



**Annual Report**  
**2020-2021**

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## An Introduction From Our CEO

For Age UK Wandsworth, this year has been deeply challenging and difficult yet also dynamic and encouraging. We have been tested, as an organisation, with unprecedented demand in unimaginable circumstances.

I feel so proud of how we have managed to pivot our entire operation to meet the acute needs of our older residents. How, with the support of our local community, we were able to 'be there' for those who were scared, lonely and isolated. How we developed new services to meet the changing needs of older people as the pandemic progressed, whilst keeping our existing services running, remotely if necessary.

In a significant development, we are also delighted to have been awarded a contract by Wandsworth Council to run the Gwynneth Morgan Day Centre and associated outreach and digital assistive services. This contract will allow us to support some of the most vulnerable adults and older people in Wandsworth and provide a physical hub for our wide range of community-based services and activities.

We are excited by this organisational development and it will be key to us realising our vision to help older people 'age well' in Wandsworth.



**Natalie de Silva**

## Our COVID Response

“The calls from my befriending volunteer broke the monotony of lockdown and I am so grateful.”



**3500+**  
Emergency food parcels delivered



**1600+**  
Welfare calls



“Thank you for the Christmas parcel and everything you have done this year. I don’t know how I would have got through the year without you.”

**“The support is so important to me, it is such a scary time, especially when you are alone as I am. I cannot thank Age UK Wandsworth enough. In my food parcel delivery, there were even flowers for Mother’s Day!”**



**11000+**  
Befriending  
calls



**“I was overwhelmed - it made my Christmas, I was almost in tears- P was so pleasant, unbelievable and so kind he took time to talk to me, I wasn’t expecting anything this Christmas and I would like to say thank you to all of you.”**







“My friend has really been my saviour, during this particularly difficult year.”



“Age UK Wandsworth went the extra mile to make sure we got our deliveries. The service has been beyond expectation during this crisis and I can't explain just how much I appreciate it.”

“I cannot have a proper Christmas and I'm unable to celebrate it in any way this year, due to us being in Tier 4, so little gestures of kindness such as this, makes a huge difference to the holiday season.”



**1800+**

Christmas Cheer parcels delivered



## ***Our Services***

Our mission is to help everyone to 'age well in Wandsworth'.

To achieve this, we provide a range of services to help ensure that older people have access to the money they are entitled to, a home that is safe and warm, food in the kitchen, activities to maintain health, information and advice about any issues that concern them and connections to combat loneliness. Our support aims to allow older people to stay living independently for as long as they wish to do so.

**1135**  
Advice  
Sessions

**4245**  
Guides, factsheets  
and leaflets  
distributed to our  
clients



**2289**  
People provided  
information

## Information & Advice

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Free and confidential information and advice on benefits, money, social care, housing and local services.

Appointments in our offices or home visits available.

“The Adviser followed up which was most welcome!

Thank you, it is confidence enhancing to know that advice (and help) is available to people like me.”

DC, SW11

**£372,997.62** of  
benefit gains for  
our clients





## Be-A-Friend

Weekly volunteer visits or telephone befriending. Birthday and Christmas cards.

“I now really look forward to Thursday mornings, when my friend calls. We put the world to rights and have a good old natter!”

LD, SW15

**250**  
People  
Supported

**11081**  
Telephone Calls



**216**  
Volunteers

**200+**

Hours of  
volunteer time



**20**

Active pairings in  
6 months



## Befriending Plus

Companionship plus practical help with life admin.

*(Operational since Sept 2020)*

“The volunteer’s visits have helped tremendously. Quick to help without fail and wants to know my interests. Thanks to Age UK Wandsworth for lending me the iPad, which my volunteer has encouraged me to be semi expert on. I enjoy her visits and calls too much!”

**RS, SW15**



**35**  
People Supported

**800+**  
Hours of  
volunteer time



**30**  
Volunteers



## Active Chats

Telephone or video call befriending plus seated exercise and/or mindfulness.

*(Operational since July 2020)*

“I really like doing my exercises on Zoom at home, it’s fun! I really need this while I am having to stay at home.”

**FB, SW18**



## Handyperson Service

Practical help in the home with adaptations, falls prevention and minor repairs.

“I can go up and down stairs without fear of falling.

Excellent service all round. Speedy and professional work.”

**LB, SW16**

**2047**  
Jobs Completed

**1290**  
Home Visits



**46**  
People supported to save energy and reduce their bills via our warm homes programme

**20**  
Volunteers



**122**  
People Supported

**160**  
Volunteer  
Hours



## Hospital Discharge Support Service

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

“Your genuine care to consider what she needed, describe what could be on offer and your mindfulness of other things she might need, was invaluable.”

PT,  
*Friend of service user*



## Shopping Service

Telephone service to take weekly shopping orders, which are placed with an online supermarket.

“I don’t think people realise how much comfort you give to people like me, stuck at home and can’t go out.

You ringing me, doing my shopping and checking up on me, makes me more determined to work hard and be able to walk again.”

**AC, SW17**



**61**  
People  
Helped

**1200**  
Shopping orders  
delivered

**168**

Online shopping orders made

**786**

People telephoned and offered support

**28**

People supported with iPads



## Digipals Service

Friendly digital support delivered by trained volunteers.

“I had never tried to shop online before but I can’t go out now because of COVID.

I was anxious at first, but I actually feel I have got the hang of it. I feel like online shopping is a great invention!”

**JC, SW18**





## Roehampton Community Shed

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

*Whilst the Shed has been unable to operate for this year, the team have been busy expanding the Shed so we can accommodate more people, with social distancing in mind.*

*We have worked closely with Wandsworth Council who have kindly let us occupy an empty retail unit just a few steps from the original 'shed'. We are excited to be re-opening very soon and once again providing a friendly space for older residents to meet and undertake practical projects.*

**The team have kept in regular telephone contact with all existing shed members throughout the pandemic and, where appropriate, have been able to refer to COVID support services.**





**182**  
Clients  
Supported

**167**  
Referrals made to  
other services for  
support



## Voluntary Services Navigator

Working within Community Health Services providing information/support and facilitating referrals to voluntary services for people with complex health conditions.

“Thank you for you all the information and support you have provided to me and my Mum, during a very difficult time, I was so overwhelmed and worried about my Mum your guidance and knowledge has been invaluable. I can't thank you enough”

**Carer of 92 year old,  
Roehampton**



### Case Study 01

## Information & Advice

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Mrs M, who is 75 and on a low income, contacted Age UK Wandsworth in September 2020 to request help to apply for a Budgeting Loan to enable her to buy some much needed furniture and household equipment.

Our Advice and Support Service helped her to complete the Budgeting Loan application form. During the appointment, she informed us that she was also struggling with her mobility and health and that she had some hospital appointments to attend over the next few months.

Following further discussion, we advised Mrs M that, on the basis of the information which she provided, she would qualify for the higher rate of Attendance Allowance and so we helped her to complete this application at a subsequent appointment.

In October 2020 Mrs M received notice that she was awarded the higher rate of Attendance Allowance (£89.15 per week) and as a result of Mrs M's Attendance Allowance award, she also became entitled to receive an extra £67.30 of Pension Credit per week (Severe Disability Premium).

Age UK Wandsworth's Advice and Support Service helped Mrs M to maximize her income by £156.45 per week (£8135.40 per year) - helping her to comfortably meet the repayments for her Budgeting Loan and to be in a more comfortable financial position in the future.





## Case Study 02

### Be-A-Friend

Mr P, who is 64 and suffers from COPD, had not left the home for 18 months. He was referred to the Be-A-Friend scheme by a link worker as the prolonged isolation had led to a loss of confidence and further health issues associated with loneliness.

We matched Mr P with a volunteer telephone befriender who started calling at least twice a week.

The phonecalls were initially short and awkward but as the relationship grew, so did the length of the calls! Furthermore the volunteer was instrumental in helping Mr P 'find his voice' again and was able to signpost to other Age UK Wandsworth services. The volunteer was able to discuss at length the possibility of getting connected online and referred to our Digipals service.

Mr P now has a tablet, with 4G connectivity, on loan from Age UK Wandsworth and regular tuition from our Digipals.

The link worker has reported that Mr P appears more engaged and brighter since being matched with a volunteer from Age UK Wandsworth.

Mr P says *"My volunteer has been invaluable in helping me on a practical and emotional level. He has helped build my confidence back up again!"*





### Case Study 03

## Active Chats

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Mr D is 87 and barely had any contact with the outside world, only leaving the house to go to hospital appointments. As a result, he was quite low a lot of the time so Mr D was referred to Active Chats by his dementia specialist nurse.

Mr D's daughter contacted us to report on the improvement she has seen in her Dad.

*“Dad was previously very down and depressed, and I can't believe the difference in his mood since he's been doing his Active Chats sessions with his volunteer. It has helped his mental state massively.*

*He is generally happier and more upbeat, particularly just after each session, and it's given him something to really look forward to in his week. It's also really helped him physically - even though he is still quite limited, he is breathing much easier since he started the sessions and is also getting stronger.*

*He particularly loves the relaxation exercises he does at the end!*

*Also, for us as his family, having some time in the week where we know that Dad is taken care of and in amazing hands means we can chill for that short while, where we couldn't before.”*







#### Case Study 04

### Handyperson Service

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Ms C came to the UK as a refugee, is 66 years old, and lives alone in sheltered accommodation.

Ms C was referred to the Warm Homes Program internally through the Befriending Plus service, after a visit from the Befriending Plus Coordinator.

Ms C told us that she was cold at home on a regular basis, due to a draught under her door, and was having to wear several layers of clothing indoors just to keep warm. Ms C also has heart problems and while the cold was not affecting her heart condition directly, it was affecting her overall mood and wellbeing.

The Handyperson Service at Age UK Wandsworth completed a full Home Energy Check for Ms C and organised the installation of equipment in her home to help her keep warm and improve the energy efficiency of her flat.

In addition, thanks to the combined efforts of the Information and Advice and Befriending Plus services, Ms C was able to secure the Warm Homes Discount and significantly reduce her monthly costs.

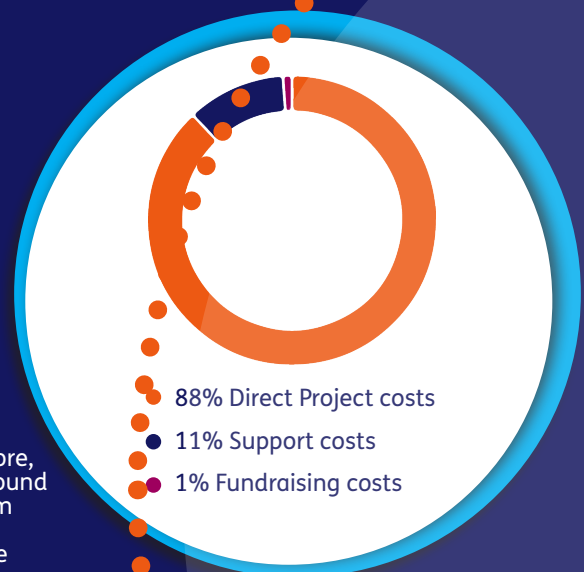
Ms C's flat is now much warmer, she let us know that she no longer needs to have her heating on as high or as much as before. She also said that she is feeling better overall at home now that it is warmer and is immensely grateful to Age UK Wandsworth for helping her with her Warm Homes Discount which has reduced her monthly payments by over 50%.

Ms C says "The winds used to come through the front door, but now they've stopped. And I am paying less to heat my home. It's a big thing for me. You make such a difference."

## Finances

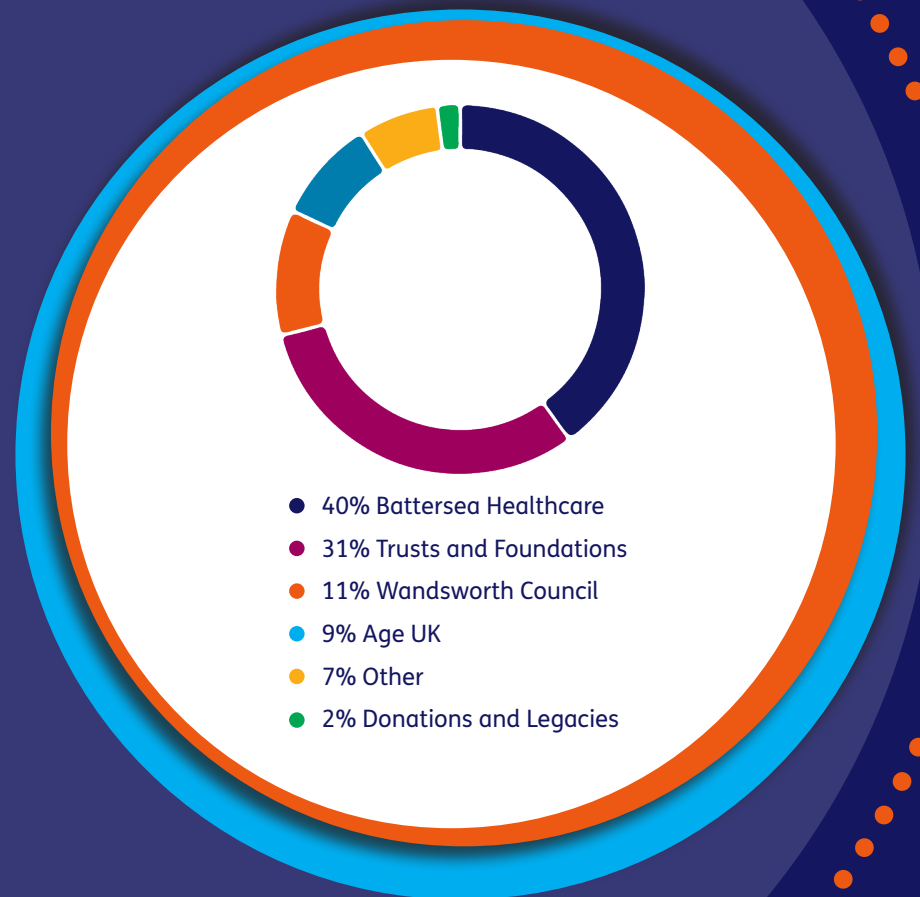
In 2020/2021 our total income was £844,983 and our total expenditure £669,286. Age UK Wandsworth, therefore, reported a surplus for 2020/2021 of around £176 k. This surplus partly resulted from generous donations from local organisations, local residents and some small local charitable trusts.

However, we also received significant COVID-related funding from larger funders, including the London Community Response Fund and Age UK who were supportive of the assistance and services we provided to older residents affected by the crisis. Our financial reserves at the end of the year were robust. This has enabled us to cope with the impact on our organisation of further lock downs during 2021; we have been able to operate our services uninterrupted. Our strong reserves position provides a solid cushion for our long-term financial health and security. It has also enabled us to take on the management of a local day centre for the first time from October.



- 88% Direct Project costs
- 11% Support costs
- 1% Fundraising costs

**“Our objective is to secure as much long-term funding as possible to create financial stability for our charity and services.”**



- 40% Battersea Healthcare
- 31% Trusts and Foundations
- 11% Wandsworth Council
- 9% Age UK
- 7% Other
- 2% Donations and Legacies

## Funders

Battersea Healthcare  
Wandsworth Borough Council  
London Community Foundation  
National Lottery Community Fund  
London & Quadrant Housing Trust  
Postcode Community Trust  
Armed Forces Covenant Fund Trust  
Wimbledon Foundation  
Battersea Power Station Foundation  
Wandsworth Clinical Commissioning Group  
Roehampton Parish Trust  
Anthony & Pat Charitable Foundation  
Alex & William de Winton Trust  
London Community Response  
Battersea Community Support  
Henry Smith Charity  
BP Foundation  
A&P Foundation  
Heineken  
City Bridge Trust  
Age UK  
Big Local SW11

## A Special Thank You

As a local, independent charity, we are completely reliant on the support of grant givers. Our enormous thanks to the following organisations, trusts and donors who have funded our work this year.

## Legacies

William Bolsom  
Marion Farley



## Our Community

Lastly, but by no means least, we would like to give our heartfelt thanks to our incredible volunteers and the local business and groups that have supported us.

This year, the community in Wandsworth has stepped up, like never before, to support our older residents. We would like to pay a heartfelt tribute to those who have befriended, supported, delivered food, donated items, manned phones, made cards and packed Christmas cheer parcels.

Simply put, we could not have achieved what we have done in the last 12 months without this help. Thank you one and all.





## Help us be there for future generations

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

Much of our work depends on the generosity of the local people. If you support the work that 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 your support.

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

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