



## Age UK Barnet - Annual Review 2022-2023

To improve the lives  
of older people in the  
London Borough of Barnet







Celebrating Black History  
Month at Age UK Barnet's  
Ann Owen's Centre

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# Our impact

The year 2022-23 was a year to rebuild. To rebuild our activities and services which had been adversely affected by the pandemic and to rebuild older people's confidence to get out and about, to engage with services and to make the most of later life.

Age UK Barnet's key role in improving older residents' wellbeing is more important than ever and we have seen increasing demand for all our services.

We have supported well over 12,000 people during the year, an increase of close to 30% on 2021-22. We estimate we have made individual connections with around one in every eight older people in the borough.

Referrals to our Later Life Planning Service grew by 20% this year reflecting the increasing financial hardship facing older people and the desperate choices faced by

many. Almost three quarters of the referrals were from people who were new to us, some seeking support for the first time in their lives.

Our dementia support services continued to grow from strength to strength and our wellbeing services including befriending and digital inclusion sessions provided a lifeline to more people than ever this year. Please read on to find out more.

We could not achieve any of this without our dedicated staff team and our wonderful volunteers who have created a warm and welcoming Age UK Barnet community that is there for all our older people.

Thank you to all our supporters, donors, funders, partners, friends, staff, volunteers, and trustees, together we can face the challenges that the next twelve months will bring.



*Helen Newman*  
**Chief Executive**



*Lorraine Barnet*  
**Chair**

# Our values



## COMMUNITY

We seek to understand our neighbourhood, promote a sense of community and cohesion, and encourage integration across ages groups and cultures



## RESPECT & DIGNITY

We value all people, respect their beliefs, embrace diversity and are committed to equality



## COMPASSION

We respond with humanity and treat each other with kindness and compassion



## EMPOWERING

We strive to improve health and wellbeing, maximise independence and promote positive ageing



## PROFESSIONALISM & INTEGRITY

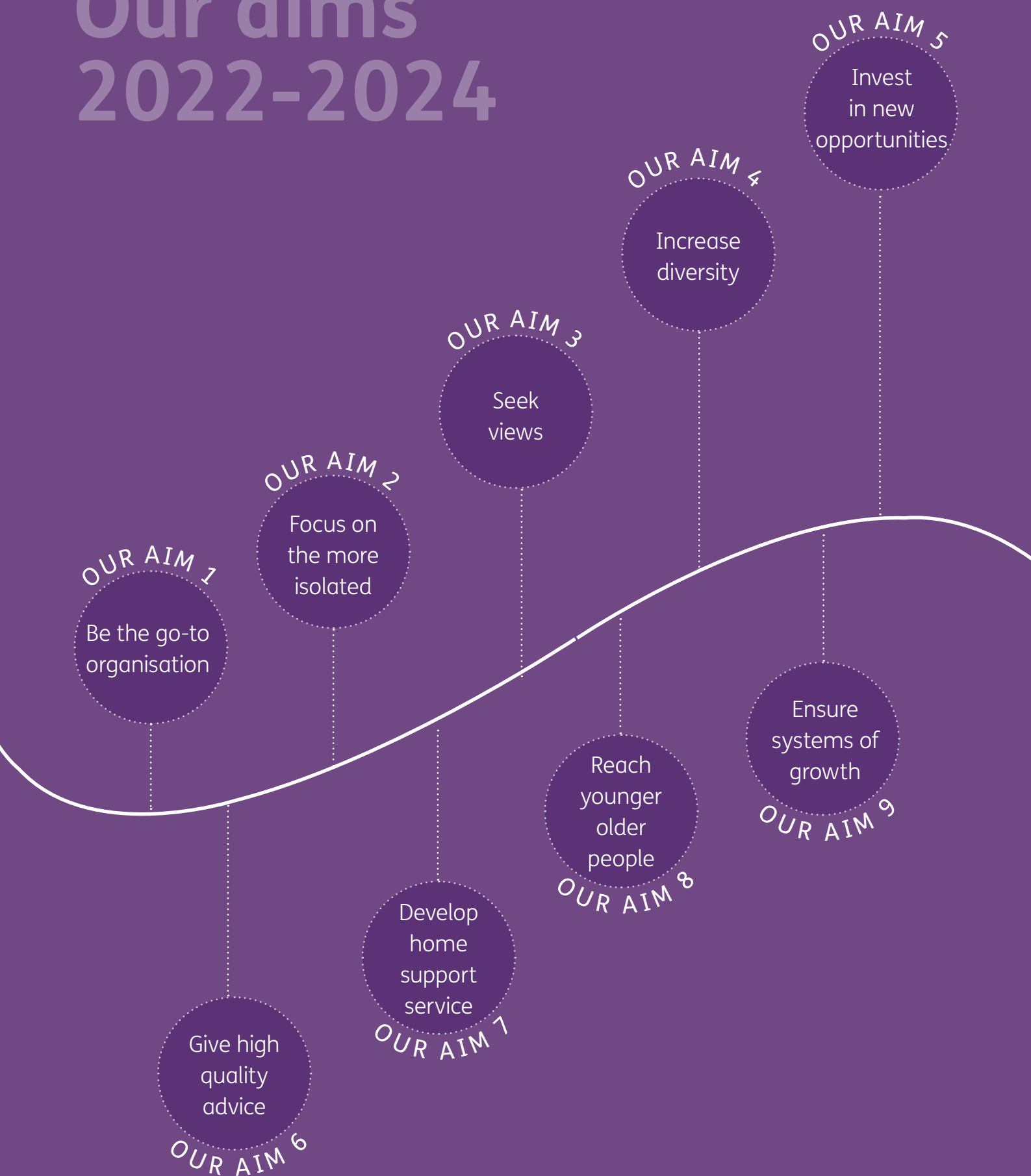
We will be proactive and flexible in seeking solutions to challenges, and will be fair and transparent in our decision making

## Mission + Vision

To improve the lives of older people in the London Borough of Barnet



# Our aims 2022-2024



# Our aims 2022-2024

1. Be the **go-to organisation** for older people in Barnet, be the ones they and their families trust to support them through their challenges and to embrace later life.
2. Focus on reaching the most **isolated older people**, ensuring that people are visited face to face.
3. Increase opportunities to formally seek the **views of older people** and improve the way we measure impact.
4. Increase the **diversity** of our client group.
5. Invest in **new opportunities** for older people to **stay active** both in person and virtually.
6. Invest in maintaining our **high-quality, independent advice** offer.
7. Further develop our **home support service** to meet increasing demand.
8. Be relevant to and inclusive of **younger older people** building longevity into our relationships enabling our services to be truly preventative.
9. Ensure our **systems, infrastructure and investment can support our growth**.

## Our goals

- To empower all local older people to live healthy, happy and more independent lives.
- To combat loneliness and social isolation.
- To support our local partner organisations in providing the best possible age friendly services.
- To provide an inclusive service that adapts to the needs of our local community, and values all ages, families and individuals.



Our advice and practical support team continue to reach out to Barnet's residents.

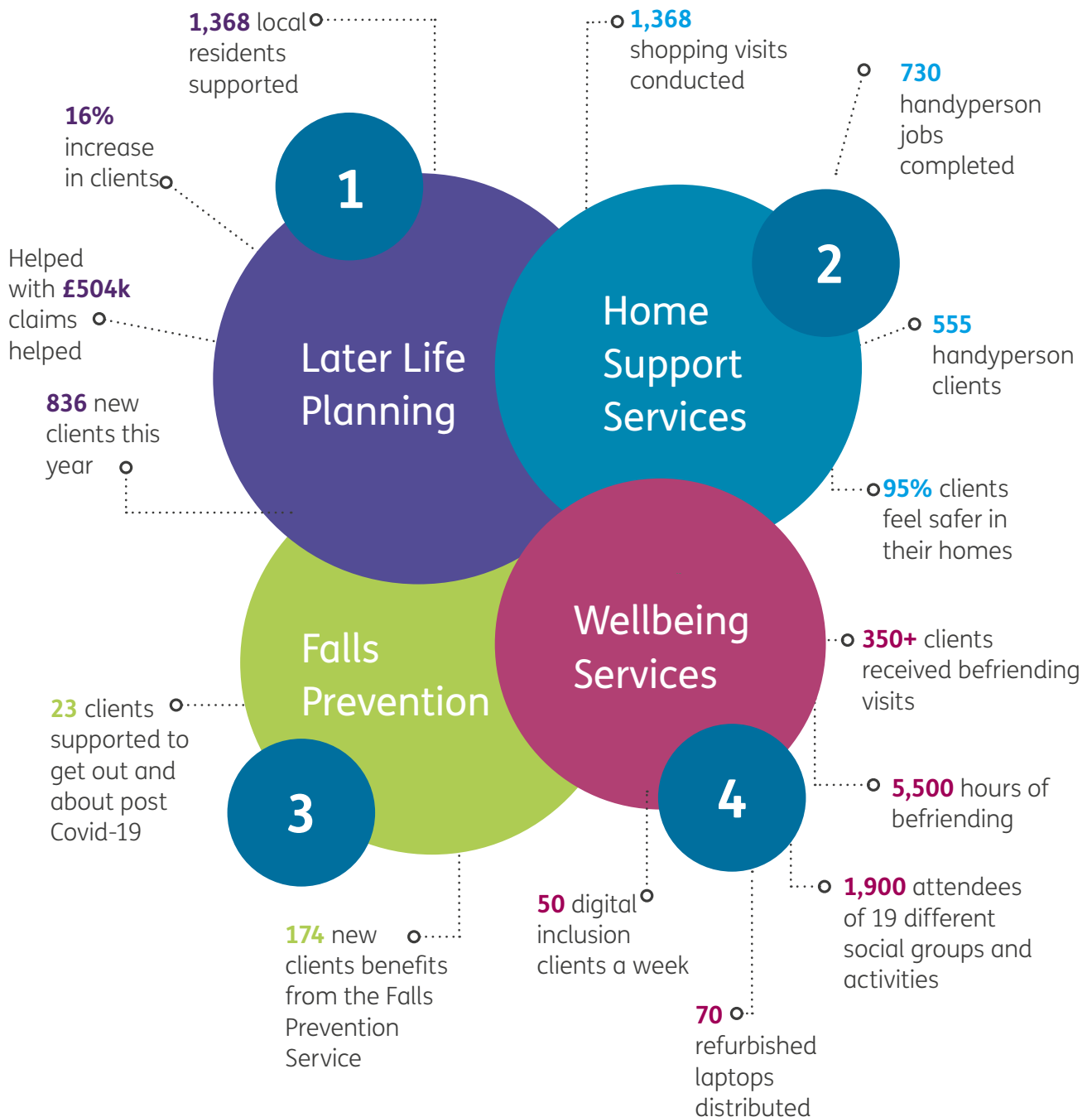


# Neighbourhood Services

## Improving the lives of older people in the borough

2021-23 was the fifth and final year of the Neighbourhood Services contract.

This has four elements:



## 1. Later Life Planning

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

It's been an incredibly busy year for the Later Life Planning team and a challenging time for people living in Barnet. We have seen many residents continue to struggle with increasing costs to heat their homes, buy food and stay on top of priority bills. We have also worked closely with the food banks and understand that there has been a sharp rise in older clients accessing food banks, and this has been reflected in the type of support that clients needed from the Later Life Planning Service.

**16%**

*increase from last year, supporting 1,368 local residents this year.*

The service has far exceeded their reach this year by supporting 1,368 local residents, which is just over a 16% increase from last year. We have also seen a significant increase of new clients

accessing our service for the first time since 2014; this increased from 836 new clients in 21-22 to 1,018 this year.

The main issues included support with claiming welfare benefits, income maximisation and benefit checks, information on housing and increasing rents and accessing grants as well as care options and end of life information.

Our team helped residents claim over £504,000 in weekly benefits which has made a real difference to older people's lives.

Age UK Barnet has again received funding from **Emmanuel Hospital**, via Age UK national, to enhance the work of the information and advice team and a trainee adviser was appointed. The team were also able to refer eligible clients onto the Household Support Fund which is being administered by Age UK Barnet and this has helped clients who could benefit with a one-off grants.

## Case study

CL, aged 88, a divorcee, living alone in a leasehold property she owned outright, and without any long term health conditions or disabilities. CL worked part time, but decided to stop as asked to work night shifts. She wanted to know if could receive any financial support. Our LLP adviser performed a benefits check and supported her to submit an online claim for Pension Credit Guarantee Credit. CL also required

information about maintenance of her boiler and heating at home, so a referral was made to the agency SHINE who carry out environmental home visits. She was able to settle into retirement with the extra income from pension credit to top up her pension and also now receives help with her council tax. *'Jessi was so helpful and patient, I could not have completed applications without help!'. CL, LLP client*

## 2. Home Support Services

*Promoting independence and safety at home*

### Shopping service

Age UK Barnet shopping service is essential for those clients who have no other forms of support for shopping. They are unable to go online or access the community independently.

**1,368**

*shopping visits, supporting 30 vulnerable clients with the help of 28 volunteers.*

We have a strict eligibility criteria and are unable to take on clients who want to be accompanied to the shops. In these cases, however, we spend a significant amount of time signposting clients to other services to meet their individual needs. These include charitable organisations such as **The Red Cross**, supermarket telephone shopping services and supporting people to start accessing online services.

In the last financial year, we have undertaken 1,368 shops and we are currently supporting 30 vulnerable clients with the help of 28 volunteers.

Many of these shopping partnerships have evolved into very positive befriending relationships between client and volunteer.

### Handyperson Service

Age UK Barnet's Handyperson Service supports older people so they can remain safe and independent in their homes for as long as possible. The handyperson team takes on small jobs that have become too much for an older person. We also support statutory services like the NHS to support timely discharges with moving furniture.

We completed 730 jobs this year for 555 of our clients from April 2022 to March 2023. This is slightly lower than previous years for the following reasons:

**95%**

*of handyperson clients said they felt safer in their homes after using this service.*

a) The transition to a paid-for service. We are now consistently charging for services (other than light bulb changing and essential health and safety jobs). There are two levels of charging which are £25 per hour or £15 per hour if on means-tested benefits. However, some clients who were used to a free service are reluctant to pay.

b) We have had some staff turnover but now have three part time handypersons who have very complimentary skills and are providing a good all-round service.

c) We have previously run a gardening service which was included in Handyperson figures. We have not been able to provide this service in 2023



as it is very intensive to run and we were unable to recruit gardeners. However, we are aware that this is a much-needed service for older people and we have received a lot of enquiries from people unable to find affordable gardening services. This is an important gap in provision.

The service also worked with Barnet Homes contractor WG Wiggington to provide energy saving measures and advice to Barnet residents.

According to a recent survey, 95 per cent of handyperson clients said they felt safer in their homes after using this service and would recommend to their family and friends.

*Comment from client after our handyperson was able to fix a handrail so that her husband could be discharged home from hospital.*

'I was delighted with your service and thank you so much for fitting us in and for Adam who did a great job'.

**Client GH**



### 3. Falls prevention

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

#### Exercise

All of our exercise/falls prevention classes are live/face to face, with attendances increasing in all classes throughout the year. We have been adding to the timetable of classes throughout the year so that older people have choices close to home wherever they live in the borough.

When the Active and Connected project ends, the five exercise classes will be absorbed into neighbourhood services.

#### Footcare

Our foot care service continues to offer appointments with a podiatrist, alongside our simple nail cutting service. This means we can support people with more complex needs safely.

In total 481 people used our falls prevention service during 2022-23, 174 of whom were with us for the first time.

## Case study

*'I thought the chair-based work might be easy but my muscles know they've had a workout and the classes are designed to build up strength and flexibility as well as using our brains! They are fun because the teacher devises interesting exercises and gives encouraging comments as well as adding a bit of humour. It is so important to keep active and often difficult to find the enthusiasm on one's own.'*

**Sheila, participant at St Johnstone House**

*'My mum has been having weekly walks with V and I felt I should let you know how much mum is enjoying this. She really likes Vân who has been so reliable, and it does get her out of the house at a good time, especially now that the days are so short.'*

**Daughter of client**

#### Finding your feet/Stepping out service

We supported 23 clients during this financial year who struggled to get out and about again after spending months at home during Covid-19.

Following an assessment by the team, clients were paired with a volunteer who accompanied the client for a short walk each week and offered encouragement and support to rebuild the older person's confidence and get them out into the world again. Towards the end of 2022 we began phase out this service and replace it with the new Stepping Out service.

This is aimed at clients with a confirmed memory issue or those living with early-stage dementia. It was intended to encourage independence by providing companionship, activity, and stimulation. There is some degree of overlap?? This service has been a recent development and too early to confidently evaluate, but we have had lots of positive verbal feedback from both volunteers and clients/their families.

## 4. Wellbeing

*Keeping people engaged and connected*

### Digital inclusion (DI)

Age UK Barnet continues to encourage Barnet's older residents to embrace technology- helping around 50 clients a week and 253 in total during the year.

The Get Active and Connected project was extended which enabled us to offer tech support to Barnet Homes' residents in five of their venues and meant we could loan out the remaining refurbished council laptops. A total of 70 have now been distributed and participants have enjoyed support at Hartley Hall, the Mount International school, Woodhouse College, St Margaret's Edgware, The Ann Owens. A recent addition to our timetable was a Saturday morning session at New Barnet Leisure Centre where eight of our DI volunteers who work full time have been able to get involved. Three of these sessions became Warm Hubs during the winter months plus we were able to offer new sessions at the wonderful space of St Margaret's in Finchley

Central. Our At Home DI Service for those who are housebound or working on a desktop PC has continued to be very popular.

For the year ahead, we have just been awarded 30 reconditioned laptops with touch sensitive screens and preloaded simcards offering six months' free wifi.

'I had so many apps on my phone – 20 pages' worth - I didn't know where to start. It's now been condensed to 2 pages and I am much more confident now that it looks and feels simpler.' RP



# Case study

German speaker 81 year old F lives alone and has a minor hearing impairment. She came along to our digital inclusions sessions at Mill Hill International School because she needed extra help with her smartphone. At the end of the sessions the school offered participants a complimentary lunch.

One of the students noticed her strong accent and greeted her in German, which delighted her.

Then, because the student was from the Netherlands and was keen to improve his German, they decided it would be fun for them to speak German when they worked together, sorting issues on her phone, helping her understand what it was capable of.

*'I am much more confident on the phone now, and much more knowledgeable' says F. 'I even learned how to dictate to my smart phone so that the written word would appear, which is very useful as my writing speed is slow. And of course it was lovely to end each session with a very nice meal!'*

**Participant of a digital inclusion session at Mill Hill International School**

## Social Groups and Activities

With Covid-19 behind us, the demand for face-to-face activities has increased. We have worked hard to reinstate all our classes, create new ones and expand the range of activities to cover the Borough and engage with communities.

The monthly publication of What's On listing our activities around the Borough helps to keep clients informed and details how to enrol and engage with activities – we get a lot of enquiries through this circulation.

# 1,900

*attendances in 19 different activities. There have been 210 activity sessions with 377 people attending at least once.*

**Dementia Café** is thriving and we have seen some lovely social connections being made with people in similar situations.

**Friday Art class** is producing some outstanding artwork and all levels of ability are working together in a supportive group.

**Senior Singers** is a joyful and uplifting activity, with an opportunity for clients to join the activity at Ann Owen Centre alongside volunteers, day club clients and friends and is still available to those who prefer to access on-line. The music varies from Vera Lynn to the Rolling Stones!

**Book Club** has attracted the interest of local authors who have joined sessions to read and discuss their book.

We have also responded to requests for online activities as there are clients who are house bound or prefer to refrain from group activities. We have introduced on-line **Poetry Sharing** and a chat group called **What Are You Reading?**

We currently have over 18 different activities with more being planned for Autumn 2023 (Men in Sheds, Beginners Bridge, cookery demos, dance club).

98% of people in a feedback survey said they would come back to another session.  
97% would recommend their activity to a friend.

### Cookery Classes

We have been fortunate to have the services and knowledge of a professional cook to organise our cooking classes. This has resulted in a lovely range of classes including bread making, Indian cooking, French cooking and patisserie.

All classes are well attended and we have a good cohort of volunteers who support our professional tutors. Cooking demos at various sites around the borough have been popular and we will soon be re-establishing these.

**400**

*and more clients participating across the 46 classes that we deliver.*

*'I have thoroughly enjoyed these sessions. I look after my wife who has early dementia so I do some of the cooking anyway, but these sessions have really helped me grow in confidence'*

RK

*'My husband met quite a few people and cooked his own lunch following instructions given by the cookery teachers. In fact he's been continuously talking about it since he got back home - he's already looking forward to the next session.'*

Wife of participant



*'Coming to art classes gave me the confidence to go home and paint again after 59 years - ideas are bubbling out of me now'*

**Richard - Art Class**



## Befriending

It has been another busy year for the Befriending Service, with the number of enquiries and referrals remaining very high, especially from younger clients with complex needs.

Many volunteers needed a break or were less willing to make a long-term commitment, as they returned to the office, hobbies and holidays. We actively supported an average of 350 clients and over 100 volunteers at any time, with twice this number over the year. The number of client and volunteer matches we felt we could safely support at a time was gradually reduced from 150 to 100. Our volunteers spent over 5,500 hours in contact with their clients.

Our waiting lists have grown despite us trying to encourage people to access activities. Many

other partner charities closed their referrals, putting more pressure on ourselves. The Barnet Befriending Links Network we support helped maximise the resources available.

The pandemic accelerated the trend toward services being accessed or even delivered via the internet and consultations being only by phone. As most of our clients found this very challenging and many do not have alternative support, they relied on us to send emails and referrals on their behalf. We found we were one of the few services that actually saw people in their homes. Our volunteers witnessed clients struggling with issues that were missed or misunderstood by care professionals. Many faced deteriorating mental and physical health issues, as well as long waiting lists and a care crisis.

# Case study

June\* was reluctant to have a befriender, despite being lonely, but once matched with Anthony she hasn't looked back!

*'Anthony has done me the world of good. I feel like I have known him for 20 years as he is so easy to talk to. He chats to me about football and local history and makes me a cup of tea. I really miss someone making me tea and having the time to sit and drink it with me. I really missed him last month when he had to go to America for his cousins wedding but he sent me post cards which was so thoughtful. I can chat to him so easily.'*

June was really grateful to receive one of our warm packs, just before Christmas. She had been feeling very low that day and it really cheered her up. *'It was lovely to feel special,'* she says. *'Also since my recent fall I always feel cold and the fleece blanket and the hot water bottle were great and made such a difference!'* **Client of befriending service**



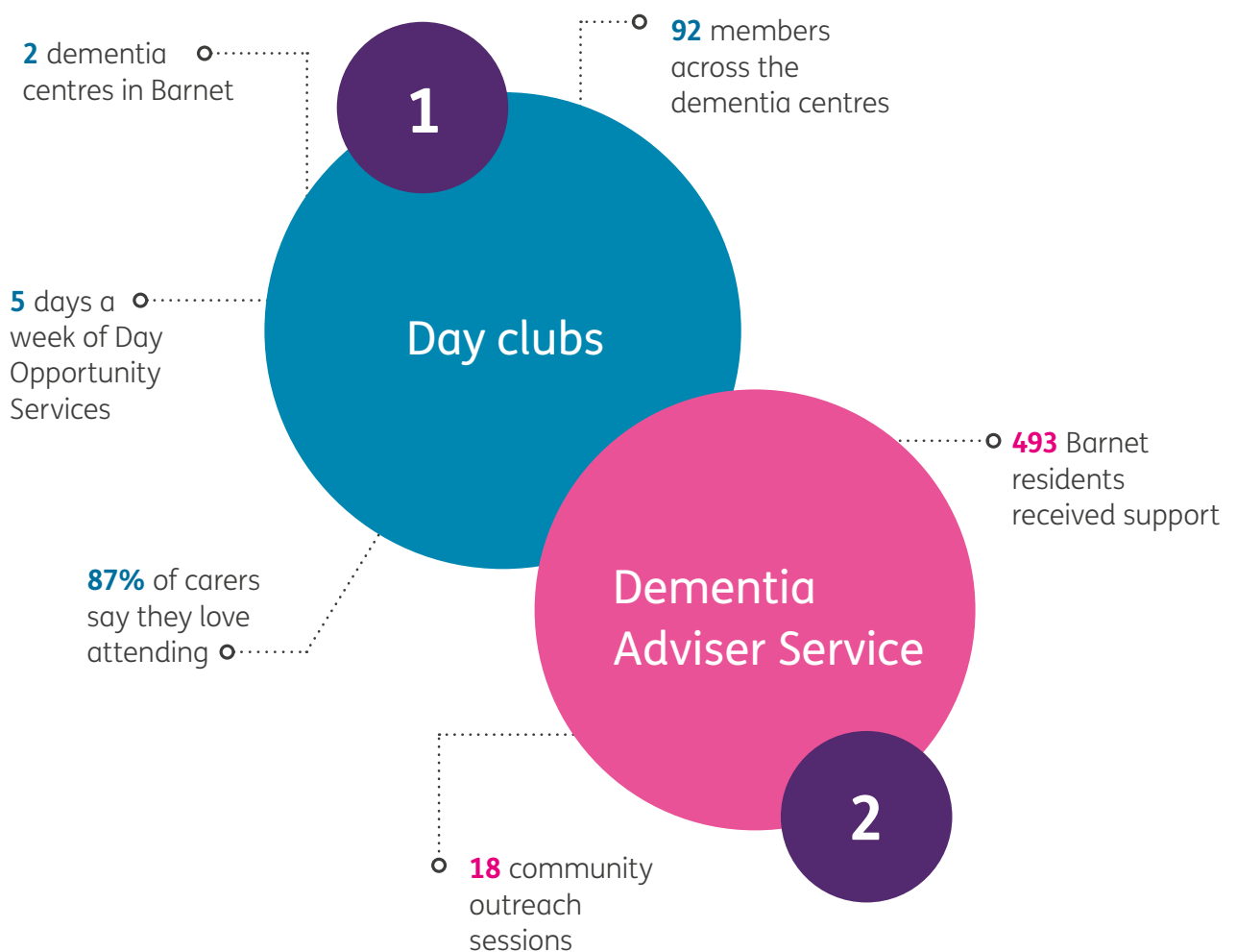


Our dementia support  
hub supports people living  
with dementia and their  
families or carers.

# Dementia Support Services

## Improving the lives of older people living with dementia

Age UK Barnet was awarded the Dementia Support Services Contract by the London Borough of Barnet in December 2020 and delivery began in April 2021. It has two main strands, which sit under a Dementia Hub, providing information to the community:



## 1. Day clubs

### *Mixing with others in a welcoming environment*

Our Day Opportunity Service has been expanding and developing during the last year. With the opening of our second centre in Hendon, we fulfilled our ambition to increase from a three to a five day a week service so that more people living with dementia and their carers/families can benefit from our service. We also grew our relationships with local nurseries and schools.

**83%**

*of carers say that their loved one attending day opportunities has prevented them from needing to access further care/support*

In March we welcomed new members to our second centre, a fully refurbished and accredited Dementia Friendly house in Hendon. This facility, in addition to that already provided at The Ann Owens Centre, means that we have been able to offer person centred and stimulating activities to 92 members living with dementia, and essential respite to their carers and families five days a week.

We have broadened our range of activities to include yoga, visits from primary and nursery aged children, celebrations of cultural event such as Diwali, Hanukkah, Easter, Ramadan. We have even gone “chair travelling” to Peru, Afghanistan, and China

83% of carers say that their loved one attending day opportunities has prevented them from needing to access further care/support. A testament to the dedication of our wonderful

team of staff, volunteers, support workers, drivers and chefs who work together to ensure that each day is tailored to the members’ needs.

In the coming year, we are exploring ways in which we may be able to grow further for example by to reach out to younger people with dementia or even identify a third venue!

*‘I can’t thank you enough for what you have done for my mum – she’s made new friends and you all have been fantastic.’*

MG

*‘I wanted to thank you for all you did for S and for myself. You are all wonderful, not only offering a place for my wife but giving me respite and support.’*

PB

*‘It’s so nice to make a friend’. Doreen and Audrey clicked straight away when they met at our day club. ‘We’re both chatterers and talk about everything and anything and put the world to rights,’ says Doreen. ‘We only see each other once a week and come in together on the same minibus and we just don’t stop talking.’*

Our 74-year-old day club member John brought in his impressive display of weight lifting trophies and photos from his competing days. In 1990, he achieved both the British Masters record and won the European championships. Still lifting weights, he’s an inspiration!



## 2. Dementia Adviser Service

*Helping families find the right support*

Our team of dementia advisers have provided support to 493 Barnet residents in 2022-23, both those living with dementia and those caring for loved ones with a diagnosis.

**493**

*Barnet residents received support from our dementia advisers*

They've provided information on a range of subjects - stimulating activities within Barnet, powers of attorney, welfare benefits and advice with accompanying fact sheets about managing changes in behaviour, along with linking carers into services for ongoing support. The dementia advisers have attended monthly dementia café sessions, which has seen attendance by carers and their loved ones increase significantly.

The sessions have developed organically and seen those attending share experiences and enjoying meeting with the dementia advisers in person. The dementia advisers have developed partnership working with organisations including Barnet Carers Centre, Admiral Nurses and The Barnet Memory service. They have also been out delivering information sessions to local community groups and professionals to not only raise awareness about living with dementia but also information about how to get a diagnosis if you are concerned about your memory.

The team will continue to raise awareness of the service within the community and have also been working closely with some GP practices to

provide one-stop shop health review sessions for those living with dementia and their carers. The dementia advisers have also been supporting various research programmes seeking volunteers to participate in research into dementia, which is also an important part of supporting those living with dementia and those who may be diagnosed in the future.



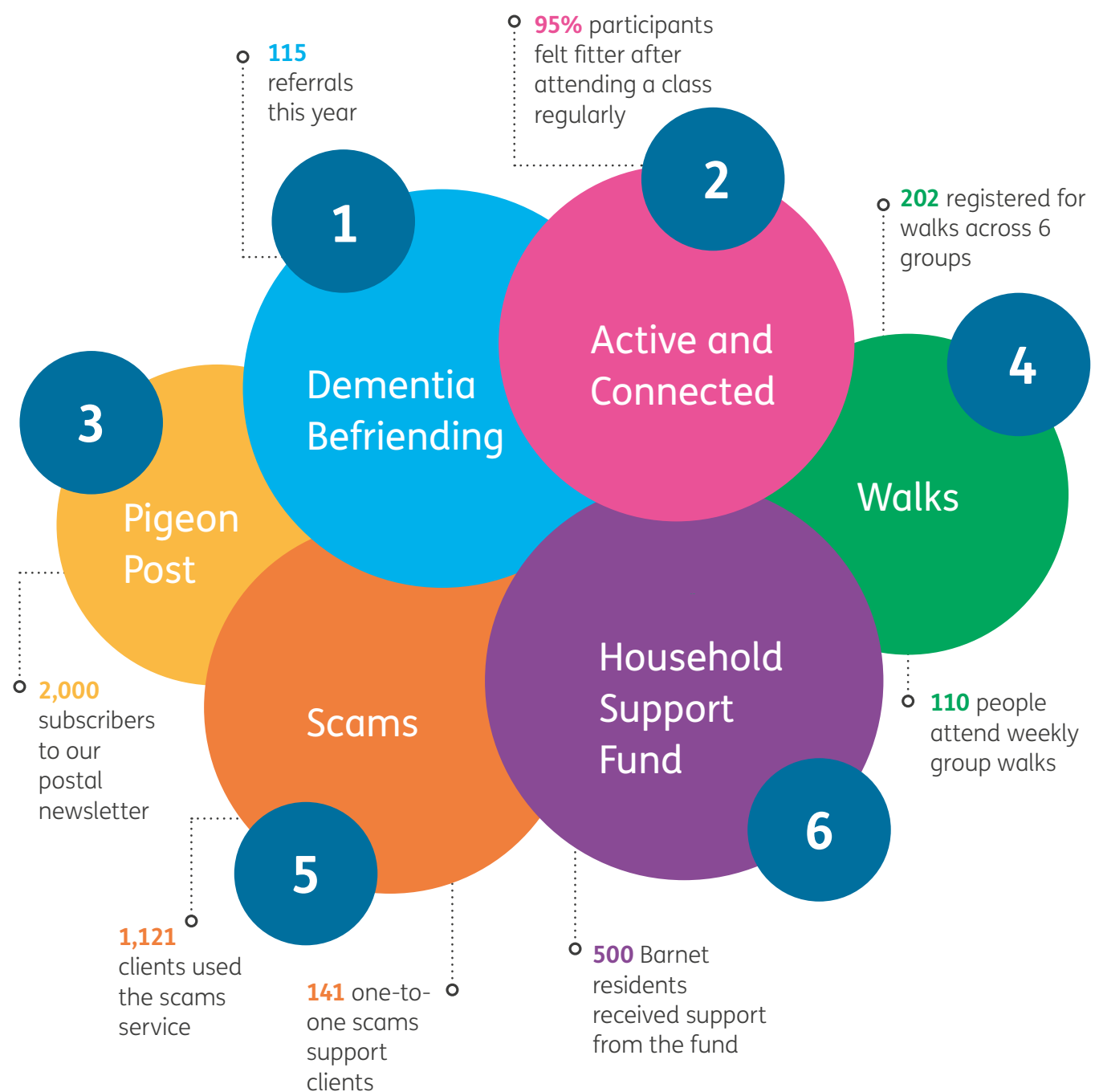
'Age UK Barnet has helped me with curtain hanging, nail cutting and dementia advice. It's such a relief to have Age UK Barnet – you always tell me what you can do – AND DO IT!' **LW, Memory Matters, Dementia Prevention**



Improving physical and  
mental wellbeing, and  
making friends.

# Additional Funding

We received funding from the local authority to increase our reach with: Dementia Befriending, the Active & Connected project and Pigeon Post. We worked with Barnet Homes and their contractor WG Wigginton to deliver exercise classes in sheltered housing schemes.





## Dementia Befriending

*Companionship and support from trained volunteers*

This service, which is for people with mild to moderate dementia, started in October 2021, and is now into its second year. We are currently supporting 19 clients and we have 17 volunteers. We have received over 115 referrals this year. Although many of these referrals have not met the eligibility criteria as clients are in the more advanced stages of their condition, we have been able to signpost into either our internal Dementia Support Services or to external agencies.

**115**

*referrals received to add to the 19 clients we support with our 17 volunteers.*

We have been able to offer our volunteers excellent training options from face-to-face and online dementia training and tailored sessions facilitated by psychologists from the memory service. In addition, we have liaised with a local care home that specialises in caring for those living with dementia and they have provided immersive training experiences for our volunteers.

*'My mother really looks forward to and enjoys the regular volunteer visits - she found it stimulating to talk about current and past experiences.'*

**DB**

Most of the clients referred to us are over the age of 80 and they present with multiple health issues. As a result, we have lost nine clients since the start of the project: some have died or needed nursing or residential care.

At times it has been difficult to recruit volunteers into the service, particularly into certain areas of the borough such as the West side and we are receiving more and more requests from this area. Volunteering as a dementia befriender requires different skills to regular befriending. A volunteer needs to understand and manage the complexities of their dementia clients and feel comfortable with the fact that clients can present differently on different occasions. This impacts on volunteer recruitment numbers.



## Sheltered housing exercise classes /Active and Connected

*Get Barnet moving*

We were excited to work in partnership with Barnet Homes with funding from WG Wiggington to set up gentle seated exercise classes in four of their sheltered housing schemes around the borough. Specifically designed for less active people, the classes were initially free to join to help reduce any barriers to entry, and were open to both residents and non residents. Through feedback surveys collected at the beginning and end of the class period, we found that over 95 per cent of the participants felt fitter and were more active after attending the class over a six month period.

# 95%

*of participants felt fitter and were more active after attending the class over a six month period*

When this funding came to an end, we brought one class into our neighbourhood services offer. At the end of March 2023, we were running eight exercise classes around the borough. Three under neighbourhood services and five under the Active and Connected umbrella. They include Movement to Music, Tai Chi, Seated Yoga, and Gentle Seated Exercise classes, all focusing on improving strength, flexibility, and coordination, which help with preventing falls. Attending weekly classes also helps mental and emotional wellbeing with people feeling less isolated and part of a group.

*‘Thank you for making the exercises both beneficial and enjoyable for us. Your welcoming attitude also was very much appreciated.’*

Sister Eileen - Tarling Rd Active standing/seated movement to music

*‘Lesley is a brilliant instructor. She gets the best out of class attendees, and is extremely kind and supportive of those in the class who need extra consideration. I don’t need that support but recognise how she responds to those who do. She is highly respected by us all.’*

Pauline C – Lesley’s Wednesday class



*‘They are such a lovely group and made me welcome from the start, not forgetting the enthusiastic tutor!’*

Elizabeth - Friday Movement to Music Truth Hall



[Change photo?](#)

## Pigeon Post

*Our magazine for older people not online*

We started producing Pigeon Post nearly three years ago, during the second lockdown, for older people without access to a computer. As well as puzzles, quizzes, interviews with local residents, recipes and tips, we continue to provide lists of useful local information, activities and services and emergency help. It now has 2,000 subscribers and copies are either dropped off or picked up by sheltered housing units, libraries, leisure centres and community groups or posted out to individuals. Funded originally by the London Community Response Fund, then the London Borough of Barnet until March 2023, Pigeon Post is now funded by paid for by the charity. We have also been receiving donations from Pigeon Post readers after a request in magazine.

**2,000**

*subscribers to our postal newsletter that started nearly three years ago*

*'Pigeon Post is the most marvellous thing Age UK Barnet has ever done! It is full of wonderful stories, the presentation is very good, it is so clear and easy to understand, and I am so happy to receive it. Whoever thought of it deserves a medal! I keep all my copies in a folder and whenever anyone comes in, I show it to them, but say – you can't have my copies, you have to get your own! I absolutely love it, especially now that I am housebound, it makes me smile but also keeps me informed. Never stop!'*

**Audrey – 93 year old Pigeon Post reader**

## Walks

### *Getting active in Barnet's open spaces*

At the beginning of the year we gained three years' funding from Mercers – the charity of Sir Richard Whittington to keep our walking groups going, enabling us to keep our six popular volunteer led walks around the borough. We also continue to invite guest speakers who share relevant and interesting information during the walk as well as in the café afterwards when walkers socialise together.

The walks are planned and take place in various parks/green spaces in Barnet. All walks are volunteer led with a minimum of two trained volunteers per group, and go at a gentle to normal pace on paved and mostly flat paths. All walks are free to join with donations welcome. The walks last 45 - 60 minutes with an option to stay and socialise afterwards with refreshments at a local café.

We have 17 trained walking group volunteers in the project who walk weekly with their individual groups, and are flexible as they cover another group when necessary. We have some bi/multi lingual volunteers who can speak Mandarin, Japanese, French, and Spanish.

Walkers come from various ethnic backgrounds, and all have unique stories which makes the group dynamics more interesting. There are 202 people registered with the project and amongst the 6 walks, over 110 people walk with their group on a weekly basis.

Future guest speakers include Rhiannon from the [RAF museum](#) who will talk about the history of Barnet, with a focus on Hendon, and Jack from the [Edgware Centenary Project](#) who will share

information about local community events. Sarah from [Swing Fitness](#) will be joining the Montrose group to show them the new fitness equipment and programmes which are available for free for older Barnet residents to use.

*'I adore my walkers, all with different lives, histories, families and views! They are all happy to share their ups and downs both now and from the past . Having grown up in the area I can authentically reminisce with the walkers.'*

Janet has been a volunteer walking leader for the Montrose / Silkstream walking group for nearly a year and looks forward to it every week!



## Scams

*Giving people the tools to stay safe*

The Scams Prevention and Support project launched in January 2022. It's an initiative sponsored by **Lloyds Bank** and funded through Age UK national by money recovered from cyber crimes.

To date we have reached 1,121 people over 38 talks in the community and delivered 143 one-to-one advice sessions.

**1,121**

*clients helped with scam advice, 143 of them being one-to-one sessions.*

We provide our clients with helpful tips and advice about how to keep safe online, over the telephone, how to respond to unsolicited doorstep visits and equip people to be alert while they are out and about in the community. This will reduce the chances of our most vulnerable residents being defrauded out of their money. We have been working closely with the **Metropolitan Police** who have attended some of our community talks and given in depth knowledge on the types of fraud, how to avoid becoming a victim and how to report fraud.

*'The talk was terrific - please come again (every 6 months).'*

*'Good, clear information, well presented.'*

*'I appreciate the good work you are doing for the community.'*

*'It was very well explained, and I feel more confident about how to handle it, if we get caught in the scam.'* Clients who have benefited from the scams advisers.



## The Household Support Fund

*Grants for Barnet residents facing financial hardship*

Age UK Barnet was tasked by the local authority with distributing the Household Support Fund, made available to councils by the Department of Work and Pensions. This was given out as one off grants for Barnet residents over the age of 55 facing financial hardship to help pay utility bills and food costs as well as wider essentials. From May 2022, we gave out over £600,000 in cash grants and helped over 500 Barnet residents. Some 58 per cent of grants helped people with energy and water bills and – also energy related – nearly 20 per cent was given out to replace broken and inefficient cookers, washing machines and fridge freezers.

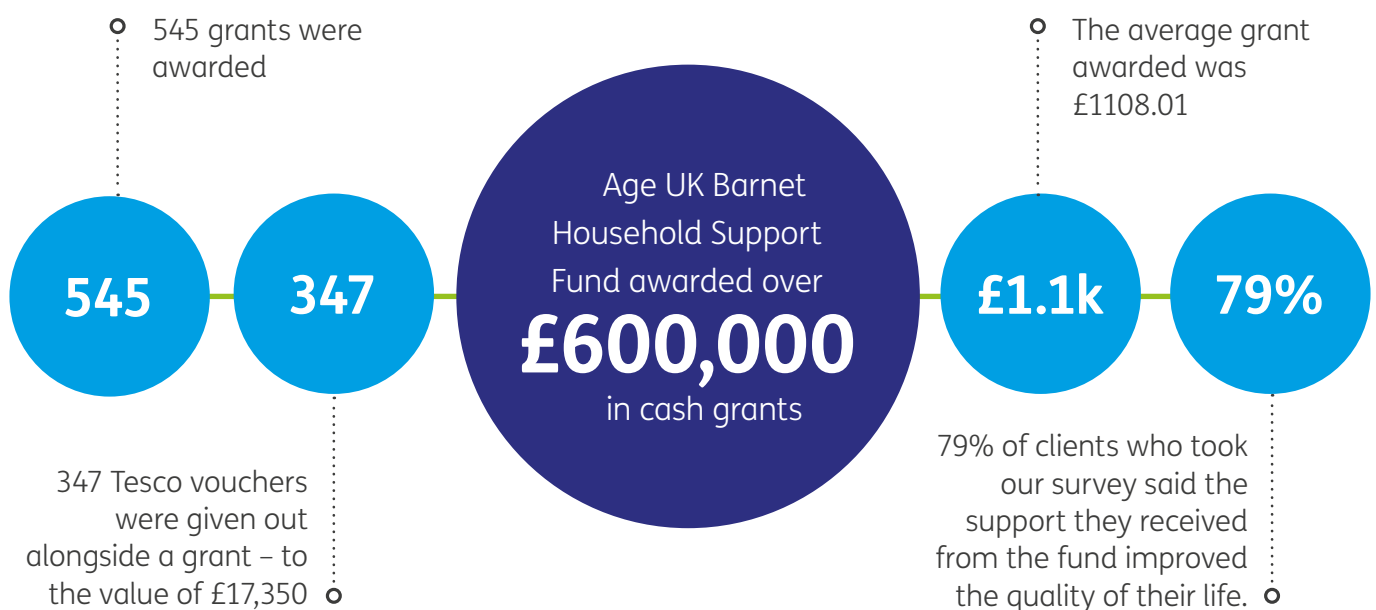
We also distributed almost 100 Winter Warm packs to keep our most vulnerable clients warm and busy during the cold months. These included blankets, hot water bottles and flasks, as well as puzzle books and soup.

As part of our holistic and client centred process, many clients were also signposted to other internal services including scams awareness, Later Life Planning for support with income maximisation and activities. In fact, Age UK Barnet gained 363 new clients.

Clients were also referred to external organisations and schemes including the Council Tax Relief Scheme and the Citizens Advice Bureau.

*‘I never thought I’d surface from the rut I was in! Your humanity has made me feel worthy.’ GH*

*Thank you for being so very understanding, empathetic and taking time to explain things to me. I’m truly grateful for the humility and sensitivity you showed during my desperate time of need’ RE*



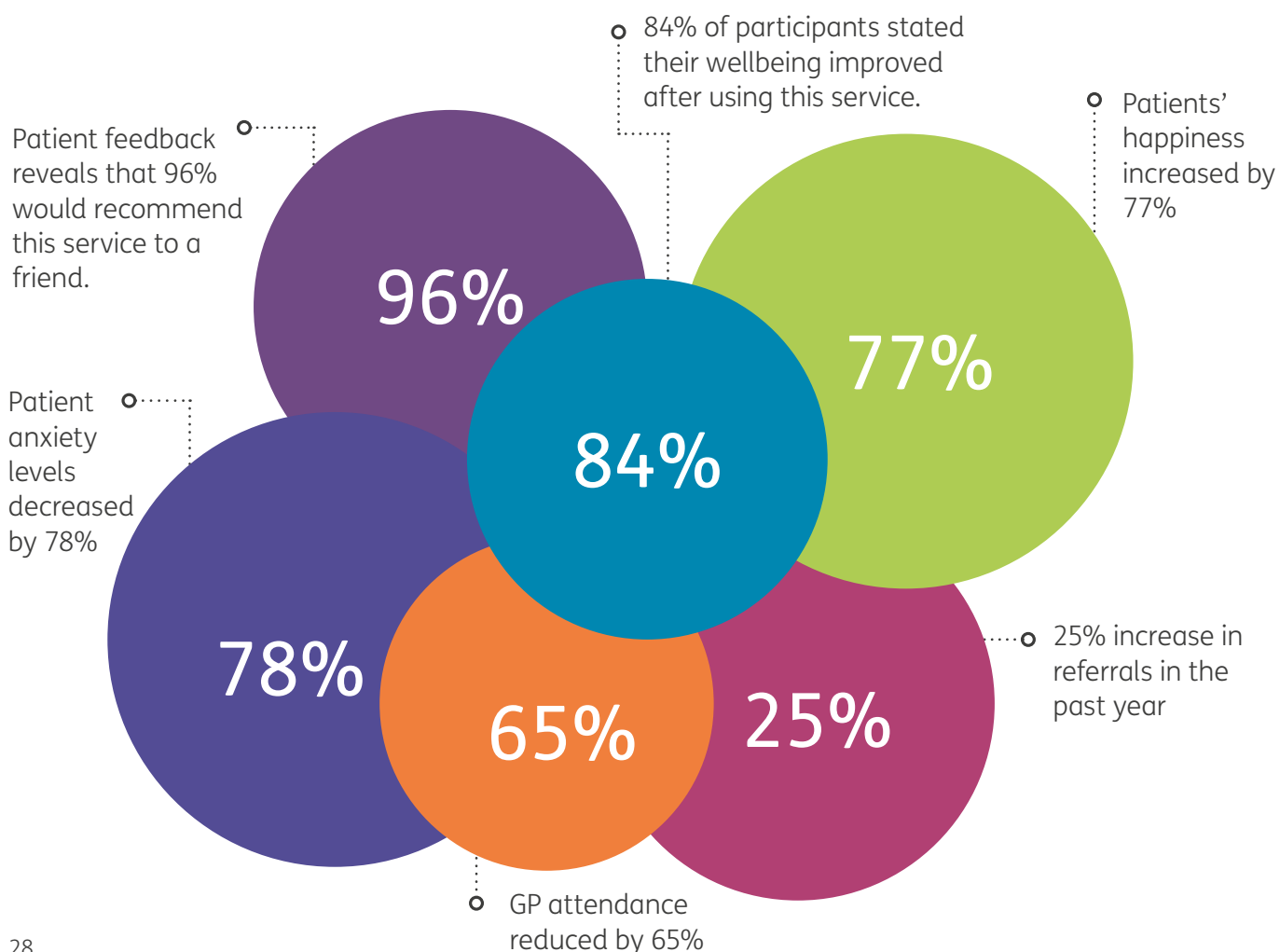
# Social Prescribing

*Linking people to local community support and activities*

Age UK Barnet continues to manage the Social Prescribing service in the borough. This which enables the organisation, through the social prescribers , to raise awareness of our services with hard-to-reach groups. The team supports adults who are registered with a Barnet GP Practice, offering local information and advice for non-medical based needs that are negatively affecting their health and wellbeing. The social prescribing team has grown from 7 staff members to 26 over the last three years supporting 48 GP surgeries in Barnet.

**48**

GP surgeries supported by 26 staff member, which has grown from 7 staff members in the last three years



The most common referral reasons to the service were anxiety and depression; emotional wellbeing; housing information; and benefit support

In 2022-23 The Social Prescribing Service received 7122 referrals - a 25% increase since the previous financial year.

*“My SPLW has been a huge help over the last 6 months. With her help I have managed to come off antidepressants and am more understanding to how to manage things when it gets tough. She is amazing”! Patient CB*

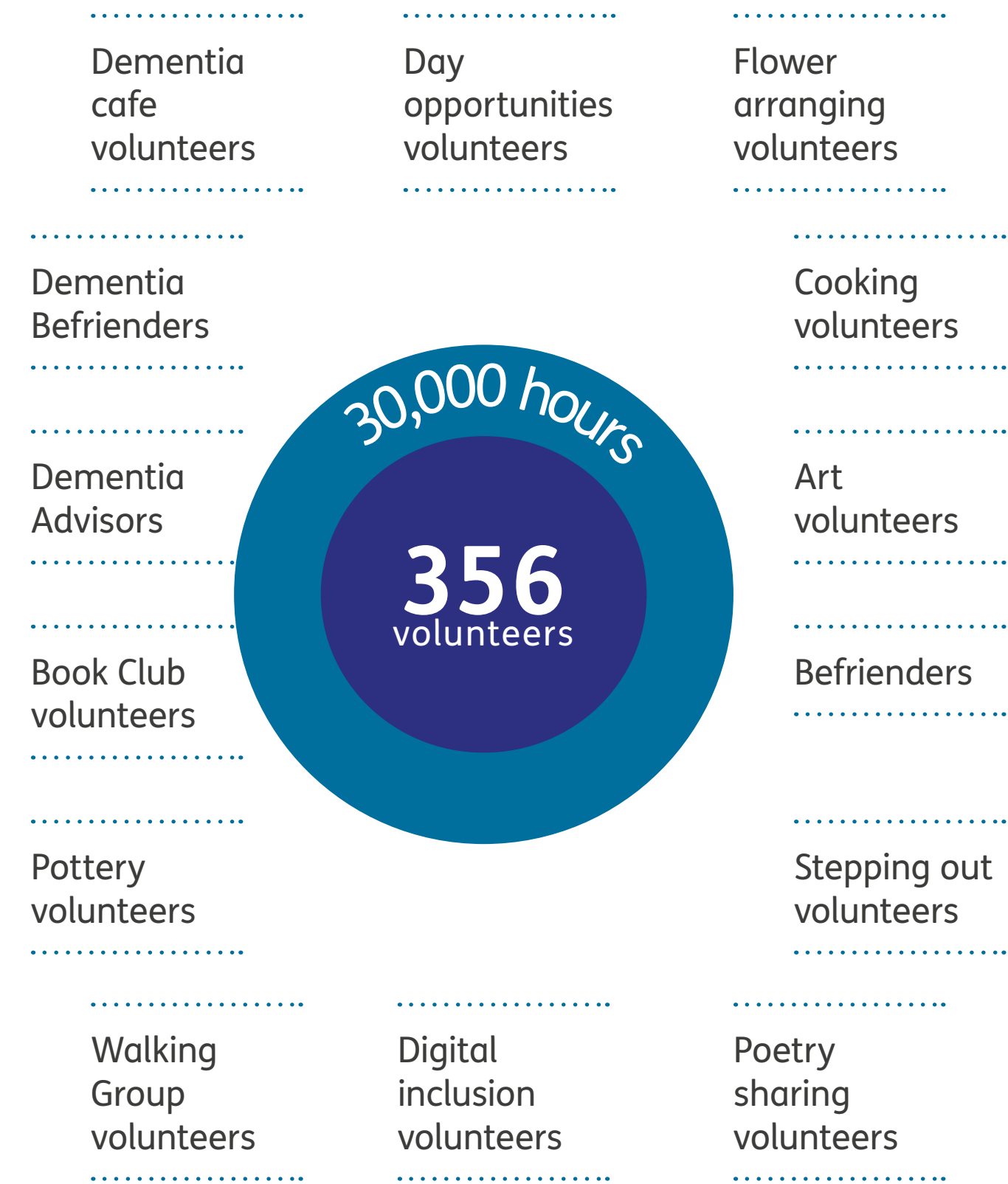
*“My SPLW is a very knowledgeable, compassionate and dedicated person and I am more than happy with all the help, guidance and support I have received from her. I also have already recommended her to my friends. A massive thank you” Patient OP*

*“Excellent conversations and very knowledgeable about all aspects. Has a very calm and soothing voice. Enjoyed our sessions immensely” Patient CW, Frailty MDT*

# 7,122

referrals received, which is a 25% increase since the previous year.

Age UK Barnet has played a key role in the pilot project for the Frailty MDT in Barnet since it began in 2018 and in September 2022 we appointed our first full time member of staff as frailty MDT co-ordinator. The role is intended to support those who attend the Frailty MDT to offer community services signposting and short-term case work support for clients who need support engaging with community and statutory services. The MDT co-ordinator has worked with over 125 different people and their family members or carers since September. The most common referrals or signposting has been made to Age UK Barnet services such as wellbeing activities, later life planners and dementia advisers as well as supporting patients receiving pendant alarms, accessing Barnet carers centre support and adult social care, and many more. This role works alongside the frailty clinic team, speech and language therapists, GPs, physiotherapists and many more to provide the client with the full MDT approach to offer a joint up approach for their health and care.





## Volunteering

### *Giving back to the community*

Age UK Barnet is exceptionally fortunate to have a fantastic team of more than 350 volunteers supporting the organisation! We are constantly inspired by the dedication and compassion that they show, and they enable us to provide such a wide range of valuable services.

This year has seen a slight drop in numbers of people applying to volunteer nationally which has been reflected here too. We have had many more applications from people who are studying and need experience, and also people looking for experience to get into work. Eight of our volunteers have joined our own staff team (having competed with external competition) following their volunteering experience in this year alone.

We are pleased to be working with Middlesex University and Barnet and Southgate Colleges to support work placements as well as some other training providers.

We have expanded the range of volunteering opportunities as our services have expanded and have also tried to introduce flexible volunteering options which will fit around different work patterns. For example, our Saturday morning digital inclusion sessions are well supported by a team of excellent volunteers who all work full time, so weekend volunteering suits them and our clients benefit from their fantastic skills. We have been able to provide training in various ways for our volunteer team and have continued to develop what we can offer to meet new service needs. 55 volunteers have attended Dementia Awareness training to help support our clients in the most appropriate way, and we are constantly looking at new options to develop skills. Our

volunteers are incredibly supportive of our training and very willingly attend sessions – both face to face and online.

We estimate that our volunteers have dedicated 30,000 hours of their time in the last year and achieved many amazing outcomes.

100% of volunteers would recommend Age UK Barnet as a good place to volunteer, according to a feedback survey

*‘This was my first time volunteering but I enjoyed every bit of my participation. The team members are so committed and the impact/results were so visible and gratifying. For me, this was a remarkable experience.’*

KR

*‘I absolutely adore the Thursday evening cookery sessions – it is the highlight of my week!’*

WL

*‘I volunteer every Thursday and I love it! It is hard to say what I like most. There is a wonderful mix of people who attend and I enjoy all the conversations that we have. There is a lot of laughter, and we generally end the day with singing. I may not sing well but I sing with enthusiasm!!’*

Elaine, day club volunteer

## Engagement and fundraising

We held more than 10 community events this year – as well as our regular Wellbeing events, and talks from our trustee, neuroscientist Professor Catherine Loveday, we put on two large community events



### Memory Talks

In April Professor Catherine Loveday gave a talk about memory changes in older age and when we need to worry and over 70 people attended. Later talks from Professor Loveday include ‘Can you think yourself young?’ and ‘Boosting everyday memory’

### Jubilee Jamboree



The highlight of the summer was our Jubilee Jamboree which took place on Saturday 11 June to celebrate the Queen's Platinum Jubilee. There was live music all day plus activities, crafts, games and stalls as well as a lavish afternoon tea served. The Mayor of Barnet Cllr Alison Moore also unveiled our commemorative mosaics - a joint project with local schools Martin Primary and St John's Friern Barnet, which not only commemorate the Queen's Platinum Jubilee, they are lasting symbols of a wonderful intergenerational partnership.

### Financial talk and wellbeing event

In September, we held a talk at the Ann Owens centre from Green Doctors offering tips on how to reduce energy bills. We also held a Wellbeing event for people who might be struggling with anxiety or financial hardship which included talks on reducing stress, budgeting and meditation.

### Silver week

During Silver Week we held a traditional afternoon tea – with some wonderful musical performances from students at Copthall School.

### Black history month celebration

In the middle of October, we were delighted that celebrity chef Levi Roots could join our Black History Month event to celebrate Black history and culture.

As part of the celebrations, Levi gave an entertaining and inspiring talk to the older people about his fond memories of growing up in Jamaica and his experiences of moving to London, including how tough it was at times. He also talked about how his life changed since appearing on Dragons Den with his Reggae Reggae sauce.

Levi is a familiar face at Age UK Barnet, having visited their men's cookery class in 2018, showing



them how to make his famous jerk chicken. Other festivities at our Black History Month event included a lively steel pan orchestra, a cookery demonstration and taster and spoken word poetry. Councillor Linda Lusingu also shared her touching story of how she overcame prejudice after coming to London from Tanzania as a child.

### **Living Well event**

In December, we held a Living Well event at St Margaret United Reform Church in N3. The event was aimed at anyone interested in reducing their risk of memory loss and everyone enjoyed a morning of stimulating talks and activities. In January we put on a Managing Money in Later Life event at the Ann Owens Centre (in partnership with Boost) which offered useful talks and advice on welfare benefits and grants, working and retraining later in life, planning for retirement and how to budget and manage your money.

### **Attending community events in Barnet**

We also had an information stand at various community events including Community Barnet's Relearning Health Habits, Barnet Cophall's Club Lounge open day, the Health and Wellbeing day at Saracens and on Silver Sunday we attended a community event organised by the British Seniors Association. We also attended the Mike

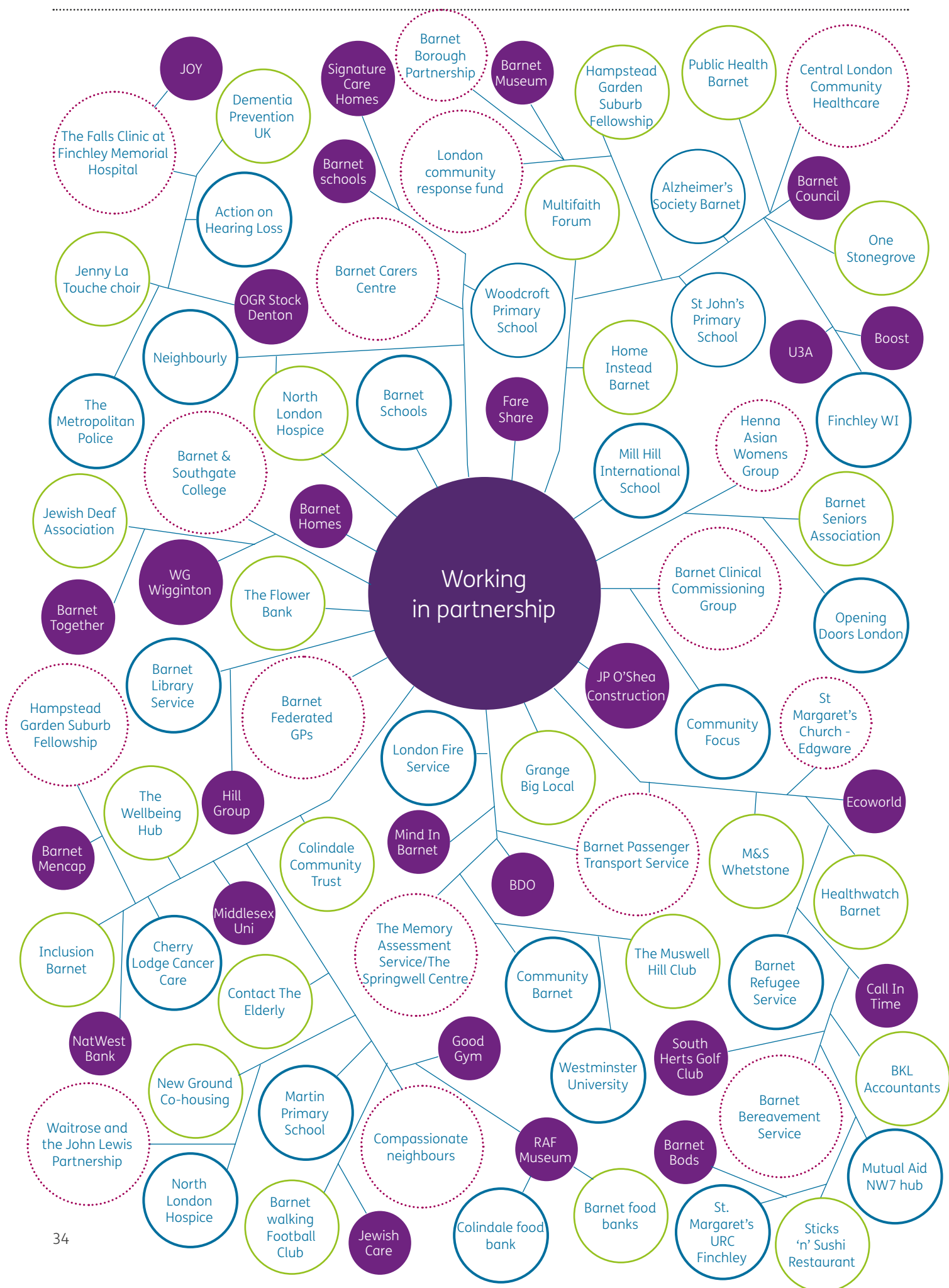
Freer's over 55s Advice and Info Fayre and the Christchurch networking event where we met representatives of other local charities and organisations.

### **Fundraising!!**

Although the focus of the Jubilee Jamboree was on bringing the community together it was also a fundraising event.

We sold our very own Christmas and greetings cards, using designs made by our art class participant. We also sold Age UK raffle tickets – prizes are sourced by Age UK but we keep the money from any tickets that we sell.

In November we held another Quiz Night at the Ann Owens Centre.





## External providers 2022-2023

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

At Age UK Barnet, we are fortunate to work in close partnership with six local organisations whose expertise and knowledge of their communities brings such richness to our collective aim of supporting older Barnet residents to lead active and healthy lives. Our long-standing partners: Barnet African Caribbean Association, Barnet Asian Women's Association, Chipping Barnet Day Centre, Good Neighbour Scheme for Mill Hill & Burnt Oak and High Barnet Good Neighbour Scheme, have been joined this year by Barnet Association of Tamil Elders, who Age UK Barnet financially support to host a weekly exercise class and social for their members. During this year we have been able to further extend the funding made available to our partners and are preparing with them for the re-

tendering of the Neighbourhood Support contract in the Autumn of 2023. Regular meetings with the external providers means that we can share information and resources e.g. for dementia related activities or even mini bus drivers!

*'High Barnet Good Neighbours Scheme has a really good relationship with AUKB and has done for a number of years, we work well together and over the Christmas period AUKB provided us with winter warm packs and food hampers to hand out to our clients who were in need. We look forward to many more years working alongside each other and helping and assisting residents of High Barnet.'*

Diane, Coordinator  
High Barnet Good Neighbours Scheme



## Communication

Our website continues to be an important source of information for older people in the borough and had 175,000s hits.

Many of these were to the scams pages reflecting older people's concerns about rogue traders and scammers, which continues to be a particular worry for older people during the year. Our social media presence has grown rapidly and in 2022-23 and our followers on Twitter and Facebook jumped to over 3,000 – with 88,960 impressions on twitter and 90,636 on Facebook.

We increased our engagement with local community groups through neighbourhood chat rooms like nextdoor and local Facebook groups and it's been a successful way of targeting areas to recruit participants for some of our activities. Our Instagram account has successfully engaged with local businesses, leading to offers of donations and volunteering, and the number of followers has risen to 1,173 this year.

Our e-newsletter, which we started during the pandemic, keeps subscribers informed about our services, activities and events as well as other news in the borough that affects older people. We now email this out to monthly to over 2,300 subscribers, a 43 per cent increase on the previous year.

Our Memory Matters newsletter – which informs families living with dementia about what's happening at Age UK Barnet and around the borough – has doubled the number of subscribers and now nearly 400 people receive a copy of the email. And the print run of our What's On guide, which details our activities, services and events, went up to 14,000. On top of this 22,000 What's on guides are sent digitally to people with email addresses.

## Looking forward

Trustees revisited our strategic plan and, together with staff, agreed these goals for 2021-2024:

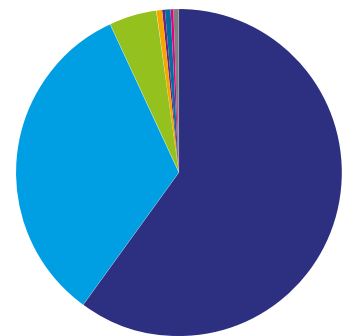
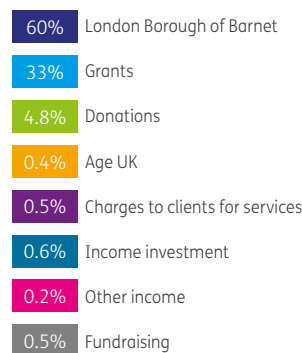
- Be the go-to organisation for older people in Barnet, be the ones they and their families trust to support them through any challenges and to embrace later life
- Focus on reaching the most isolated older people, embracing technology but recognising the value of face-to-face contact
- Increase opportunities to formally seek the views of older people and improve the way we measure impact
- Be part of the new ICS (Integrated Care System) to ensure older people are represented.
- Increase the diversity of our client group
- Invest in new opportunities for older people to stay active both in person and virtually
- Invest in maintaining our high quality and independent advice offer
- Further develop our home support service and respond to emerging needs
- Be relevant to and inclusive of younger older people building longevity into our relationships enabling our services to be truly preventative
- Ensure our systems, infrastructure and investment can support our growth and make Age UK Barnet a rewarding place to work and volunteer

## Financial summary

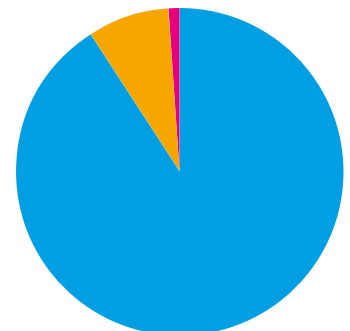
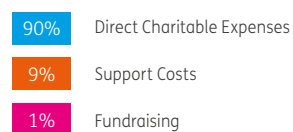
The main source of income for the year was from contracts for the provision of charitable services from the London Borough of Barnet and from the Social Prescribing service. The Charity has been pursuing a detailed fundraising strategy which is available to all staff and stakeholders. The Charity relies heavily on the commitment and hard work of its staff, its volunteers and its Board of Trustees.

The Charity 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

### Income



### Expenditure





A special thank you to



Follow us on social media



@ageukbarnet

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