



Annual Report

2022-2023

 CELEBRATING
60 YEARS

 Wandsworth
ageUK

Our mission is to help everyone to 'Age Well in Wandsworth'

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

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CEO's welcome

2022-2023 was another challenging year for the older residents of Wandsworth as the country lurched from the impact of the COVID-19 pandemic to the Cost of Living crisis. Wandsworth's older people felt the crisis almost immediately as the cost of food and utilities spiked. Telephone and in-person enquiries about financial support, in the form of benefits checks and questions about utilities, rose to the highest levels on record in recent years. Time and again clients told us that they were on the phone to utility companies for over an hour trying to get support, to no avail, so we helped them make those calls, and we are still doing so as I write this in the summer of 2023. We also reverted to asking our neighbouring supermarkets for food donations, as we had during the pandemic, so that we could give bags of shopping to clients who could "neither heat, nor eat". We have a Thank You page at the end of this report, but I would like to give a special mention to the staff at Sainsbury's on Old York Road and the staff in Lidl at Clapham Junction for their regular food donations, to Neighbourly for their hygiene grant that meant we could buy essentials like toothpaste, soap, shower gel and shampoo, and to The Anthony and Pat Charitable Foundation whose donation meant we could buy sturdy shopping bags to create the food parcels.

There has certainly been a lot of financial doom and gloom this year, but we have also found moments of great joy: when we have matched volunteer befrienders successfully with lonely residents; when our new Scams Adviser has stopped someone from being taken advantage of; when we launched our new Maintenance Cognitive Stimulation Therapy Group and supported those with early onset dementia and their unpaid carers; when we helped clients avoid losing their homes; when we boosted clients' incomes through benefits checks so they could pay their bills; and when we helped those discharged from hospital get back up on their feet again (literally) after an illness and restored their confidence. Our staff team has also continued to grow and to develop their knowledge and skills and we have successfully recruited new trustees to bring fresh eyes and ideas to the leadership of the organisation.

So, whilst there have been countless challenges this year, there has also been much to celebrate and I would like to end by inviting you to join me in wishing Age UK Wandsworth a very happy 60th birthday!



**Natalie de Silva,
Chief Executive Officer**

60 years in Wandsworth

WANDSWORTH Old People's Welfare Council branch office for inquiries from elderly people now open on Wednesdays, 3.15 to 4.30 p.m., by kind permission of the Christian Service Centre, at 15 Alma Road, Wandsworth. Cllr. Mrs. D. M.

Visitors for the lonely
Five replies have been received by Wandsworth Old Peoples' Welfare Council in response to their appeal for people to visit the borough's housebound. Anyone interested in the scheme should contact the Welfare Council's general secretary, Mr. A.

1963

We begin life as Wandsworth Old People's Welfare Council, operating ad-hoc services for older people in the borough with the help of volunteers.

'Old folk can't afford the high fuel costs'
BECAUSE of the rising price of fuel, old people cannot afford to keep warm. This was said by Counc. John Grant Allen at the annual meeting of Wandsworth Old People's Welfare Council at the Town Hall last week. Warmth is probably the old folk's greatest need, he said. They need it more than food and trips to the seaside. Some of them eat very little, but they can't afford to pay for fuel to heat the house. "As you grow older the more warmth you

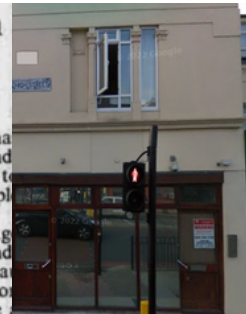


1980s

At the beginning of the decade, we have three staff members. In 1981, the Information and Advice service is set up and receives 1,140 enquiries in its first year. By 1984, there's a social hub on Garratt Lane, offering information, outings, activities and even bereavement counselling. We deliver 1,000 food parcels and deal with huge numbers of enquiries in the harsh winter of 1985/6.

Cold Watch volunteers still needed

Cold Watch project has been launched in Wandsworth to organise visits to housebound elderly people over the winter months. Volunteers from Age Concern and the Wandsworth Volunteer Bureau will be checking on pensioners who may be at risk, collecting prescriptions and emergency food supplies during the winter. But the two groups still need to hear from more potential volunteers read



AGE Concern
Wandsworth

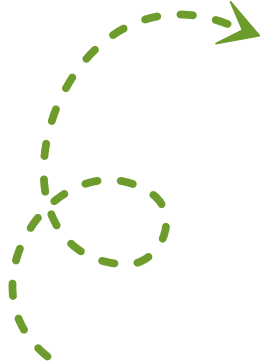
AGE CONCERN CONFERENCE

AGE Concern Wandsworth made a 'Big Splash' at their conference when over 120 delegates braved the rain to hear the Director of Social Services, Mr. Mike Buntle, and Sally Green

meetings in January and February a special workshop on the needs of people from racial minorities plus the final publication of the Core Plan in April next year

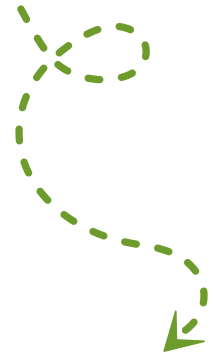
2010s

After the national merger of Age Concern and Help the Aged into Age UK, we reveal our new name as Age UK Wandsworth in 2011. We celebrate our 50th anniversary in 2013 with a party in Wandsworth Civic Suite.



Wandsworth charity reveals new name

21st September 2011



2000s

After yet another move to the Arndale Shopping Centre (now Southside), we finally make a permanent home for our offices on Old York Road in 2008. Our services, staff and volunteer numbers continue to grow, particularly the popular 'Out and About' service.

How to find us
We are based in Old York Road, 200 metres from Wandsworth Town railway station and on the 28 and 44 bus routes, two stops from Southside shopping centre. There is a bus stop outside our office (near J. Sonday Street).

Age Concern Wandsworth
200 Old York Road, London SW18 1TD
Telephone: 020 8877 8940
Fax: 020 8877 8954
Email: info@ageconcernwandsworth.org.uk
Web: www.ageconcernwandsworth.org.uk

Services offered by Age Concern Wandsworth include:

- information, advice and support
- shopping delivered to your door
- support for carers
- help with minor DIY tasks
- a gender-equals scheme
- outings and activities
- advocacy
- befriending
- assistance in arranging private help or care at home.

We also offer a wide range of products and services including insurance for the over 50s.

Age Concern Wandsworth is a registered charity (No. 261178) and a company limited by guarantee (No. 261178) with a share capital of £100,000. Registered office: 200 Old York Road, London SW18 1TD. Registered in England. VAT No. 261 178 0000. Age Concern Wandsworth is a member of the Age Concern Group of Charities.

Staying independent at home

AGE Concern Wandsworth

woman's hour

society archive

Befriending the elderly: Betty and I 19 Apr 2004

[Listen to this item](#)

A survey says many elderly people are so lonely they're losing the will to live.

The Be-a-Friend project run by Age Concern in Wandsworth is



2020s

In 2021, we take on the Gwynneth Morgan Day Centre, becoming the operators of one of the only day centres for older people, people with disabilities and people with dementia in the country.



Present day

As of 2023, we have 40+ staff and over a dozen services that support thousands of older people in the borough each year.



Be-a-Friend Service

Our Be-a-Friend Service is part of our Better at Home Service and has matched thousands of older people with volunteers across the borough since its inception nearly four decades ago. Many people become isolated in later life through no fault of their own and the service aims to reduce loneliness by creating a new, regular social interaction with a DBS-checked volunteer. Telephone befriending was offered as an alternative to face-to-face visits during the pandemic and can still be facilitated for those who prefer to speak over the phone. However, most volunteers visit their friend's home each week for a cup of tea and a catch up, with clients reporting significant benefits to their mood, confidence and wellbeing. Be-a-Friend clients also receive birthday and Christmas cards to help alleviate loneliness on these special occasions; ours is often the only card they receive.



Mr P enjoying Christmas dinner with his volunteer

140+ volunteers

2,928 home visits made

9,840 volunteer hours including telephone calls and in-person befriending visits

152 clients supported

"We both seem to really enjoy catching up - we never stop talking! It's been three years now since we were first introduced and in that time we have become firm friends."

Be-a-Friend client



Case Study

Mrs C is 77 years old and lives alone in Wandsworth. Now retired, she had worked for many years as a nurse in a busy city hospital, and thrived on the opportunities this gave her to be an active member of her community and take care of others. She had continued getting involved in her community well into her retirement, socialising and keeping busy in her local networks. Recently, however, she had a bad fall whilst alone at home, resulting in a number of broken bones and leaving her temporarily housebound. She was finding this new day-to-day reality difficult to adjust to as a fiercely independent and active person, and whilst on a call with our Online Food Shopping Service, which she has been part of for many years, she opened up to the Service Coordinator about feeling lonely and low. The Service Coordinator told Mrs C about the Be-a-Friend Service, and about the many befriending success stories with people in a similar position to herself. Mrs C agreed to an internal referral being made, and the Be-a-Friend Service Coordinator went to visit her to find out about her hobbies, interests and her general wellbeing in order to match her with a volunteer.

The information that she gave the Service Coordinator helped us to match her with a local volunteer, who went to meet her for the first time one afternoon for a cup of tea. The volunteer and Mrs C clicked immediately, and both began to really look forward to their weekly visits. Knowing that Mrs C wants to get back on her feet and getting around independently, her volunteer has escorted her on several short walks on a regular basis, which has helped with recovering both her mobility and confidence. Having a new face in her life with lots of energy, ideas and a friendly manner has encouraged her recovery, improved her wellbeing, and inspired Mrs C to get back out into the community.

"Thank you to Age UK Wandsworth for all of your help - I love spending time with my young man. He came to visit me on my birthday, and he brought cake!"

Mrs C, Be-a-Friend client

Befriending Plus Service

Our Befriending Plus Service is an extended version of the Be-a-Friend Service, for clients identified by social workers as needing additional support with organisation and "life admin" in their home. It aims to prevent clients from requiring packages of care in the future, by reducing loneliness and increasing independence at home. After assessment by the Service Coordinator, the client is matched with a local volunteer who can provide regular companionship as well as help with small tasks at home. These include admin, such as opening and filing post or organising appointments, as well as practical support at home. Volunteers are also encouraged to help their client to access the local community, for example, going for short walks together or visiting the shops.



Mrs S after a dentist appointment arranged by her volunteer

47 volunteers

70 clients supported

1,723 volunteer hours
including telephone and
in-person



Case Study

Mrs S is 89 years old and lives on her own in Wandsworth. Born in Ireland, she has lived in London for many years, but no longer has family living nearby. She has carers who visit her three times a day to assist her with eating, washing and dressing. However, around two years ago, she began to find that because of the carers' time constraints, they didn't have time to chat or help her with other tasks that she was unable to do herself. Her social worker referred her to the Befriending Plus Service after hearing these concerns, and the Service Coordinator went to visit her at home to find out about her needs, interests and hobbies. With this information, the Coordinator was able to match her with local volunteer, B, who has visited her weekly ever since.

B supports Mrs S on each visit to complete any outstanding 'life admin' tasks that many people would take for granted, such as booking and escorting Mrs S to GP, dentist and optician appointments and her Covid-19 booster jabs, writing her shopping lists and sorting through her post. These have helped Mrs S not to slip through the net with her health, as B's proactive actions help to make sure she gets the support she needs and identify and treat potential problems.

One of their great triumphs in the volunteer partnership was B organising an appointment with a physiotherapist who fitted Mrs S for a wheelchair and a 4-wheel walker, which the pair have been able to use for short walks around the block, with the goal of getting Mrs S to a Sunday Church service for the first time in recent years.

B has also helped Mrs S to apply for a Blue Badge and a Taxicard, meaning that she can get to and from hospital appointments independently at a lower cost. As a result of their Befriending Plus partnership, Mrs S now has a network of support when she needs it, which has improved her mental and physical wellbeing greatly. She knows that she has someone 'in her corner', who can look out for her and support her to stay independent at home, preventing her from needing full-time care.

"Befriending has enhanced my life enormously. I have grown so fond of Mrs S and I cherish our friendship. She is a lovely woman and has some interesting stories to tell. I have learnt a lot from her, as well as about the social care system and issues facing older people."

B, Befriending Plus volunteer

Digipals Service

Digipals delivered friendly and patient digital support for older people around the borough and in their homes. The programme offered 1:1 support from staff and volunteers at regular drop-in sessions in Wandsworth's libraries, where clients could bring their own tablet, phone or laptop, or borrow a tablet for up to three months as part of our popular tablet loan scheme, with advice and guidance to purchase their own at the end of the scheme. The Digipals Service closed in March 2023. For 2023-2024 onwards, we are offering a new Digital Inclusion Programme (DIP), which will encompass other vital digital elements, such as care technology.

548 people supported

810 sessions held in
the community

10 volunteers



"Digipals is an essential pathway for those with limited computer skills to be able to access the online services that many of us use each day and take for granted. Demand for these sessions is high and they are much appreciated by the users, for whom technology may be the only link to their families and friends."

Wandsworth Librarian

Case Study

Ms P is 80 years old, and lives alone in a flat in Putney with her dog, Rufus. She first got in touch to ask for help with using her old computer. She had attended computer classes previously, but found that the lessons were targeted towards skills suited to the workplace, such as Excel. Whilst she found these topics interesting, she was hearing more and more about people using technology for entertainment, socialising and generally in their day to day lives, but she had no reference point to know where to start with this.

The Digipals Coordinator spoke with Ms P about what she might like to learn, and suggested that she join the tablet loan scheme. Ms P began attending sessions weekly to learn how to use the tablet, and how best to personalise it to her interests and goals. Her commitment to learning brand new skills has been extremely admirable, and over a year later, she is now the proud owner of an iPad, iPhone and even an Apple Watch!

Whether it's using her iPad to book trips away, video calling her friends and family on WhatsApp or using her Watch to track her sleep, Ms P continues to impress the staff with her willingness to learn and try new things. Recently, she's even bought a special pet camera that is linked to her iPhone so she can check on Rufus whilst she's away from home.



"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 technology problems at home."

Ms P, Digipals client

Active Friends Service

Active Friends ran until April 2023, offering information and advice about where older people in the borough could access sports and fitness activities to improve their physical and mental wellbeing, as well as weekly fitness sessions designed for older people.

130 people given information about exercise across Wandsworth

92 group exercise sessions held, including Chair Yoga and Chair Dance

58 individuals attended more than one exercise session



"I enjoy coming to yoga each week - it's a lovely group of people and a good way to keep moving without overexerting myself."

Yoga client



Chair yoga on World Yoga Day with our professional yoga instructor

Foot Clinic

Due to demand from Wandsworth's residents and our organisation's commitment to falls prevention, we have opened a brand new Foot Clinic Service. This is a paid-for service that offers nail cutting and basic foot care treatment by a trained foot health practitioner. The clinic operates monthly from our day centre treatment room (we are unable to provide a home-visiting service).



Our professional treatment room is accessible and equipped to meet basic foot care needs

46 people attended the clinic for foot care appointments

"The service is well worth the charge and it's so much easier to get around now that my feet and toes feel better."

Foot Clinic client

Gwynneth Morgan Day Centre

Commissioned by Wandsworth Council in October 2021, Age UK Wandsworth opened a truly unique Day Centre Service in the heart of Wandsworth for a mixed client group of older people, adults with disabilities, and adults with dementia. Our experienced and friendly support workers provide clients referred by social workers with transport to and from the centre, a full timetable of stimulating activities, including music, crafts, games and cooking, as well as specialised dementia care. Facilities include an adapted IT suite, an adapted gym and reablement equipment, a dance studio, an adapted training kitchen, and a sensory garden.

47 individuals attended

2,000+ group activities, classes and games sessions

12 themed activity weeks including Diwali, Chinese New Year, Easter, the King's Coronation, as well as Caribbean, Hawaiian and Carnival weeks



"Just to thank you for all that you do for my neighbour - it really is appreciated and so lovely to know that someone is looking out for her."

Neighbour of Day Centre client

"I'm always happy to be here, where I'm around friends. I have no brothers or sisters and my husband has passed away. Being here means I'm not on my own at home every day, and I have a circle of people who know me and care about me."

Mrs P, Day Centre client



Handyperson Service

Our Handyperson Service offers practical help for older people in the borough in their homes. We provide a free or low-cost service for odd jobs with our trusted handypeople. Often, jobs that help to prevent falls, such as fitting grab rails, taping down carpets and replacing bulbs, can be done for free. Other jobs, for example, putting up pictures, building flatpack furniture or installing WiFi, can be completed for a charge. The Handyperson Service is also responsible for jobs that enable older people to be discharged quickly and efficiently from hospital into their homes, such as moving furniture to allow the delivery of a hospital bed or installing key-safe boxes. This plays a vital role in supporting Wandsworth hospitals to ensure a smooth, safe and timely discharge for clients.

"I've just got back from a visit to Mum's and wanted to say what a great job your Handyperson did installing the hand rails in her house. Mum usually needs to be persuaded of any change at home, but she now relies heavily on the rails to go up and downstairs. Thank you to you and your team for such kind help. It has made the world of difference."

**Unpaid carer of a Handyperson
Service client**



2,726 jobs completed

1,243 clients supported

96% of urgent hospital discharge jobs completed within 2 working days

Case Study

Mrs T is 79 years old and lives alone in Putney. After several instances where she fell over whilst doing day-to-day activities in and around her home, she realised that she was becoming increasingly unable to get herself back up from the floor after she fell. She knew that she had an Age UK Wandsworth services leaflet in her house, and when she found it, she called to enquire about the help available to her.

The Handyperson Service Coordinator reassured her that Age UK Wandsworth would be able to help. He explained that if she asked her GP to fill in a referral form and send it to the Handyperson Service, we would be able to supply and fit a police-approved key safe box (a secure way to keep keys for carers/visitors to use in an emergency if someone cannot get to the door) outside her property free of charge, as well as grab rails to reduce her risk of future falls.

A grab rail was fitted to the wall by the front door to help Mrs T when entering and leaving the property. She now has increased peace of mind that people will be able to access the property should she have another fall inside the home. The grab rail that we installed will also decrease the risk of Mrs T having another fall when entering and leaving her home.



"Thank you for sending your lovely Handyperson to fit my key safe box. It's given me huge peace of mind, and the grab rail is a great help too. What a wonderful organisation Age UK Wandsworth is."

Mrs T, Handyperson Service client

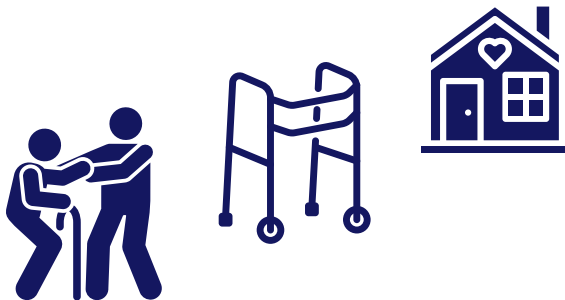
Hospital Discharge Support Service

Our Hospital Discharge Support Service offers short-term support as part of our Better at Home services to help those who have been discharged from hospital with their transition home. Staff meet the clients in person or over the phone, to find out what they would like to achieve to help meet their recovery goals. They are then supported with life organisation, such as collecting prescriptions and making appointments, or building confidence with tasks such as getting to the shops or travelling on the bus. When the support has ended, the person can then be signposted to further support from Age UK Wandsworth or other organisations, to continue their recovery at home and reduce the risk of hospital readmission.

258 people supported with a successful hospital discharge

325 home visits

92% of clients feel more confident and independent



"The Hospital Discharge Support Service has been a great help in supporting service users to leave hospital, especially to those who have had lengthy hospital stays and are anxious about returning home. The service has also reduced the pressure on my team to set up care packages unnecessarily and allowing people to live at home independently. You recently helped a gentleman who had a very lengthy hospital stay and was anxious about being home alone. He was able to build on his confidence through the help, in addition to support around shopping. I truly believe if this support was unavailable, he would have very likely called 999 due to his anxiety and needing reassurance."

Wandsworth Social Worker

Case Study

Mr W is 88 years old, and has lived by himself in the same house in Roehampton for most of his life. Prior to retiring, he worked for many years as an engineer. He has two brothers that he has always been close to, although sadly they do not live nearby and have their own health concerns.

When he was discharged from St. George's Hospital after a long stay, he was worried about how he would get back to his usual activities without anyone to support him. Whilst he had no cognitive decline, his body was frail after such a long time being bedbound in hospital. His social worker at the hospital arranged daily visits from carers who were able to help him with meals and dressing, but he found that running errands and doing his usual day-to-day tasks was near impossible. He asked his social worker if there was anything they knew of that could help, and they referred him to our Hospital Discharge Support Service.

A member of the Hospital Discharge Support team began visiting soon after his discharge, and they were able to help Mr W to identify and complete the tasks that would make his life easier - picking up new batteries for his hearing aid, arranging the delivery and set-up of a pendant alarm to reduce the risk of him falling, and doing small shops to restock his kitchen cupboards.

This 6 week support plan helped to bridge the gap until one of his brothers could travel down to help him. Whilst he is aware he may need to move into a care home in the future, Mr W is thankful for the support with staying independent at home in the meantime.

"You have been very helpful as my family are unable to provide me with continuous support whilst I recover.

Thank you."

Mr W, Hospital Discharge Support client

Information and Advice Service

We offer free and confidential 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. Our service facilitates access to entitlement for those who are facing exclusion or barriers and alleviates financial hardship and reduces poverty by boosting clients' income.



Floral Angels kindly donated flowers for our Information and Advice clients to take home after their appointments with our advisers

£830,043 of benefit gains claimed for Wandsworth residents

1,885 in-depth advice sessions delivered

5,574 guides, leaflets and other information distributed

6,452 First Contact enquiries

96% of older people claimed their rights and entitlements, resulting in increased income.

Case Study

Mr W is 73 years old. Previously a Wandsworth resident for many years, he returned home to the UK in August 2022 after an unexpected extended period spent abroad, due to COVID-19 travel restrictions and the sudden decline in health of a relative whilst he was there.

When he came to see us in August, he was in a state of despair and panic, with no fixed abode and no income. Our Advice team helped him get his State Pension reinstated and made an application for Pension Credit. Four months later, in December 2022, he was offered supported accommodation, however, because of his circumstances he couldn't afford the rent, so our Advice team helped him to apply for Housing Benefit and Council Tax Support. Due to the long delays before any decision was made on the outcome of his applications, Mr W fell into rent arrears. As his only income at that time was his State Pension of under £30 per week, we supported him with food bank vouchers, and we communicated with Wandsworth Council regarding the benefit delays, which were the cause of his rent arrears.

Following our adviser's numerous calls and follow ups on Mr W's behalf, as well as weekly support appointments in our office to understand the status of his applications, he was eventually awarded Pension Credit in February 2023 - six months after his application - and he received a backdated payment from the Department for Work and Pensions. Mr W's Housing Benefit and Council Tax Support were also awarded and he received a back dated payment that covered his rent arrears.

He has been able to move into his new accommodation and is finally able to start to rebuild his life in London after half a year of uncertainty and anxiety. Mr W told us that he was incredibly thankful for the help and care he received from our Advice team throughout this very stressful time.

"Age UK Wandsworth's services are fundamental for our community. I would have been in extreme financial difficulty without them."

Mr W, Information and Advice client

Maintenance Cognitive Stimulation Therapy (MCST)



In the spring of 2023, we were pleased to launch our pilot MCST scheme, which is currently the only form of treatment for dementia offered under NICE guidelines. People with mild to moderate dementia who had completed a short term course of Cognitive Stimulation Therapy at St. George's Hospital were invited to join the sessions, which follow a weekly structure over six months, with new themes each week, and a mixture of games, exercises and activities designed to stimulate the brain and prevent cognitive decline.

12 individuals with dementia and 14 unpaid carers supported

50 sessions

100+ hours of specialist dementia training for our staff



Sessions include a mixture of games and exercises as well as hands on activities like planting bulbs

"Dad is really enjoying the MCST programme. He calls it the 'Forgetful Club', and when he remembers something new, he says that the 'Forgetful Club' must be working! Dad is accepted for how he shows up and celebrated for all he contributes. He feels safe with the staff, and he is always happy when he remembers it's 'Forgetful Club' day!"

Unpaid carer of an MCST client

Case Study

Mr J is 80 years old, and lives in Putney with his wife of 56 years. Born in Wales, he moved to London to work as a policeman, which he did for almost four decades. He has three children and three grandchildren. He loves to travel, watch rugby (especially when Wales are playing!) and potter in his garden. He takes particular pride in being smartly dressed whenever he leaves the house.

Mr J was diagnosed with mixed and atypical dementia in September 2022. He completed a course of Cognitive Stimulation Therapy, which is a shorter version of MCST offered by most hospitals after an initial dementia diagnosis. This is often the only treatment offered in some areas of the UK, so his wife was pleased to discover that Age UK Wandsworth were offering a pilot course of MCST sessions, particularly as he enjoyed the CST sessions and found them worthwhile. He has become a popular member of our MCST group, and enjoys being part of a group of people in similar situations and being able to chat and catch up with each other and be a part of games, discussions, current affairs and physical activities.

"I think the MCST sessions are brilliant for him. He can't always find the right words to describe exactly what goes on at each session, but I get the gist that every week is different and very interesting. Having somewhere to go at a regular time with good company is something he looks forward to - almost like he's going to work and having a camaraderie with colleagues. This familiarity is important, he may not always remember names, but the other group members, including one he knew from the CST group and the staff who run the sessions, are all important to him. It may sound a bit selfish, but it is also good for me as his carer to see him engaging with other people. Everyone at the Day Centre is so nice and friendly, and they make everyone feel so normal. This is particularly important to me because dementia is a disease that even close friends can find hard to deal with, and sometimes keep away from us (accepting of course that they are also elderly and a little scared of the word). We dread the time when there will be no more sessions."

Unpaid carer of an MCST client

Online Food Shopping Service

A telephone-based service to take regular food shopping orders for those who are unable to shop in person or use online shopping websites independently. Clients can shop with a supermarket of their choice and choose a delivery date that suits them. The service is free, however, most supermarkets charge variable delivery fees. Prospective clients need to be able to speak clearly over the phone, and commit to weekly or fortnightly appointments with the Shopping team to place their orders. The service aims to encourage independence and choice at home, by allowing clients to choose their groceries every week, rather than a limited meal delivery service, for example. Other benefits include the regular phone contact of the service alleviating loneliness, and clients can often report other issues to staff, who can then signpost them to support. Clients must have a mobile phone that is linked to their bank account, as enhanced security processes have now been introduced by most major banks. This means that for online shops to be placed successfully, the client must be able to manage the one-time passcode (OTP) sent to their mobile.

51 individual shopping clients

1,316 shops ordered
and delivered

2,691 total
hours of
telephone calls



"As things have got so much more expensive, I need to keep an eye on my costs and I know I can rely on you to talk me through what's on offer and tell me what's the best value to help keep me within my budget. Thank you for all your support, I really appreciate it."

Mrs R, Online Food Shopping client

Case Study

Ms D is a 64 year old woman living alone in Wandsworth. She was first known to Age UK Wandsworth as one of our loyal volunteers visiting isolated older people through our Be-a-Friend Service. Sadly, Ms D suffered a stroke last February, which led to a stay in hospital and several lasting effects on her health.

Knowing that Age UK Wandsworth have a number of Better at Home services designed to aid independent living at home, including after discharge from hospital, she got in touch with the team to see if there was something we could do to help. The stroke had left her housebound, something that she found very frustrating, particularly not being able to get out to the shops, so she was referred to the Online Food Shopping Service, which she found her feet with very quickly.

Online shopping week-by-week gave her the choice of products that she was used to. It enabled her to cook and prepare nutritious food that she enjoys, rather than relying on ready meals or takeaway food.

Ms D wondered if, as part of her recovery, she could learn how to order shopping herself from home. The Service Coordinator made a referral to our Digipals Service, and a member of staff booked a home visit to help her set up her account and complete her first order. At the same time, the Online Food Shopping Service would continue for her until she felt confident enough to use the supermarket sites independently.

A few months on, she is happily ordering her own groceries to fit around her life and recovery. She was very grateful for the support Age UK Wandsworth provided whilst she needed it.

"Thank you so much for your help these last few months; you have been amazingly supportive and patient with online shopping for me as I recovered. You really made a difference."

Ms D, Online Food Shopping client

Voluntary Services Navigator

The Voluntary Services Navigator (VSN) works in partnership with General Practitioners, Community Health partners, Social Care colleagues and other Voluntary Sector organisations. The VSN provides a wide range of information and specific support for clients when they have been unwell, have a long-term condition and/or are socially isolated and want to access services and activities in the community. The VSN works with the client to find out what they feel they need and helps them to connect with services, and can assist them with making referrals to a variety of services and activities. Clients often need encouragement to use services, especially when they have been unwell or lack confidence. The aim of the service is to provide clients with choice and control over their health and well-being and aid their independence at home and in the community.

262 clients supported

222 referrals made to other services

120 meetings, events and training to develop community resources and connections

"It has been very useful to have your input as I found it difficult to find the right help for my Dad when he started to need extra support. Your knowledge of what is available and helping us access that help has been great."

Unpaid carer of a VSN client



The VSN directs clients to local support services such as day centres, lunch clubs and group activities

Case Study

Mrs R is an 81 year old woman, living alone in Roehampton. She was struggling with the grief of losing her husband of many years, who had recently passed away. They were extremely close and she had no living family and only a very limited network of friends nearby who she could reach out to after his death. She felt the only person who would listen was her GP, who she began to call daily as her loneliness and grief became overwhelming. Her GP listened to Mrs R's worries and decided to refer her to the VSN, to help her get access to social support and activities to regain her confidence.

The VSN visited Mrs R at home and they talked about what she might like to do to help her start to feel better. Mrs R's husband used to drive her to the shops and she didn't feel able to do this without him. The VSN referred Mrs R to Wandsworth Community Transport's Shopmobility service.

This has encouraged her to get out to the shops regularly once again, as the shuttle service picks her up from her house, and provides her with a mobility aid for her to use as she walks round Southside Shopping Centre.

The VSN also organised for her to be fitted with a pendant alarm, to reduce her worry about having a fall and not being found now that she lives alone. Mrs R had always enjoyed knitting and the VSN suggested a local weekly group. In the weeks since the VSN began supporting her, she has gone for a pub lunch with her new friends from the knitting group and is feeling more confident to face the world.

"I would not have been able to do this without all of your encouragement and support. I feel I have the confidence to do anything I want to, and I feel I have something to live for once again."

Mrs R, VSN client

Scams Awareness and Prevention

Our specialist 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.

514 people attended our
scams awareness group talks

242 people received 1:1 advice
and support on scams

Crimes Against Older People Forum

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.



Playing 'Scams Bingo' to increase awareness of common scams as part of UK Finance's "Take Five to Stop Fraud" campaign



60+ Breakfast Club

Our pilot 60+ Breakfast Club scheme ran as part of Wandsworth Council's Warm Spaces scheme between March and June in 2023, providing a safe and heated community space and a light breakfast every weekday for anyone over the age of 60 living in the borough.



"I love coming here each day. Being in a warm space to read the paper and watch TV, and having a little company whilst I do so has really made a difference to my day."

Ms E, 60+ Breakfast Club client

Outreach Service

Age UK Wandsworth's Outreach Service ran from February 2022 until April 2023 to support 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. The Outreach team assistants set up various community projects, including walking groups and coffee mornings, to support more clients around the borough. This service closed in March 2023 due to funding pressures.

Roehampton Community Shed

A weekly group to meet and work on practical projects, as well as enjoying a cup of tea and a chat. The group, which started in 2016, meets across two venues on the Alton Estate. Attendees use their shared skills to work on projects using scrap wood and reclaimed materials donated by local businesses. The Shed's projects are community-minded; they have included creating attractive planter boxes and 'bug hotels' to increase local biodiversity and improve the local area. We also provide a space where mental wellbeing is a priority and people can make social connections that help to alleviate loneliness and social isolation.

2 Shed sites

4 suicide prevention talks hosted focusing on Men's Mental Health

20 weekly attendees



Wooden planter boxes installed around the Alton Estate in Roehampton

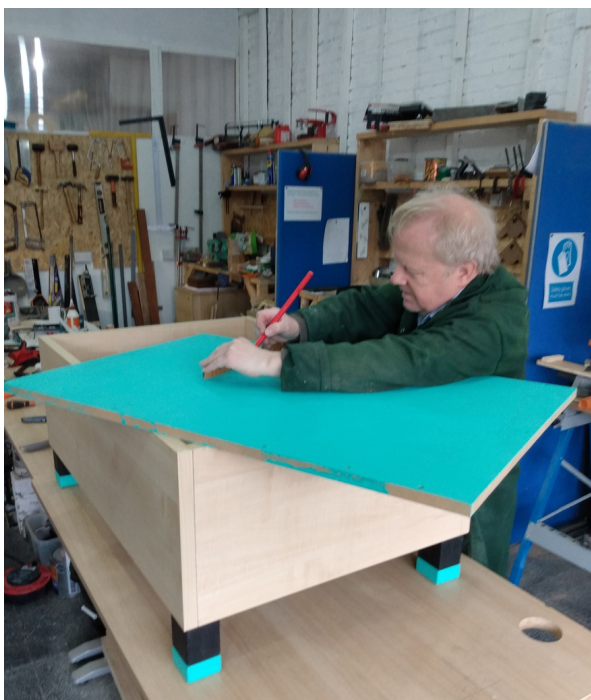


Left: bug hotels. Above: 'Kinderboxes' and a Returns box as part of Oasis Academy Putney's library renovation project



“Thank you for the well-organised sessions. The activities, materials and refreshments are all thoughtfully planned for those new to the Shed. I’ve never handled a drill before, but I’ve learnt new skills that I can apply to everyday life.”

Mr V, Roehampton Community Shed client



“I found the mental health and suicide prevention education extremely informative and useful in my role.”

Roehampton Community Shed Volunteer

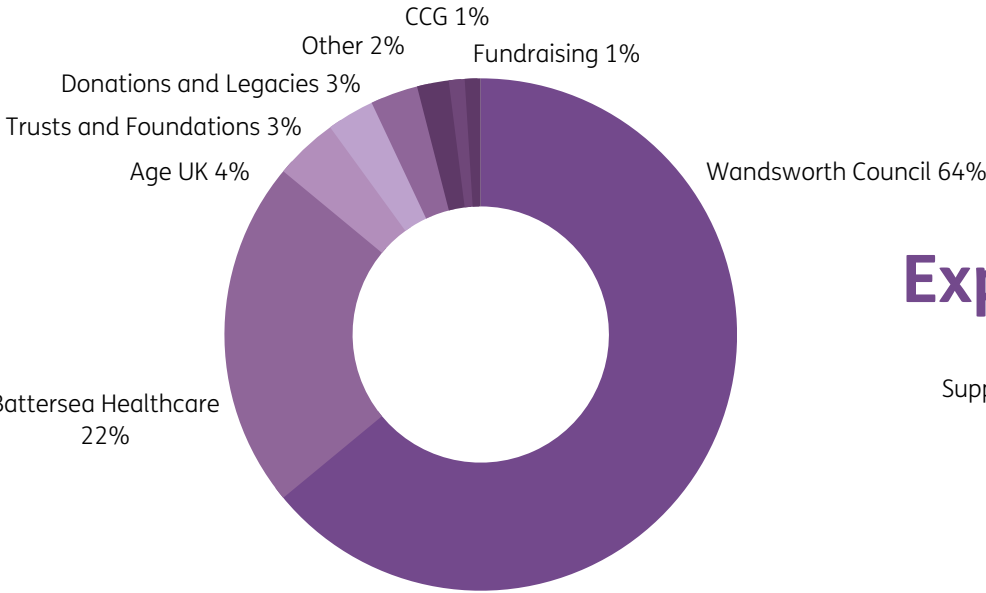
“You’re all so good at explaining procedures and how things work. An excellent and friendly environment. I learn a lot each time! I can’t wait for the next workshop!”

Mr D, Roehampton Community Shed client

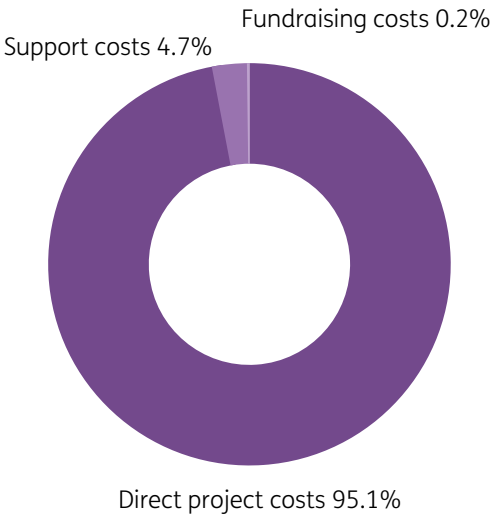
Our Finances

In 2022-2023, our total income was £1,893,572 and our total expenditure £1,531,595. Age UK Wandsworth therefore reported a surplus for 2022-2023 of around £360k. Having strong reserves has enabled us to continue providing our core services and offers us a cushion as we too are faced with rapidly rising utility bills and high inflationary pressure on other costs.

Income



Expenditure



Our 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 services this year:

Wandsworth Borough Council
Battersea Healthcare Community Interest Company
Age UK
Trust for London
London & Quadrant Housing Trust
The Henry Smith Charity
Wandsworth Clinical Commissioning Group
ASDA Foundation

Legacies

Legacies enable us to plan ahead to secure the future of our services and we are thankful for those who generously choose to make a gift to Age UK Wandsworth in their will.

We received one legacy from Elizabeth Worth across 2021-2022 and 2022-2023, for which we are enormously grateful.



Our Fundraising

Community fundraising plays a vital part in supporting what we do. We are a local charity, separate from the national Age UK charity and other local Age UKs, so every penny raised for Age UK Wandsworth is money that is spent directly in the community for the older people of Wandsworth.



Be-a-Friend volunteer, Charlotta, and the members of Roehampton Golf Club have been raising money for us with a series of fun events since choosing us as their Charity of the Year for 2022-23.



We are so proud of our runners who represented Age UK Wandsworth in the Royal Parks Half Marathon in October. Find out more about spaces in future events by following us on social media.



The continued kindness of local businesses has been felt throughout winter and beyond, whether that's donating non-perishable food, COVID-19 tests and masks, or Easter eggs!

Could we be your Charity of the Year?

Read our Corporate Volunteering pack to find an opportunity to get involved with Age UK Wandsworth that suits you and your business. Or download our Fundraising Pack for information and ideas about fundraising by yourself, or with your school, work or social group.



Fundraising Pack

A simple guide to how you can raise money for Age UK Wandsworth



Corporate Opportunities with Age UK Wandsworth

A guide to getting involved



For our 2022-2023 Winter Appeal, we asked our amazing supporters for donations of tinned food, toiletries and hats, scarves and gloves to make up emergency packages for our frontline staff to distribute to the vulnerable older people who come to us for support. This meant that we were able to provide vital short term help whilst they wait for support from us or other organisations. We are continuing to take donations of non-perishable goods as the Cost-of-Living crisis continues.

Keep in touch

Scan the QR code below to sign up to our email newsletter. We'll keep you updated about our upcoming events, including the rest of our 60th anniversary celebrations.



Got a fundraising idea?

Email our Fundraising Coordinator at ruth.eldridge@ageukwandsworth.org.uk to get started. We'll support you every step of the way through your fundraising journey.



Our Volunteers

In 2022-2023, we had

300+

active volunteers, who support us across our services. We are grateful for each and every one of them for giving up their time to improve the lives of older people in their community. To our befrienders, digital champions, receptionists, day centre volunteers and Board of Trustees - we are so thankful for your continued dedication to Age UK Wandsworth.

Our volunteers say...

"This has been a great opportunity for me to give back to my local community - thank you!"

Be-a-Friend volunteer



"The Befriending Plus Service gave me an opportunity to feel useful and gave purpose to my free time. I'm very grateful to be part of it, and the best bit is, I've made a friend for life!"

Befriending Plus volunteer

"From the very first week, I have felt so welcomed. I always learn something, always leave smiling and thoroughly enjoy the time I spend volunteering. It's been great for me to have the chance to come from my normal (often quite solitary!) desk job to do something completely different, and be a small part of something that I consider to be so valuable.

I couldn't recommend volunteering with Age UK Wandsworth highly enough!"

MCST volunteer

Scan the QR code to begin your volunteering journey today.



A special thanks to

12 Rounds Boxing Clapham Junction
Clapham Old Town Trees
Clickmas Trees
Co-op Foundation
Floral Angels
Headmasters Wandsworth
Hillbrook Primary School
Jungle Rumble Putney
Leyland SDM Clapham Junction
Lidl GB
LightbyLexi
Little Frenchies
McAlee and Rushe
Neighbourly
Paint the Town Green
Putney High School
Queen Mother's Clothing Guild
Realm Estates
Sainsbury's Local Old York Road
Strike Bowling Wandsworth
The Anthony and Pat Foundation
The Wimbledon Foundation
UK Finance 'Take Five to Stop Fraud'
Work and Play Scrapstore



We would also like to thank our dedicated staff team for their hard work this year, as they continue to go above and beyond to improve the lives of older people in Wandsworth.

Donate

Help us to be there for future generations!

Age UK Wandsworth is a local, independent charity committed to supporting older people in the borough. We are separate from the national Age UK charity and other local Age UKs.

Much of our work depends on the generosity of local individuals and businesses. Now, more than ever, we would love your help to reach even more older Wandsworth residents each year.

You can donate on our website to help us hit our '60k for 60 Years' anniversary target. One-off donations or monthly donations are both gratefully received and will help us to continue support for older, vulnerable people.



Leave a lasting legacy

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.





 **CELEBRATING
60 YEARS**

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