come to our sessions and learn more. Raj has now not only learnt how to use a computer, but he is also confidently using the internet, he has learnt to touch-type and save his

work. Raj has recently bought his first laptop, which we helped him set-up, and he is now starting to write his book.

Raj says of the service:



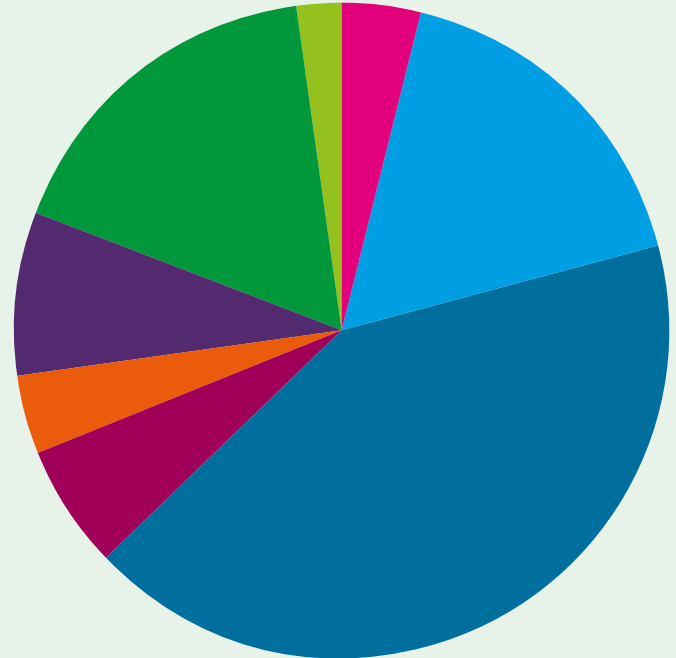
“I cannot thank Digipals enough. I was really frustrated and down after the college course so the one-to-one attention at Digipals was like a dream come true! I was really over the moon I could achieve so much and my confidence has grown so much”.

Finance

During 2018/19 our total income was £447,540 and our expenditure was £531,919.

Age UK Wandsworth reported a deficit in 2018/19 of around £84,000. The board of trustees took the decision to use some of the sizeable legacies the charity had received in 2017/18, and had largely added to its reserves in that year, to cover some of the costs of its excellent Information & Advice service, and the shortfall in funding of the organisation's core costs.

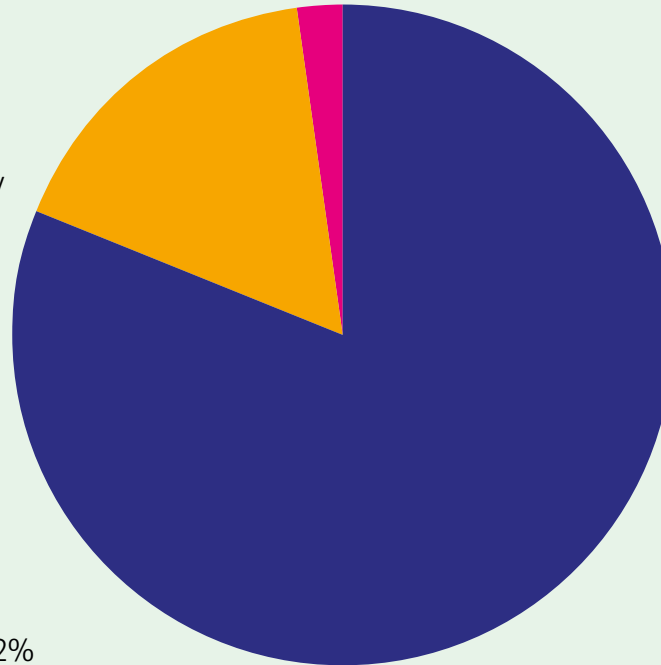
Income and funding from reserves



Expenditure

Income breakdown

- Battersea Healthcare Community Interest Company - 42%
- Wandsworth Borough Council - 17%
- Legacies - 17%
- Charitable trusts and foundations - 8%
- Age UK - 6%
- Wandsworth Clinical Commissioning Group - 4%
- Donations - 4%
- Commission and other income - 2%



Expenditure breakdown

- Direct project costs - 83%
- Support costs - 15%
- Fundraising - 2%

CEO and Chairs

We are delighted to share with you our Annual Report for 2018-19 and hope it will give you a flavour of the work we do and the impact we have on the lives of older people in Wandsworth.

With over 30,000 older people in Wandsworth and a projected increase of 44% over the next 20 years, it is vital that we continue to be a relevant, effective and sustainable organisation. This year, we have a new CEO and Co-Chairs, and our Board of Trustees is developing an exciting vision for our organisation.

Our vision is to make Wandsworth a better place to grow old. We want to ensure we are in a position to help those older people who are most in need to live the best lives possible; through our excellent information and advice service, practical help at home, and our range of other support services. We want to alleviate loneliness and social isolation and assist those who have very limited support, so older people feel they have somewhere to turn, for example, through our befriending service. We want to enable wellbeing and independence, promote positive

ageing, and serve as a community hub for the older generation. Our doors are open to all those who need us or want to help us through volunteering.

In order to achieve our aims and implement our vision, we need to be a stable and agile organisation that delivers quality services, which mirror the needs of our older residents. We want to ensure that older people are stakeholders in our service development and delivery. To that end, we will be introducing the “Friends of Age UK Wandsworth”, in 2020. As a Friend, you can be part of our new forum that will meet regularly to gather the views of older residents in Wandsworth and have an opportunity to influence the work we do in the community to tackle the real issues that face older people.

With thanks for your continued support.

Jenny Alexander

Jenny Alexander
(Co-Chair)

Lara Sonola

Lara Sonola
(Co-Chair)

Natalie de Silva

Natalie de Silva
(CEO)

Our thanks

Here is a full list of everyone to whom we owe thanks and we would like to pay a special tribute to our dedicated volunteers, trustees and staff, without whose help the content of this report simply wouldn't be possible.

Funders

Battersea Healthcare Community Interest Company

Wandsworth Borough Council

Wandsworth Clinical Commissioning Group

City Bridge Trust

Age UK

Wimbledon Foundation

The Henry Smith Charity

William Allen Charitable Trust

Santander Foundation

Morrisons Foundation

Legacies

Mrs Stella Redding

Mrs Shirley Arnett

Fundraisers

Amanda Egan

Mary Ball

Emily Foxen

Heidi Green

St Michael's CofE School

Hillbrook Primary School

Tooting Primary School

Ronald Ross School

Volunteers

Over 370 volunteers, including our trustees, have supported us this year and we would like to thank them all for their time, dedication and support.

Businesses

Asda Roehampton & Clapham

M&S Foodhall Southfields

Sainsburys Wandsworth

Waitrose Wandsworth & Putney

The Key Safe Company

TV Edwards Solicitors

Help us be there for future generations

Age UK Wandsworth is a local, independent charity committed to supporting older people in Wandsworth.

Much of our work depends on the generosity of local people. If you support the work we do, we would love your help to be there for more older Wandsworth residents.

One of the best ways of safeguarding the future of older people in Wandsworth is by remembering us in your will. Your gift will make a lasting difference to the lives of older people in Wandsworth who need our support.

To arrange leaving a gift in your will to **Age UK Wandsworth** please show this page to your solicitor.

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