

A photograph of two women, one with short blonde hair and glasses, and another with dark curly hair and large hoop earrings, both looking down at a document. The image is overlaid with semi-transparent geometric shapes in red, grey, and white.

# Making the most of later life

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**Age UK Barnet Annual Review 2019-2020**

[www.ageuk.org.uk/barnet](http://www.ageuk.org.uk/barnet)





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## Our impact

We are delighted to present our 2019-20 Annual Review, which will give you a taste of the work we do and the impact Age UK Barnet has had on the lives of older people in Barnet this year.

2019-20 was both a year of change and consolidation for Age UK Barnet. It began with the launch of our new National Lottery funded project Barnet Connect, set up to increase volunteer-led activities in the borough and it ended with our initial response to Covid-19.

There were some challenges during 2019-20, Barnet Council conducted a strategic review of our main Neighbourhood Services contract as it faced the challenge of managing its own reduced budget. We worked with commissioners to reshape our offer at Age UK Barnet in line with a phased reduction in funding. At the same time, we agreed an extension to the contract, which will ensure the future viability of Age UK Barnet and our ability to continue to reach those most in need of us in the borough.

This did mean some difficult but necessary decisions for our board of trustees. We restructured our staff team in February and have gradually

reduced the number of external providers we are able to fund. It is now more pressing than ever that we seek additional sources of funding as our statutory partners find themselves under continuing financial pressure.

There were changes too on our trustee board as Jonathan Fenton stepped down after six years as chair at our AGM in October. Jonathan made a very significant contribution to the success of Age UK Barnet in recent years and we thank him for sharing his many talents with us. Lorraine Barnet was elected to succeed him and quickly settled into the role, using her skills to raise our profile and increase our fundraising opportunities.

As Chair and Chief Executive of Age UK Barnet we are very proud of all the hard work and dedication of our staff and volunteers. This year we have reached close to 11,000 of Barnet's older people with our wellbeing, community, advice and preventative services. We know though that there are many more older people in our borough who would benefit from all we have to offer. Connecting with them is one of our main challenges for the year ahead.



*Lorraine Barnet  
Chair*



*Helen Newman  
Chief Executive*



*Our purpose is to improve the lives of older people in the London Borough of Barnet.*

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**AIM 01**

Deliver services under the Neighbourhood Services Contract

**AIM 02**

Develop and expand volunteer-led activities

**AIM 03**

Geographical spread of services and working with partners

**AIM 04**

Respond to challenges & opportunities presented by social prescribing

**AIM 05**

Fund-raising strategy and grant/trust-funding applications

**AIM 06**

Build our supporter and donor database

**AIM 07**

Evidence the positive health and social impact of our charitable services

**AIM 08**

Work closely with older people and co-produce some of our services.

**AIM 09**

Work in partnership towards the WHO standards - Age Friendly borough

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## Our aims for 2019-2020

### *and our progress towards achieving them*

**Continued effective delivery of Age UK Barnet's charitable services under the Neighbourhood Services Contract with the London Borough of Barnet.**

We have done this and continue to reach new people. We have worked on different ways to publicise our services – social media including Facebook, Instagram and Twitter and our website – to engage new audiences.

**Continued delivery of our “Barnet Connect” project funded by the National Lottery fund to develop and expand volunteer-led activities for older people in Barnet. The project involves working in collaboration with six other small local organisations, with Age UK Barnet taking the lead on recruiting, training and placing volunteers who will deliver activities for frail, isolated older people across the borough.**

We continue to do this. The Barnet Connect team has made links across the borough and has brought people together to take part in activities – crafts, board games, discussion groups, for instance - in a number of venues.

**Work with our external charitable partners to ensure a broad geographical spread of services and activities for older people in the Borough and consider potential new partnerships. In that connection create a new hub of service provision across the Borough for the delivery of information and advice, working with our provider partners and other partner charities as appropriate.**

As mentioned earlier, we have reduced the number of external charitable partners we work with. However we have maintained sub-contractual arrangements with four groups delivering excellent support to older people in Barnet. These are located in different geographical areas and serve our diverse community. An advice and information hub remains an aim for us, however we continue to have a close and productive relationship with Citizens' Advice Barnet, currently the main provider in the borough, as well as supporting other, smaller, groups to increase their own capacity in this area.

**Take all reasonable steps within our resources to ensure that we are as well placed as possible to respond to the challenges and opportunities presented by social prescribing and to seek appropriate funding in that connection.**

We have established relationships with Barnet Public Health who are seeking funding for the voluntary and community sector (VCS) to support social prescribing. We have also maintained our role within the frailty multidisciplinary team and these two factors have contributed to a stronger role for Age UK Barnet. As well as managing the service in Barnet, we are also an employer of a growing number of Social Prescribing Link Workers.



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**Continue to embed our fundraising strategy with our client communities and stakeholders to combine public awareness raising/community fundraising projects with a sensible and planned programme of grant/trust funding applications for projects complementary to our core charitable services.**

This remains a live ambition. We have made much progress this year including obtaining grant funding from a number of sources for the minibus and for other projects such as the dementia choir. We were working towards establishing a number of regular fundraising and awareness-building events – quiz night, tennis tournament, golf day – but our plans were inevitably affected by the pandemic. We have moved to virtual fundraising.

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**Build our supporter and donor database and generate unrestricted income for our charitable purposes.**

This also remains a live ambition/aim. The establishment of the Friends of AUKB has been a key part of this.

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**Develop further evidence of the positive health and social impact of our charitable services on the communities we serve.**

We have worked in the past with Professor Catherine Loveday on evaluation of our services and we have continued to seek client feedback in a number of ways.

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**Work more closely with older people in the borough to plan our provision to meet changing needs and co-produce some of our services.**

We recognise the importance of older people's views in the shaping of our services and committed to consult them following the strategic review in 2019-20. The Covid pandemic meant this was delayed but we are currently engaged in a major project to seek older people's views on future provision.

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**Explore opportunities to work in partnership with other organisations and statutory services towards the WHO standards to make Barnet an Age Friendly borough.**

This remains a live ambition.

## Our aims for 20-21

- Being relevant to younger older people so our services can be truly preventative.
- Be the go-to organisation for older people in Barnet, be the ones they trust to support them through challenges and to embrace later life.
- Ensure our services are responsive and innovative.
- Ensure our systems and infrastructure can support our growth.
- Adapt services to make them covid compliant and aim to reach more people digitally.
- Seek new sources of funding through both grants and community funding.
- Embed Age UK Barnet at the heart of social prescribing, continue the work we have begun with Primary Care Networks and GPs.







## Neighbourhood services

*Encouraging older people to increase wellbeing and make the most of later life*

2019-20 was the second year of our contract with the London Borough of Barnet to provide Neighbourhood Services for older people.

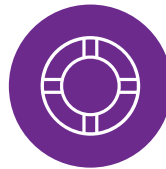
**It comprises of four main strands:**



Wellbeing



Falls Prevention



Later Life Planning



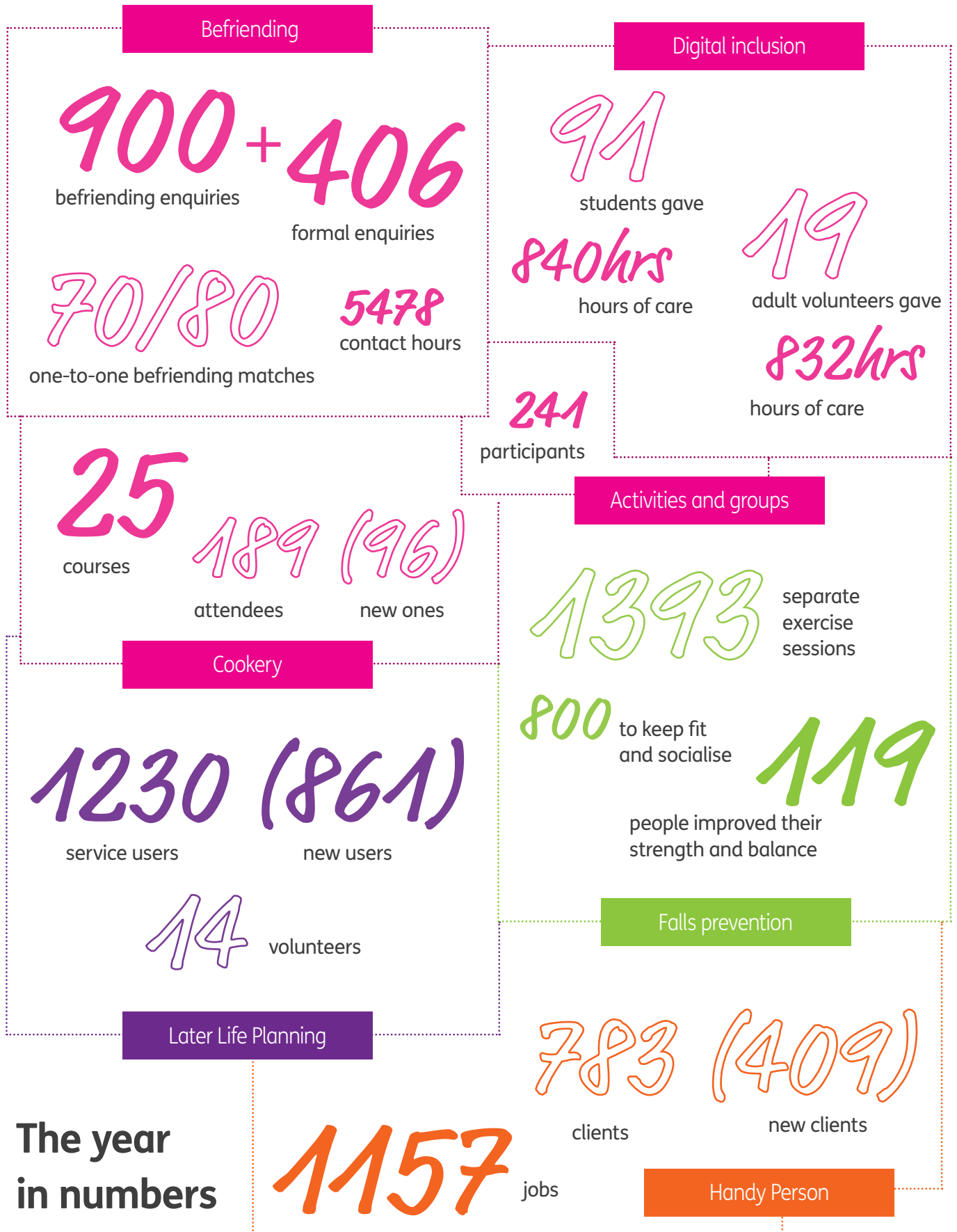
Handy Person

Promoting, maintaining and enhancing the wellbeing of our older residents is a key component of Age UK Barnet's mission. The services and activities under the Wellbeing umbrella aim to bring pleasure, contact with others and good physical and mental health to those who participate. In this review we focus on a few elements of our wellbeing programme – befriending, digital inclusion, cookery plus activities and groups.

The restructure at Age UK Barnet in February 2020 focussed on the Wellbeing elements of the contract, identified during the council's strategic review as a high spend area. It resulted in a streamlined staff team, alterations to external provider arrangements and a financial re-organisation. Changes to services were inevitable and our first step was to set up a survey so we could find out what really matters to our older people and which services and activities they would most enjoy. Events and lockdown overtook us but this survey is ongoing.

### COVID-19 response

During the pandemic we had to suspend all the face to face activities which are central to our service and sense of wellbeing. Fortunately moving activities such as The Seniors Choir, musical performances and gentle exercise online, has maintained a level of contact between people who may have otherwise become increasingly isolated. Our "Doorstep Moves" initiative also took Falls Prevention sessions literally to individuals' doorsteps.







## *Gisela's story*

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**Befriender Gisela helped her client who is house bound and spends long periods of time alone, with a variety of issues.**

Our Client was referred to Age UK Barnet by the discharge team at Barnet Hospital following an admission for arthritis complications as well as a COPD and heart issue. There was concern about a fall and the fact she lives alone. She is house bound and spends long periods of time alone. Her befriender Gisela helped her client with a variety of issues. She showed her how to move reading lists between kindles; link Nectar points to an online supermarket account; contact Adult Social Care to provide a perch stool; she signposted her to our Later Life Planning team to resolve a pension query; has picked up extra food items when requested and take items to the post office.

*“We speak twice weekly for up to an hour and have lively discussions about family, politics, food, gardening, books and lots of laughs! She also emails me. There are times when my client has needed additional emotional support and I listen and try to be understanding and caring. And when someone close to her died I also made her aware of local bereavement services. My client says I prompt her to do something about things she is worried about. As our friendship grows, I can tell when something is up and C tells me I am a great comfort and support to her.”*

# Befriending

## *Making a difference to those facing social isolation and loneliness*

The Campaign to End Loneliness tells us that 45% of people in England, some twenty million of them, admit to feeling lonely and that half a million older people go at least five or six days a week without seeing or speaking to anyone at all.

Loneliness and isolation can be exacerbated by poor health, long-term disability, financial issues and older people are particularly vulnerable. Well over half (59%) of those aged 85 and over and 38% of those aged 75 to 84 live alone and two fifths of all older people (about 3.9 million) say the television is their main company.

Our Befriending Service provides companionship and emotional support, a link to the outside world for many who struggle to even leave their homes. The service takes a holistic approach, working closely with other providers, to make sure isolated clients know what is available to them and are offered support appropriate to their needs.

The service dealt with over 900 enquiries for those who were isolated and lonely in addition to 406 new formal referrals. This was an increase of 33% on last year. All those making enquiries receive information on potential services across the borough that are most appropriate to their needs.

In 2019-20, the service supported 70-80 one-to-one matches between clients, made possible by 60-70 befriending volunteers who logged 5478 contact hours with 166 clients over the period. There were 47 new matches.

A further 35 clients were referred to Age UK's Call in Time telephone befriending service, 475 to other organisations offering befriending services in Barnet, activities or other 'isolation-busting' services. As demand exceeds capacity the service aims to increase the number of clients who are matched by other agencies, especially those like

GoodGym. Some very successful matches are sustained over a number of years and reach a point when our formal input is no longer required. Often they still keep in touch and sometimes return for our support, especially at end of life.

Over half the matches involve volunteers regularly assisting the digitally challenged and disabled clients to use modern technology, access information or assist with paperwork and appointments. Some befriending volunteers do short term or one-off visits in collaboration with our Later Life Planning and Digital Inclusion services.

The service could not function without its team of dedicated volunteers who receive training, social opportunities to meet each other and out of hours telephone support. A volunteer assistant works as part of the team to log new referrals and triage enquiries while other trained volunteers are joining us to help with volunteer support.

### COVID-19 response

During the Covid-19 pandemic, all our matches by necessity switched to telephone contact only and we also welcomed an additional 220 clients and 93 volunteers to be part of a new Telephone Pals service.

This started at the very beginning of lockdown and has been able to continue with additional support from Age UK's national Coronavirus Appeal.



## Digital inclusion

### *Opening up the online world to Barnet's older people*

Age UK Barnet continues to work hard to give more older people opportunities and encouragement to develop their digital communication and computer skills.

Our Micommunity project, which started in 2011, continued in its ninth year. Weekly sessions were held in different schools in the borough including Mill International School, Wren Academy, Woodhouse College, St James, Colindale, Bishop Douglass and Queen Elizabeth Girls, Barnet. Hendon School also joined us for the first time this year, opening its doors to local older people looking for support with IT.

We've also developed a series of weekly drop in sessions around the borough including Burnt Oak, Childs Hill, Edgware, Mill Hill and North Finchley. These are led by volunteers and have supported 161 people to get to grips with their technology.

At all these sessions the participants have one-to-one support from a knowledgeable student or adult volunteer, and this year they have developed their skills to be able to email family and friends, shop online, use social media, download films, books or TV programmes and use their phones to take photographs.

This year 91 students gave 840 hours of support during the year and 19 adult volunteers a total of 832 hours.

### COVID-19 response

During Covid-19 we have had to put our face to face sessions on hold, but our dedicated team of digital volunteers have been guiding older people over the phone, helping them to connect with friends and family on Zoom and Skype, carry out online shops and set up online banking.



## Bishop Douglass school's story

*"Our volunteer has been supporting me. He is knowledgeable and it has been a pleasure to have his guidance. He has taught me a lot and been a tremendous help. His approach and attitude have been excellent. He has been fully committed, turning up every Friday, punctual and consistent. Our volunteer made great efforts to understand what I wanted to learn and communicated well. He listened carefully and allowed me to do the work under his guidance. When he did not know how to do a task he made sure he researched it during the week and the following Friday he would then teach me. I am truly grateful for all his help and I wish him all the very best in his future."*

*"This is to thank you for managing to include me in today's Age UK Barnet's computer familiarising session; it seems to be just the kind of thing I've been looking for and is much appreciated. This, together with the extremely courteous staff and pupils of B. D. school - helped to make the whole inaugural experience a very pleasurable one."*

### Adult volunteer's feedback

*"It's been a pleasure working with you, Howard, and also meeting and assisting all those who attended the IT sessions. I learnt a few new things in the process as well!"*

## Activity centres and social groups

### Bringing people together and sharing experiences

Social interaction is a key element of wellbeing and our team has facilitated groups in the borough's libraries, community centres, cafes and pubs, bringing 241 older people together to make new friends and meet old ones too. Over one third of these were new to our services.

Our activities and lunch clubs held in East Finchley and Edgware are an invaluable way to enhance health by offering physical and mental stimulation, companionship and nutritious meals in welcoming environments at Ann Owens Centre and Deborah Lodge. Some highlights during the year included a Tea Dance to celebrate Silver Week, a Christmas pantomime and festive lunches.

Ensuring the Wellbeing activities are accessible to all is an important consideration within the service. And our ability to get people to events was given a huge boost this year by the arrival of a brand new, suitably equipped, minibus in September 2019. This was made possible by a mix of community fundraising, grants and donations (see page 25).

The minibus is a valuable resource available to the wider community and from October 2020 will be used to take residents of the Grange Big Local area on regular shopping trips. London Borough of Barnet passenger transport services, as well as our wonderful volunteer drivers have ensured that more vulnerable participants don't miss a chance to be involved in the fun.



## Cookery

### *Picking up kitchen skills and bonding over food*

In the seventh year of our cookery programme, there was an increase of over 20% in participation with 189 different people attending a session. Of these, 96 were new clients. There have been 25 courses, which have included men's beginners cookery, Indian cookery, international cuisine, cookery masterclasses, festive cookery, cakes and bakes plus healthy eating. At the beginning of each healthy eating session, our participants enjoy a short nutrition talk from a volunteer nutritionist who is available for the whole session to answer any questions.

Our intergenerational cookery project with Mill Hill International students was a success again this year. The year 11 students pair up with our participants in Cakes and Bakes sessions, producing some wonderful cakes, biscuits and puddings together while forming firm friendships along the way. Research shows intergenerational contact is more effective in combating loneliness than contact with one's own age group.

#### COVID-19 response

Some of our cookery volunteers hosted cookery courses online and many of our existing participants – as well as new ones – rose to the technical challenge of joining on zoom and either observing or cooking along.

## Attendee feedback

*'I told the doctors I didn't want to miss cookery again, and they took me at my word. I'm here and ready to cook!' - 87-year-old Don who missed one cookery session because he was in hospital after a mini stroke.*

*"The recipes are good and easy to follow - my confidence in the kitchen is much-improved as a result. Thank you so much" - George*

*"Keep up the good work and thanks for all the recipes and tips" - Penny*

*"Saj is a superb teacher and inspires us to try new things. The food we prepare is fantastic" - Cliff*

*'As a late comer to the group I was made very welcome. I have certainly learned many new things about Indian cookery and especially spices. The lamb and spinach dishes this week were delicious!' - Rosemary*

# Falls prevention

## *Activities and services that reduce the risk of a fall*

Movement is central to maintaining all round good health. Exercise improves wellbeing by increasing alertness and energy as well as positive mood. It also improves brain health and can increase connections made in the brain. Age UK Barnet hosts a wide range of exercise classes, for all abilities, throughout the borough. During the year 1393 separate exercise sessions ranging from Bollywood dancing, Yoga, Tai Chi and movement to music brought more than 800 people together to keep fit and socialise.

Crucial within our exercise programme are AUKB Falls Prevention classes and this year we worked again with Central London Community Healthcare (CLCH) and the Falls Clinic at Finchley Memorial Hospital to support older people recovering from a fall or who were at risk of falling. Our specialist instructors worked with 119 people on techniques to improve their strength and balance. The classes are offered free for the initial eight weeks via a referral from the Falls Clinic team.

### COVID-19 response

To keep our clients active and improve their strength and balance, our falls prevention team delivered weekly doorstep workouts to some of our vulnerable older clients stuck at home. We also made online falls prevention videos for people to view on our website and YouTube channel.

### Foot Care

Taking care of our feet as we get older is an essential part of falls prevention because something as simple as overgrown toenails can affect our balance and increase the risk of falling. We know some older people just can't do this for themselves so Age UK Barnet has a simple service which saw 136 people visit us in 2019-20. Nineteen of these were new to us. For more complex issues, a qualified foot healthcare professional, visits the Ann Owens Centre.





## Later Life Planning

*Advice and information on benefits, housing, money worries and more*

Age UK Barnet's Later Life Planning Service continued to provide independent, impartial and expert information with a diverse range of complex enquiries and, during 2019–20, worked with 1230 clients, 861 of whom were new to the service. And we helped clients to claim in the region of £602,000 in welfare benefits.

The team, one manager and three advisers, is supported by 14 volunteers to help deliver the service from our centre in East Finchley and also out in the community. Many clients are housebound, living with long-term health conditions and need support to complete complex benefit forms. We know that money from successful claims is used to pay for care, a cleaner, buy healthier food or simply goes towards general household costs. When working with their clients, the Later Life Planning team use a holistic approach. Staff are able to identify signs of isolation, safeguarding concerns, housing needs or adaptations needed in the home. The team works closely with local partners and makes referrals where necessary.

This year has seen an increasing number of enquiries about Universal Credit and mixed aged couples (after the 2019 change in rules around pension credit and mixed aged couples). The service has worked closely with the Department for Work & Pensions and Barnet Council to ensure that our clients receive adequate support and information. As well as dealing with enquiries over the phone and in person, one of the strategic aims of the service during 2019-20 was to reach clients out in the community by holding talks and information events. Covering subjects such as welfare benefits, wills, Powers of Attorney, grants and housing these were very successful and ensured the service is accessible and visible to their clients.

### COVID-19 response

Our Later Life Planning team received a huge increase in calls and they provided crucial information and advice over the phone. Main concerns were how to get food and benefits plus worries about paying the bills and their feelings of anxiety and loneliness.

## Client feedback

*"Thank you for going that extra step to listen and understand what I needed, I feel better informed about my options going forward"*

Mr S, who required general information

*"Thank you - the extra money has allowed me to now have hire a cleaner to help me around my home and your volunteer was very patient with me when completing the very complicated form".*

Mrs S who needed help completing a benefit form

*"I was very anxious about completing the form on my own, but you have been very patient with me"*

Mrs W who we helped with a benefit form

*"Your help is very much appreciated, I had no idea where to start or what to do about the sick note. You stepping in took a lot of stress away which is a godsend at the moment. Thank you so much!"*

John



## *Mr MK's story*

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### **Sensitive considerations to support him on various issues for end of life**

Mr MK was referred to us by his GP who let us know that his patient was terminally ill and needed support with various issues. We were able to help him in a number of ways. The Later Life Planning adviser arranged an urgent home visit during which she found out that Mr MK did not receive any disability benefits. So we applied for and completed an Attendance Allowance Form on behalf of Mr MK as he was too ill to recall all the details required. As part of the process, we arranged with the client's GP Surgery to email the ZG DS 1500 certificate so that Attendance Allowance could be given under special rules. Within three weeks, Mr MK had been awarded Higher Level Attendance Allowance of £87.65 per week with a small, back-dated lump sum.

Mr MK was also worrying about Power of Attorney and his Will and wanted to put his affairs in order before he passed away. So the Later Life Planning adviser discussed and provided information about Power of Attorney and about writing a will which gave Mr MK all he needed to contact his own solicitor to put this into place.

The client wanted to know about planning his own funeral as well. The Later Life Planning adviser talked sensitively through end of life considerations and practicalities and found support to get Mr MK's affairs in order. The adviser provided Mr MK with a copy of Age UK's Information Guide, Thinking About End Of Life, which he could refer to when he was back home. The client was incredibly grateful and said this was just the information he had been looking for. Sometimes it can be very difficult thinking about end of life but being well informed can help people consider all options at a time that's right for them.

We also referred Mr MK to the Age UK Barnet Handyperson Service and a member of the Handyperson team carried out some urgent tasks in his bathroom.

Mr MK was really appreciative of all help provided by Age UK Barnet and knows that he can contact us any time if he has any other concerns or requests.



## Handyperson

### *Promoting independence and safety at home*

Age UK Barnet's highly-regarded handyperson service undertakes a wide range of small repair jobs in clients' homes to help them live safely and independently. Our skilled staff team consists of two part-time handypersons, both of whom are DBS checked and dementia-trained. Promoting this service helps older and vulnerable people avoid the risk of exploitation by rogue traders and scammers. In addition to practical skills, the Handyperson team brings additional benefits, such as some social contact to clients who might otherwise not see anyone. They also disseminate information to the community about other services Age UK Barnet and our partner agencies offer. Where appropriate, the team can highlight and identify issues or concerns with other services or agencies to help safeguard vulnerable clients.

From August this year we have introduced a small charge of £25 per hour with reductions for older people on certain means-tested benefits. In 2019-20 our staff have seen 783 clients, 409 of whom were new to the service. They have carried out 1157 jobs ranging from changing lightbulbs and fixing toilet seats to installing key safes and setting up TVs.

The handyperson service led Age UK Barnet's response when the nation went into lockdown in March 2020 and rapidly introduced practical support for older people with shopping, prescription collection, food parcels and hot meal delivery. Some of these are continuing and are with the handyperson service now under a home support umbrella.

#### COVID-19 response

The Handyperson team continued to operate during the pandemic in PPE changing lightbulbs and moving furniture but were also redeployed to other Covid response activities such as delivery of emergency food parcels and meals.

### *Client feedback*

*"Adam was excellent - he was very helpful and went above and beyond to give assistance to me. I am so happy he came. The service is so good, I had no idea this was here to help me. I am incredibly grateful"*

Mrs B

*"Thank you so much for arranging for a handyman to come and fix the bracket inside our cupboard today. He did a superb job and was a very nice gentleman. We were very pleased and very grateful."*

Mrs L

*"Becky... You have really saved the day with this one! Thanks a million!"*

Naomi





## Barnet Connect

*Creative, physical, group activities through volunteers and collaboration*

Our National Lottery-funded project Barnet Connect got off to a great start and our team of four part-time staff have set up some fantastic volunteer-led activities reflecting a wide range of interests.

Working with other small local organisations, Age UK Barnet has taken the lead on recruiting, training and placing volunteers to deliver activities for isolated older people across the borough.

As well as running the groups, our volunteers have helped us shape and create our programme of activities and make them such a success.

We also started an activity buddying programme – matching clients with a volunteer who works with the client to help find local activities they enjoy. The volunteer then supports the client until they feel confident enough to go on their own. This may mean accompanying the client to the first few sessions.

### Volunteer-led activities

By March 2020, we were offering up to 10 weekly activity groups around the borough, which includes four weekly cookery sessions, plus a regular programme of cookery demos and our monthly musical afternoons.

### Crafty Fridays

Card making, drawing, painting, knitting or crocheting – a weekly meet-up where like-minded individuals create together. More than 70 older people benefited from these mornings.

### Games Afternoon

Scrabble, Ludo, Rummikub, cards – good natured competitive game playing every Monday afternoon at The Bohemia in North Finchley.

### Cookery Demos

Regular cookery demos at sheltered housing units where residents get a chance to pick up a few kitchen skills and sample the food afterwards.

### Cookery Courses

A variety of options from one-off cookery workshops to 6-week courses which range from Indian cookery, healthy eating and men's beginners cookery to international cuisine and a weekly cookery club for those who are more confident in the kitchen.

### RAF Men's Group

We teamed up with the RAF museum to offer a series of fortnightly talks about war planes, military history and the role of the RAF in the world wars up to the present day. The men also enjoyed a cup of tea and a chat together after the talks.

### Musical afternoons

In our monthly musical events at the Ann Owens centre, our older music fans get a chance to enjoy some fantastic acts – professional musicians and performers including cellists, classical guitarists and jazz musicians as well as opera singers and Frank Sinatra-style crooners.

### Dementia Café

A monthly get-together for people living with dementia and their carers – with refreshments and activities such as gentle exercise and reminiscence work.

### Dementia Choir

Our choir master Jenny La Touche hosts this fun, bonding fortnightly sing-along for people living with dementia and their carers



## *Kelly's story*

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**Kelly volunteers on our Crafty Friday sessions and has enjoyed seeing people get so much pleasure from creating.**

*"I decided to volunteer with Age UK Barnet out of a desire to give something back – I helped my mother and grandmother get their lives back after health issues, so I wanted to see if I could make a difference to other people too.*

*I was originally interested in becoming a volunteer walker or befriender, but once volunteer manager Lisa mentioned helping out on Crafty Fridays, I thought, 'That's right up my street!'*

*Each week I'd set up the tables for the various activities – art, knitting and card making – and during the session I would chat through projects and help*

*participants. A few might need a bit of extra help – due to arthritis, some participants had problems with the fine motor skills required in more detailed tasks and, for instance, I'd help them peel back tape or arrange their cards. Others would fly through the card making so quickly we'd have to slow them down.*

*It's been great to see people get so much pleasure from making something by hand and giving them as presents to friends and family. Christmas was particularly enjoyable, making wreaths, decorations and cards, chatting and then looking forward to seeing each other again in the New Year."*



## Barnet Social Prescribing Service

*Signposting & connecting people to local community activities & services*

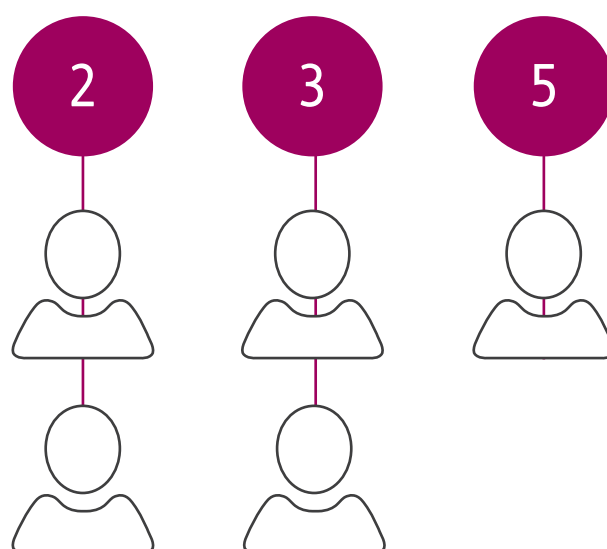
The challenge of the ageing population and supporting people with long-term conditions is one of the biggest our society faces. Chronic illnesses consume approximately 70 per cent of the health budget. But as there is no cure for them, they require us to look beyond the traditional clinical model the NHS offers. This is where social prescribing comes in. By connecting people with local community services and activities we can improve the health and wellbeing of large numbers of people. This was made clear as far back 2010 by Professor Sir Michael Marmot in his review, Fair Society, Healthy Lives, which pointed out that the majority of health outcomes are attributable to socio-economic factors. In fact, it is estimated about a fifth of visits to GPs are for a social problem rather than medical one. But the benefits go beyond simply improving the health of individuals. Many of the schemes empower and engage patients, helping to give them independence, while at the same time making the most of our community assets.

Age UK Barnet has been recognised for our role working as part of an Adult Frailty multidisciplinary team (MDT) pilot, working within Barnet which was set up over two years ago. Age UK Barnet staff who have been part of the team demonstrated they can provide invaluable input as part of the MDT to inform patient care plans and connect patients into the community, as well as engaging patients in local community activities provided by Age UK Barnet and other local partners. This was Age UK Barnet's first steps towards social prescribing working hand in hand with the NHS.

Age UK Barnet is committed to build on this newly established relationship and will continue during 2020-21 to work with the Primary Care Networks in Barnet to ensure that Age UK Barnet and the voluntary sector continue to work in partnership to deliver social prescribing in the borough. In July

2020 Age UK Barnet was commissioned by Primary Care Networks 2, 3 and 5 to directly employ five Social Prescribing Linkworkers. In addition, Age UK Barnet has also been contracted to deliver the management of the social prescribing service across 5 of the primary care networks within Barnet. Age UK Barnet aims to ensure that social prescribing across Barnet will set a precedent within North Central London by ensuring consistency in the service delivery resulting in excellent patient outcome as well as helping GPs to have time to focus on clinical issues for patients. Age UK Barnet is also working in partnership with the Barnet Federated GPs who also employ several social prescribing link workers on behalf of some of the Primary Care Networks in Barnet.

### Primary Care Networks



*Linkworkers*

## Walks

### Getting active in Barnet's open spaces

Funded by The London Community Foundation, we have established five health boosting walks in beautiful locations throughout Barnet. These are supported by an enthusiastic team of 14 volunteers. Whether taking place during mornings, afternoons or weekends the walks usually conclude with a cup of tea and a chat. A great way to support Wellbeing!

#### COVID-19 response

Walking groups remained active – and even expanded – during a large part of the pandemic apart from periods of lockdown and was an important way for people to get together and connect.

## Participant feedback

*“The walk is so fantastic. Our volunteers are very patient and it's been very nice to meet new friends! Thanks Age UK Barnet.”*

*‘A chat with new friends and a bit of exercise – what could be better?’  
Syd, Friary Park participant*





## Volunteering

### *Giving back to the community*

2019/2020 has been a big year for Volunteering at Age UK Barnet! Volunteers are such a fundamental part of our organisation and this year we have had support from an amazing team of individuals in every part of our service.

We have had 375 individual volunteers who between them have contributed more than 70,000 hours of volunteering support.

April 2019 saw the start of the National Lottery funded Barnet Connect project which brought a number of new volunteer opportunities which have been extremely popular and successful. One of our biggest successes has been our Crafty Fridays, mentioned on page 18. We recruited a great team of volunteers to support these mornings.

We have also, with support from the Eleanor Palmer Trust, set up a Dementia Choir which has been a lovely volunteering opportunity and the choir has been greatly enjoyed by the participants. Our monthly Dementia Café supported people living with dementia and their carers, all of whom enjoyed the activities and exercises the enthusiastic volunteer team put together. Other sessions we have run include talks at the RAF museum, a games afternoon and card making and cookery demonstrations at sheltered housing services. Our monthly music afternoons are now led by this project and, again, have been supported by a fabulous team of drivers who enable people to attend when they find getting out and about difficult. In total we have had support from nearly 80 volunteers which has enabled us to create really innovative activities for our older people.

This year has also seen the start of our walking project funded by London Community Fund for 12 months. We have set up a number of gentle walks in Barnet's parks, led by trained volunteers and involving a tea or coffee stop! These have

been popular and we are continuing to expand the number of walks and volunteering opportunities. In June 2019, to mark Volunteer's Week, we held a "Thank You" event for our fabulous volunteers. This year we were extremely lucky to be hosted by Barnet and Southgate College in High Barnet who provided a superb venue at the Tudor Room, and delicious food cooked by their catering students. We were entertained by George Ritchie who sang his heart out and got everyone dancing. A great evening to celebrate our great volunteers!

We have continued to benefit from the support of some corporate volunteers, as well as some council employees who have given their volunteering time to Age UK Barnet. Particular thanks to the Council's Prevention and Wellbeing Team who helped make our clients' Christmas lunch a festive event. Ecoworld and BDO Accountancy have also been especially supportive.

Several schools across the borough have also worked with us again this year to support both cookery classes and digital inclusion work as well as for work experience, all of which have been enjoyed by clients benefitting from intergenerational projects.

#### Volunteering

**375** individual volunteers

**70,000**  
hours of volunteering support

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## COVID-19 response

As the 2019/2020 year came to an end we were all hit by the Coronavirus pandemic. We were immediately inundated with offers of help and support from a huge number of local people wanting to volunteer to support our older community. We very swiftly set up some new volunteering roles and established a shopping service where we matched volunteers with local people in their area to support them with some practical help and shopping support. We maintained a robust recruitment process throughout this time but worked within the restrictions so lots of phone interviews and written guidance notes! We recruited a total of 51 volunteers who helped with shopping in March 2020 alone, and many more who joined from April onwards.

As the pandemic continued we developed a number of new roles where volunteers supported us to put on online activities, cooked meals to be distributed, telephone befriending, helping people get online, collecting prescriptions and other practical support.

A truly amazing effort by our volunteers and supporters, who have risen to the challenge in these unprecedented times. There have been many volunteers coming forward during this time who have never volunteered before, and some really touching stories from those who have developed long lasting relationships and really benefitted themselves from their volunteering experience. We hope they will remain in touch with us in the future and continue to support Age UK Barnet.



## Ruth's story

### Ruth looks forward to her weekly tea and chat with the woman she befriends.

*"I started volunteering for Age UK Barnet when I was coming out of a difficult period in my life, in which I'd suffered from depression and loneliness, and I wanted to try to pull something positive out of my experience."*

*The lovely lady I befriend lives about a 20 minute walk from my house so it's perfect. I visit each week for about an hour when I sit in her (usually very warm) front room with a cup of tea and we chat about everything!*

*She's got loads of stories about the war, and loves reminiscing about her late husband. Just to listen sounds like nothing – but I really think she gains a lot from it: she doesn't have family nearby and finds it hard to get out and about, so these weekly connections are her only real opportunity to vent about whatever is on her mind. Sometimes it's old holidays, old celebrities she met years ago (I never know who they are) and sometimes it's how rude the gas man was last week. I look forward to our time together – it has never felt like a chore."*



## External providers 2019-2020

### *Working with local community groups to extend our reach*

Age UK Barnet continued to work with a group of 11 smaller, independent groups and charities around the borough who offer wellbeing services and activities for older people.

These were:

- Barnet African Caribbean Association
- Barnet Asian Women's Association
- Barnet Elderly Asians Group
- Chipping Barnet Day Centre
- Colindale Community Club
- Cultural and Recreational Organisation for Tamil Elders
- Friend in Need
- High Barnet Good Neighbour Scheme
- Good Neighbour Scheme for Mill Hill and Burnt Oak
- Jewish Care
- New Barnet Community Association

Together they reach Barnet's diverse communities, offering activities and services including exercise classes, health checks, arts & crafts lunch clubs, discussion groups, befriending, advice, reminiscence, and intergenerational activities.

The Good Neighbour schemes in High Barnet, East Barnet, Mill Hill and Burnt Oak provide very valuable services including foot care, gardening and lifts to medical appointments. With the cost of a missed GP appointment estimated to be around £45 and a missed hospital appointment around £108, that represents valuable support to the NHS. Services and activities offered by the external providers are aimed, like those of Age UK Barnet, at reducing the risk of loneliness and isolation and increasing older people's wellbeing.

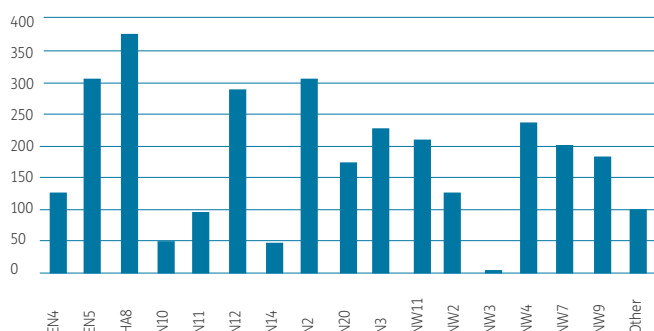
This year the external providers reached 1619 clients including 496 who were new to their services.

Given the reduction in contractual funding, Age UK Barnet has had to reduce the number of providers it works with during 2020-21.

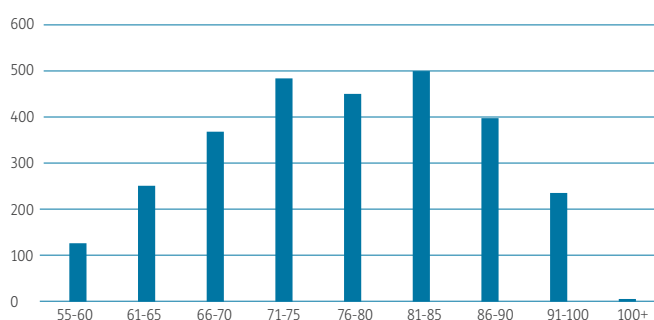
#### Reporting

Age UK Barnet reports to the local authority every quarter and reports on the activity across all these strands and on those of the external providers. This year we reached 10,733 people. We have full demographic information for some of these clients who are happy to give us their details.

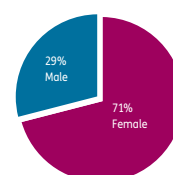
#### Postcodes



#### Ages



#### Gender



## Income generation

It was one of Age UK Barnet's aims in 2019-20 to seek new sources of funding, not only through grant and foundation applications but also through hosting special events and raising awareness in our local community.

We were successful in securing funding for a new minibus which was delivered in September 2019 and are grateful to the following for their support:

[The Clothworkers Foundation](#)

[Innocent drinks](#)

[Bernard Sunley Charitable Foundation](#)

[Transport for London scrappage scheme](#)

[Community fundraising specifically our team in the Royal Parks half marathon 2018](#)

In 2019, we had a smaller team for the Royal Parks event which raised just under £2000 and we have worked hard to recruit more runners for this year's race which has been postponed to April 2021. Among the runners is our trustee Professor Catherine Loveday who put together a series of talks focussing on the brain which we held at the Ann Owens Centre in the autumn and winter of 2019/20. These informative and lively talks were well attended and covered topics such as 'Music and Memory', Managing Stress and Better sleep'.

Other events in the year included

- Two supper quizzes
- Our second Carol Concert
- A tennis tournament
- A film screening in partnership with the Phoenix Cinema

We have maintained our close connection with Innocent and once again were able to inspire our supporters to get knitting over 6000 hats which were then used to decorate smoothie bottles in retailers.

Many charities rely on legacies as a key element of their fundraising strategy and we are planning to make this a key focus for Age UK Barnet over the coming year. Our aim is to ensure our clients know the difference between us and the national organisation when they are making plans to leave a gift in their will. Every penny left to Age UK Barnet in this way is spent in our borough.

Using Age UK's legacy protocol we have secured a proportion of a number of estates this year by successfully proving a strong connection between Age UK Barnet and the deceased individual.



## Communication

Our website is our main source of information for older people in the borough and this year had 129,000 hits. Many of these, some 30,000, were to the scams pages which reflect older people's continuing concerns about rogue traders and scammers.

Our social media presence has grown rapidly and in 2019-20 our followers on Twitter and Facebook jumped to over 2000. We have invested in training for staff to improve their digital skills as it is such an important mechanism for engaging with all our stakeholders.

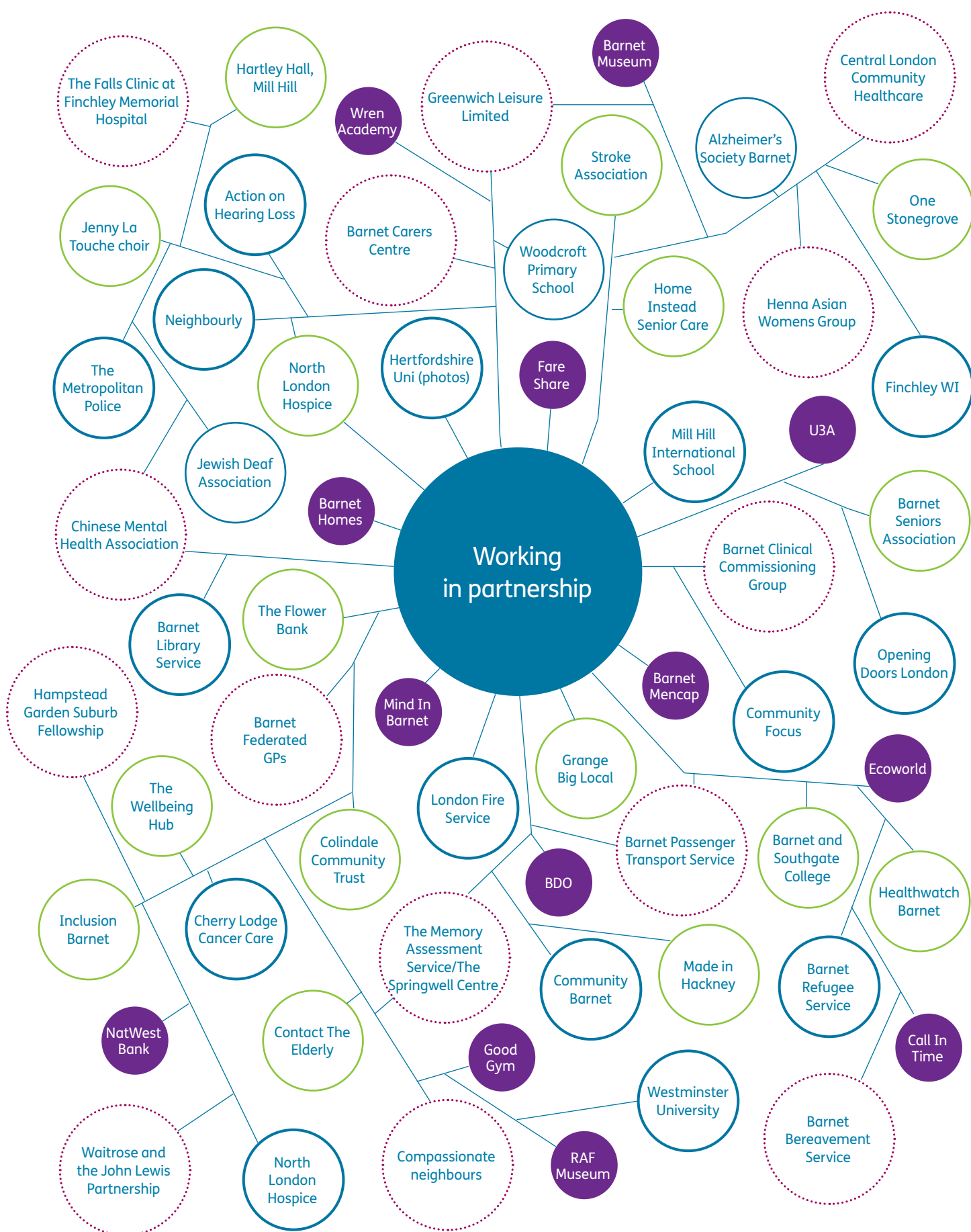
More traditional methods of communication are still popular, particularly as online technology remains a challenge for some of our client group. We produce a hard copy newsletter quarterly and our What's On guide is regarded as a key directory by older people, by other organisations in the borough and by health and social care professionals.

This year we printed close to 9000 copies and each month we sent out 765 copies by email.

## Partnership working

With a population approaching 400,000, Barnet is the largest of the London boroughs and it has many voluntary sector and community groups serving its many diverse communities. Age UK Barnet works with these groups to ensure information reaches those who are traditionally seen as 'hard to reach' to make them aware of our services and the support available for older people. We are also a key strategic partner for the local authority and involved in networks such as the Communities Together Network and the Voluntary Sector Forum.







## Financial summary

The main source of income for the year was from contracts for the provision of charitable services from the London Borough of Barnet. Employment costs comprised 64.9% of the total resources expended by the charity in the year. In the previous year they accounted for 62%.

Age UK Barnet relies heavily on the commitment and hard work of its staff, its volunteers and its Board of Trustees.

### Funding sources and fundraising

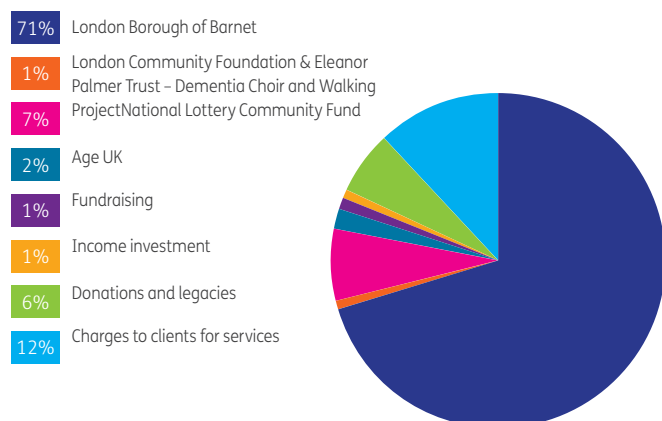
Age UK Barnet has been pursuing a detailed fundraising strategy which is available to all staff and stakeholders. In summary, we are conscious of the advisability of diversifying our sources of income, given our continued reliance on contract income to fund our range of services from the London Borough of Barnet. AgeUK Barnet has an active policy of applying for grants from grant making charities to fund appropriate additional charitable services and activities which are intended to enhance the core services which we provide and which are described in this review. In 2019-20 we were successful with a number of applications: Grange Big Local Shopping Bus; LCF walking project; and Dementia Choir.

In addition, Age UK Barnet has an active program of community events and community engagement designed further to embed us in communities within the Borough. These have included quiz nights, talks and attendance at community events and our second Carol Concert at Holy Trinity Church, East Finchley. We have also continued to develop a “Friends of Age UK Barnet” network which is designed to promote community engagement and practical support for our Charity including in relation to fund raising. This policy is designed to elicit both practical and financial support for the Charity.

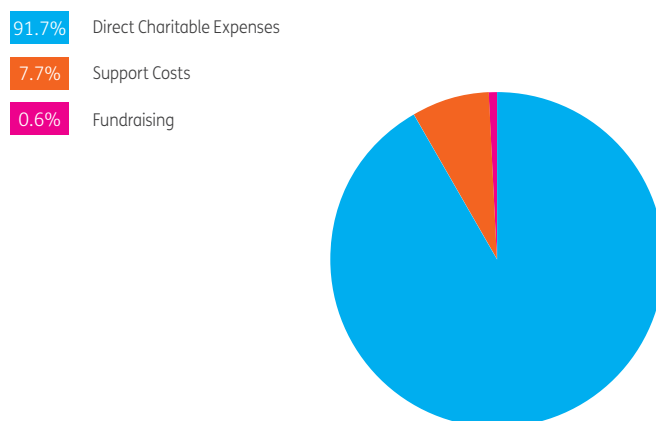
As a Charity, beneficiaries, donors and statutory contractors have the assurance that all the income of the charity must be applied for charitable purposes. The charity benefits from tax exemption on income for charitable purposes, and on investment income and gains, provided these are applied for charitable purposes.

This year £31,129 was spent on fundraising and approximately £28,629 was raised excluding successful grant applications.

### Income



### Expenditure







A special thank you to



Follow us on social media



@ageukbarnet

The Ann Owens Centre, Oak Lane, London N2 8LT  
Phone number: 020 8203 5040 | Email: [info@ageukbarnet.org.uk](mailto:info@ageukbarnet.org.uk) | [www.ageuk.org.uk/barnet](http://www.ageuk.org.uk/barnet)