



Annual Report 2021-2022

Contents

Overview

Introduction	2
--------------	---

Our Services

Information and Advice	3
------------------------	---

Case Study One	4
----------------	---

Digipals	5
----------	---

Be-a-Friend	6
-------------	---

Befriending Plus	7
------------------	---

Case Study Two	8
----------------	---

Active Friends	9
----------------	---

Case Study Three	10
------------------	----

Gwynneth Morgan Day Centre	11
----------------------------	----

Handyperson Service	13
---------------------	----

Case Study Four	14
-----------------	----

Hospital Discharge Support	15
----------------------------	----

Outreach Service	16
------------------	----

Online Food Shopping	17
----------------------	----

Case Study Five	18
-----------------	----

Voluntary Services Navigator	19
------------------------------	----

Veterans' Service	20
-------------------	----

Crimes Against Older People Forum & Scams Prevention	21
--	----

Roehampton Community Shed	22
---------------------------	----

Finances

Our Finances	23
--------------	----

Funders and Legacies	24
----------------------	----

Our Community

Our Community	25
---------------	----

Our Volunteers	26
----------------	----

Donate

Our Mission

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 in the borough have access to the money that they are entitled to, a home that is safe and warm, food in the kitchen, physical activities to maintain health, information and advice about issues that concern them, and social connections to combat loneliness. Our support aims to allow older people to stay living independently for as long as they wish to do so.

A message from our CEO

2021-2022 was a year of change and transition for Age UK Wandsworth. We witnessed the serious implications of COVID-19 on older people in our borough and worked with our funders and partners to help any way we could. We transitioned our existing services to telephone, online or socially-distanced delivery, and we introduced brand new services to increase physical activity, decrease loneliness, and tackle digital isolation. At the height of the pandemic, we even moved out of our comfort zone and into the Town Hall to offer a borough-wide food parcel service as the Council's lead voluntary sector partner.

This year demonstrated that Age UK Wandsworth's staff, trustees and volunteers can adapt quickly and flexibly in an emergency, with good grace and a continued commitment to serving the older people of Wandsworth.

I would like to take this opportunity to thank our hard-working staff, our generous volunteers and our dedicated Board of Trustees for all that they contribute to our wonderful charity. We are incredibly grateful to all those who have supported, funded and donated to us throughout the pandemic and continue to support us as we now tackle the impact on older people of the next national crisis, the cost of living.



Natalie de Silva
Chief Executive



Information and Advice

Free and confidential information and advice on benefits, money, social care, housing and local services. Appointments in our offices, over the telephone and via email are available, as well as home visits.

1,115

advice sessions delivered

2,938

*people provided with
information at First Contact*

£535,525

*of benefit gains for
Wandsworth residents*

“It has been so nice to talk to someone who seems to understand the difficulties I am having.”

“Age UK Wandsworth have been a life-line to me, without them I would have been lost after my wife dying.”

93% of clients claimed their rights and entitlements, which resulted in increased income.

.....
Clients reported improved financial literacy and feeling less stressed and anxious about money.

Case Study One:

Information and Advice

Mr H is 82 and he lives alone. He has his own health issues, but he was also caring for his wife, who recently died. Mr H was feeling very low and isolated after her death, and he contacted Age UK Wandsworth for support.

We talked about what his interests were and what was available for him. After some persuasion, he joined some of our activity sessions and he has enjoyed interacting with other people and learning new skills.

Mr H informed us that he had been unsuccessful with his application for Attendance Allowance, which he completed himself. After an appointment and a discussion with our adviser, we were able to help Mr H reapply, and he was awarded the higher rate of Attendance Allowance.

This increased his income by £89.60 per week (£4,659.20 a year), helping him to manage more comfortably at home. He was very grateful for the help, and commented that he found our adviser supportive and easy to talk to.



Digipals

Friendly digital support for older people in Wandsworth through drop-in support sessions across the borough, as well as a tablet loan scheme. The service aims to enable older people to benefit from digital connectivity with the goal of reducing social isolation and improving financial literacy.

265

clients supported

61

**tablets loaned out
to older people**

13 volunteers

**597 support sessions
held, including home
visits, library/day centre
sessions and remote
support**

“The service is excellent – very, very helpful, especially because it is virtually one to one help and it is about everyday computer problems. The volunteer tutors are very helpful, kind, patient and knowledgeable, and I look forward to the classes each week. I know that I just need to wait for the next session when I have problems at home.”





Be-a-Friend

Weekly volunteer visits or telephone befriending, alongside birthday and Christmas cards. Clients experiencing isolation and loneliness are paired with a trained volunteer in their area.

223

clients supported

821

home visits

10,682

phone calls

**184 matched pairs
(including telephone and in-
person befrienders)**

**“My volunteer is so
funny; I end up
laughing all the time
when I am with them.”**



**“I so look forward to my weekly
visit from my volunteer. It’s
very comforting that I know
that somebody is there for me.”**



Befriending Plus

Clients who require ongoing support with life admin, as well as companionship, are matched with a volunteer for regular help with small tasks.

34 matched pairs

.....
1,123 volunteer hours

"This relationship has changed my life. I look forward to seeing my 'friend' and helping her every week. She has become a true friend."

"My volunteer and I are so so lucky to have been matched. She appreciates me and I adore her. I enjoy her visits enormously."



Case Study Two:

Befriending Plus

Mrs L is a 96-year-old woman living alone in Putney. She has daily carers who visit four times a day, and recently had a couple of operations on her eyes which have been causing her difficulty.

Mrs L has a volunteer who sees her once a week, they 'chat and exchange stories, gossip, news and woes'. The client has also been teaching her volunteer Italian and they often go out for coffees together. Mrs L's volunteer has also supported her to leave the house, thus gaining more independence, and even attending an Opera at the volunteer's place of work.



Mrs L has always enjoyed art, but with her eyesight becoming worse recently she has struggled with this hobby. As an encouragement, the volunteer purchased some colouring books that are suitable for those with eyesight concerns and when we visited the client, she showed us the book and was very proud with what she has achieved.



Active Friends

Helping older people to stay active and positive through home-based exercise with volunteers and group social exercise sessions in the community.

73
clients
supported

26
volunteers

800+
calls and
visits

50
group
exercise
sessions

“My weekly telephone calls from my volunteer have helped me tremendously, both physically and mentally. I would be lost without her!”



Walking Football (2021-2022 only)

29 players across multiple locations

“We are a regular group of men and women who thoroughly enjoy your sessions, as is evidenced by the regular dozen or so who attend. Some of us live on our own, and this affords us a valuable opportunity to not only exercise but socialise as well. The sessions are so enjoyable, and we couldn't ask for much more - healthy exercise and fun too!”

Case Study Three:

Active Friends (Walking Football)



Mrs D is 65 and lives in Wandsworth. She joined our Battersea Walking Football team in August 2021 as a complete beginner. Here, she describes how she found learning to play Walking Football with Age UK Wandsworth:

“I have always been interested in football and have gone to watch it since being a teenager, but football was not an option for me to play at school in the 1960s and 70s. You can imagine how delighted I am to find that I am now able to play this fantastic game in my older years!

When I first joined, it was really useful to learn how to kick the ball properly and having a staff member from Age UK Wandsworth there to referee has been essential to me feeling safe. The benefits have been many, and it is great to get out and do some vigorous, but very enjoyable, exercise. Although I walk and cycle, exercising in a competitive game format with others is really nice.

My partner and I have felt part of the community and are making friends from within the group and beginning to see them outside of football too. It has also given me a better appreciation of the finer points of football, which has enhanced my enjoyment of watching the game as I have a season ticket to QPR!”



Gwynneth Morgan Day Centre

Our purpose built Day Centre in the heart of Wandsworth for older people, adults with disabilities and adults with dementia opened in October 2021. Support workers provide transport to and from the centre, a full timetable of activities including music, crafts, games and cooking, as well as specialised dementia care in our Daffodil Room.

Our facilities include an adapted IT suite, a gym and reablement equipment, a large dance studio, and a new sensory garden.



“Our family really appreciate the way you take care of our mum at the centre, we are very grateful.”



“Thank you for my birthday surprise when you all got together for me. It was a big surprise and I loved it.”



“I have been unwell for a while and was so looking forward to coming back to the Centre and seeing everyone here. I really miss it when I have been unable to come in.”





Handyperson Service

Friendly practical help with adaptations and repairs to help older people continue living independently in their homes.

1,330 home visits

2,464 jobs completed

Enabled 337 clients to be discharged from hospital

"It would have been impossible to find anyone else who would have understood my needs and been able to provide the solutions. I can now go up and down the stairs without fear of falling. Helpful, friendly and speedy service."

"This will greatly improve my mum's confidence, independence and quality of life. The handyperson was fantastic and took the time to answer our questions. It was a good job done and really efficient. Thanks again."



Case Study Four:

Handyperson Service

Mr B was an 89 year old man living in Wandsworth, who sadly received a terminal cancer diagnosis after delays in receiving medical assistance during the COVID-19 lockdowns. Royal Trinity Hospice requested the Handyperson Service's help, as Mr B wished to return home, but he and his wife had no one to help assist with furniture moves and other tasks needed to make his home a safe and comfortable environment.

Our Handyperson staff attended to dismantle a bed and move other items in order to make space for a hospital bed to be delivered the next day. This enabled a micro-environment to be set up, allowing Mr B to return home to reunite with his wife in time for Christmas and receive end of life care in his own home. The client's wife was very appreciative as their son lives in Australia and they had no one else they could turn to for help.

Mrs B informed the Handyperson coordinator that her husband had always been an incredibly proud man who struggled to ask for and accept help, and that being able to return home would help to restore some of his dignity during such a difficult time at the end of his life.



Hospital Discharge Support

The service provides valuable volunteer support for people who need light help after being discharged from hospital. This can include checking that the client's house is warm and that they have food in the fridge and their prescription on discharge day. The support then goes on to include confidence-building, for example, going for walks or helping with recovery goals, as well as providing company and a friendly chat.

262
people
supported

“It has helped to get me back walking more independently after being in hospital.”

“It was very useful having your service in place to enable a visit to the service user's property on discharge day. It helped greatly in facilitating a safe discharge home.”

Wandsworth Social Worker





Outreach Service

This pilot scheme launched in February 2022 for people over 60, adults with dementia and adults with disabilities to provide companionship and support to help them meet the goals in their care plan as provided by their social worker. This also includes digital support where the technology has been purchased by the Council, in order to prevent digital exclusion and help people to stay independent at home. Our outreach assistants have set up various community projects, including walking groups and coffee mornings, to support more clients around the borough.





Online Food Shopping

Telephone service to take weekly or fortnightly food shopping orders, which are then placed with an online supermarket for those who are unable to shop in person or use online shopping facilities themselves.

52 clients

.....
**1,329 shops ordered
and delivered**

"Thank you so much for helping me with my shopping, for talking me through the list and for reminding me what I need and if I've forgotten anything. It's hard when you can't see what's what."

"It's so nice to hear a voice and just to talk to someone. I've been quite stressed as I've had a lot of doctor's appointments. Thank you for checking on me and for asking me how I am. It is such a relief to have you organise my shopping."



Case Study Five:

Online Food Shopping

Mrs Y is a 91 year old woman living in Putney in a one bedroom flat with her husband of fifty years. She has chronic osteoporosis and struggles with her mobility, using a walker to move around her home, with her husband also struggling with his mobility after a heart attack.

The couple have been registered with the shopping service since 2010, and the service allows them to continue living well and independently at home. Food is important to them as not only do they enjoy eating well, due to their health issues it is important to maintain a good diet. They can choose the food that they like, and no longer worry about having to get to the shops in order to have food in their cupboards.

Mrs Y, who is also a keen volunteer with various charities well after her retirement, is grateful that she can still give back using the service, such as including extra food in her orders for donating to local food banks, as well as ordering stamps to continue volunteering on a letter-writing companionship scheme.

“I feel as if you are saving our lives. The service means we can keep on living a longer and better life. It's good to be at home.”



Voluntary Services Navigator

The voluntary services navigator works within Community Health Services providing information and support, as well as facilitating referrals to voluntary services for people with complex health conditions.

172

clients supported



156

referrals to other services for additional support



“The voluntary services navigator is a great resource for our patients who are needing support in the community - they are a valuable member of our team.”

Wandsworth GP

“I can’t thank you enough. I was at my wits end and I was so worried about mum. We were both really unhappy, you have been amazing, and I am so grateful for your help and kindness.”



Veterans' Service

Funded by the Armed Forces Covenant Fund Trust, this project was active for one year up to March 2022. The service engaged veterans and their families in a regular calendar of activities in the community, including art groups, coffee mornings and trips.



31 veterans supported

Our day trips included:

- Brighton
- Windsor
- Wisley Gardens
- Worthing





Crimes Against Older People Forum (CAOP)

Age UK Wandsworth chairs the Crimes Against Older People Forum (CAOP). CAOP members meet on a monthly basis to review and discuss reported crime figures in Wandsworth where the victims are aged 60 plus. The purpose of this inter-agency meeting is to identify crime trends and raise key issues that inform strategies to reduce and prevent such crimes from taking place. We also plan events around the borough to raise awareness amongst older people in the community and help them to stay safe.

Scams Prevention

- Our scams adviser delivers a rolling programme of scams talks to raise awareness of how to identify and report common scams. These talks take place at supported housing schemes, day centres and other community venues.
- We also offer 1:1 scams support for those who have been a victim of a scam, or who are concerned about what to do if they come across one.



Roehampton Community Shed

A weekly group for men and women over 60 to meet and work on practical projects, as well as enjoying a cup of tea and a chat. After 18 months of closure due to the pandemic, the Shed reopened in October 2021 with a second venue, thanks to the Alton Regeneration team. Our volunteers and clients repurposed a disused takeaway restaurant into a fully functioning workshop and meeting space.

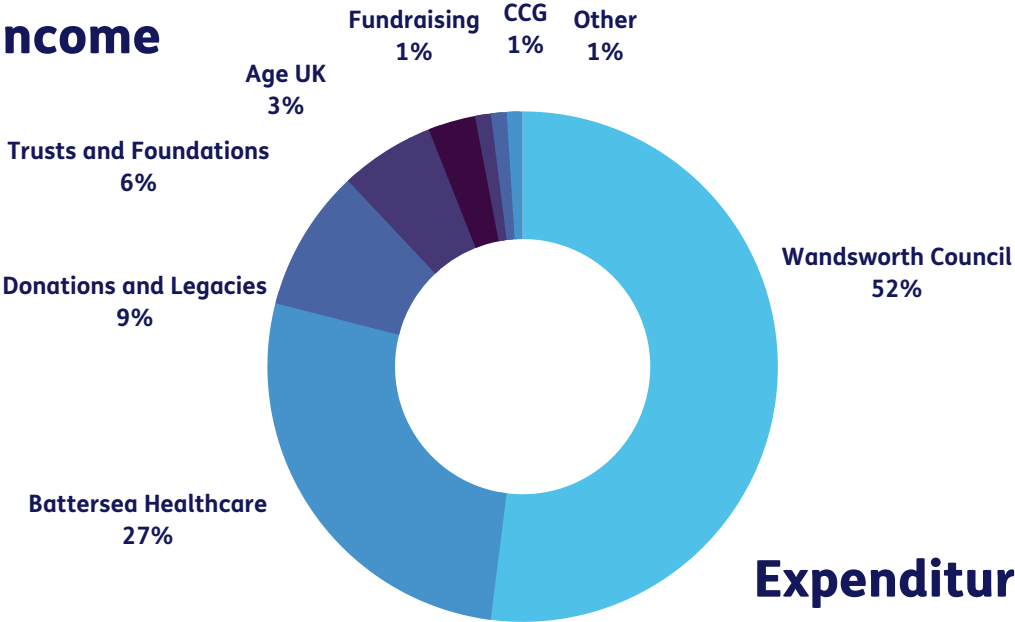
The group continues to grow and work on new, community-minded projects using scrap wood and reclaimed materials donated by local businesses. We offer our continued thanks to the Roehampton Methodist Church for their generous support in hosting our primary site.



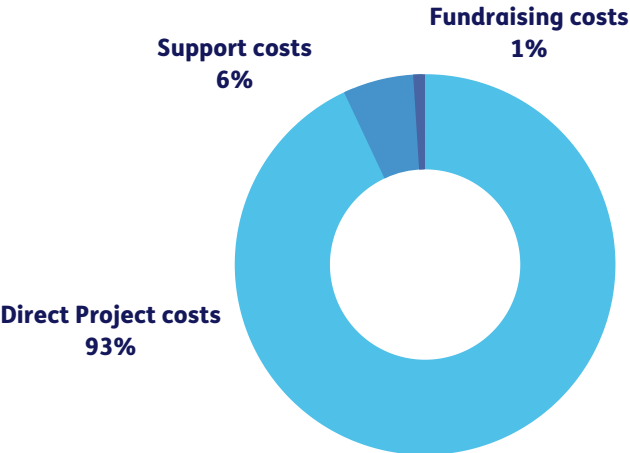
Our finances

In 2021/2022 our total income was £1,384,353 and our total expenditure £1,048,773. Age UK Wandsworth therefore reported a surplus for 2021/2022 of around £335k. Our financial reserves at the end of the year were robust. This has enabled us to cope with the financial impact on our organisation of COVID-19 and high inflation, and 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 and enabled us to take on the management of a local day centre from October 2021.

Income



Expenditure



“Our objective is to secure as much long-term funding as possible to create financial stability for our charity and services.”
Jenny Alexander,
 Co-Chair of Board of Trustees

Funders

As a local, independent charity, we are completely reliant on support from grant-givers. We are hugely thankful to the following organisations, trusts and donors who have funded our work this year.

Wandsworth Borough Council
Wandsworth Clinical Commissioning Group
Battersea Healthcare Community Interest Company
The Henry Smith Charity
City Bridge Trust
Trust for London
Age UK
Armed Forces Covenant Fund Trust
London & Quadrant Housing Trust
Rackets Cubed
Battersea Crime Prevention Panel

Legacies

Legacies enable us to keep providing our services across Wandsworth, and we are very grateful to those who make a gift to us in their will.

We received one legacy this year from Elizabeth Worth, for which we are tremendously grateful.



Our community

An enormous thank you to the local organisations who have supported us over the past year, as well as our fantastic volunteer fundraisers who have helped us to raise money and awareness for the work that we do in Wandsworth.



We would also like to thank our fantastic team of staff and Board of Trustees for their hard work and dedication over the past year.

Our brilliant volunteers!

We have over 350 volunteers, who help us to support clients across our services. We are hugely grateful for their time, commitment and enthusiasm.



Inspired by what you've read? Get in touch!

Volunteering for Age UK Wandsworth is fun and rewarding. Perhaps you're retired and can lend us some time during the day, such as manning the telephones at our office, or providing digital support at libraries across the borough. Or maybe you can spare some time on the way home from work to pop in for a cup of tea with a lonely older person nearby. Whatever your time commitments and interests, we have a role for you!

Contact info@ageukwandsworth.org.uk for more information. For an application form, visit the 'Get Involved' section on our website or pop into our office.

Donate

Help us to 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 local individuals and businesses. Now, more than ever, we would love your help to be there for even more older Wandsworth residents.

You can donate on our website; one-off donations or monthly donations are both gratefully received and will help us to continue supporting older, vulnerable people.

Legacies

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 the community.



To arrange leaving a gift in your will to Age UK Wandsworth, please show this page to your solicitor. However you donate, please note that we are Age UK Wandsworth, not Age UK.

**549 Old York Road
Wandsworth
London
SW18 1TQ**

020 8877 8940

www.ageukwandsworth.org.uk
info@ageukwandsworth.org.uk

@ageukwandsworth

Charity number: 1069406