



Enfield
ageUK

Let's change how we age



Impact Report 2024/25

Your local independent charity
supporting older people in
Enfield since 1985

Contents

Introduction	3
Who We Are	4
About Us	5
Our Impact in Numbers	6
Prevention Services	8
iCan	9
Men In Sheds	10
Health & Wellbeing Services	11
Fit for Life	13
Care Services	14
Volunteer Services	17
Looking Ahead	18
Donate, Volunteer, Campaign	19

Introduction

by Elaine Adkin,
Chair of the Board of Trustees

The year started as the last ended with the economic environment placing continued pressure on the infrastructure and finances of both the NHS and Enfield Council. This in turn, placed continued growing demand for and on all our services, especially our accredited Information and Advice Service. We **helped secure** £1,063,837 in welfare benefits and have **provided advice** to over 3,000 residents during the course of the year.

2025 saw our Prevention Services **winning two new contracts** with Age UK Enfield which has resulted in a range of **new services** being offered in the Borough. During the year we have had over 15,000 attendances to sessions focused on living healthier which is an amazing achievement.

Our Home and Day Care services **continue to grow** and we have worked hard to **reduce our waiting lists**. Over the year we have **provided over 14,000 hours** of home care visits ranging from personal care to helping with domestic tasks. We run the only **dedicated dementia day care** centre in the Borough of Enfield and there is continual demand for our day care services. By the end of the year our records showed we had **reached 8,700 attendances**; we are looking at how we can increase capacity to meet a growing need.

Our passionate and dedicated staff have worked incredibly hard this year during uncertain times to continue to **provide quality services** that puts the client first.

Our volunteers provide a **key invaluable role** in supporting our services. We have **grown our volunteer support** to over 60 volunteers. We will continue to focus on recruiting volunteers and ensuring they receive the appropriate training to enable them to fulfil their roles and make them feel part of the Age UK family.

This year we have been fortunate in recruiting new trustees that come with a wealth of experience and knowledge in social services, operational excellence and human resources.

Lastly, I would like to thank all of the organisations that have supported us and provided the much needed funding to enable us to deliver our services. We could not do what we do without you.



“We helped secure
£1,063,837 in
welfare benefits...”

Who We Are

Our Vision, Our Mission

Our vision

An age-friendly Enfield where everyone can **love later life**.

Our mission

To improve the lives of older people in Enfield by ensuring they are **valued**, active, connected, and able to live the life they choose.



Age UK Enfield

Enfield's leading charity supporting older people in Enfield since 1985.

Our services

We offer a wide range of information, advice, and support services, alongside community-based wellbeing activities, day and home care services including a specialist dementia day care centre which are available to older people living across the London Borough of Enfield.

Our services are delivered from the Mabel Churn Centre in Brimsdown with many activities and events held at community venues throughout the Borough.

About Us

With over 40 years' experience supporting older Enfield residents, we have a strong understanding of both their needs and those of their carers. As the Borough's leading charity supporting older people we can also share insights and experience and help influence change which will improve quality of life for this age group.

As one of the primary VCS partners in Enfield, we deliver contracts on behalf of both Enfield Council and the North Central London Integrated Care Board (NCL ICB).

Our work focuses on Care Services and Prevention Services, providing a comprehensive range of interventions, support, and care packages for Enfield residents.

We are proud to be an age-friendly employer, committed to valuing and supporting older workers within our organisation.

We lead the Enfield Dementia Network, bringing together around 30 members from the arts, leisure, business, health, and care sectors to improve dementia awareness and support across the Borough.

We work closely with LocalMotion Enfield, leading on public engagement and ensuring that diverse communities can access support and information in appropriate and accessible languages.

We are also members of the Age Well Champions in the Enfield and the Barnet Steering Group, working in partnership with neighbouring Boroughs as part of the NCL ICB to help develop dementia-friendly communities.



We have a strong understanding of the needs of Enfield residents

We lead the Enfield Dementia Network

Our Impact in Numbers

13,448

People we supported in 2024/25

47%

Of people we have supported in 2024/25 live alone

69%

Of people we have supported have some type of disability

2,188

People have received one-off advice

3,000

Residents we provided advice to

85 – 99 year olds

The biggest age group we support

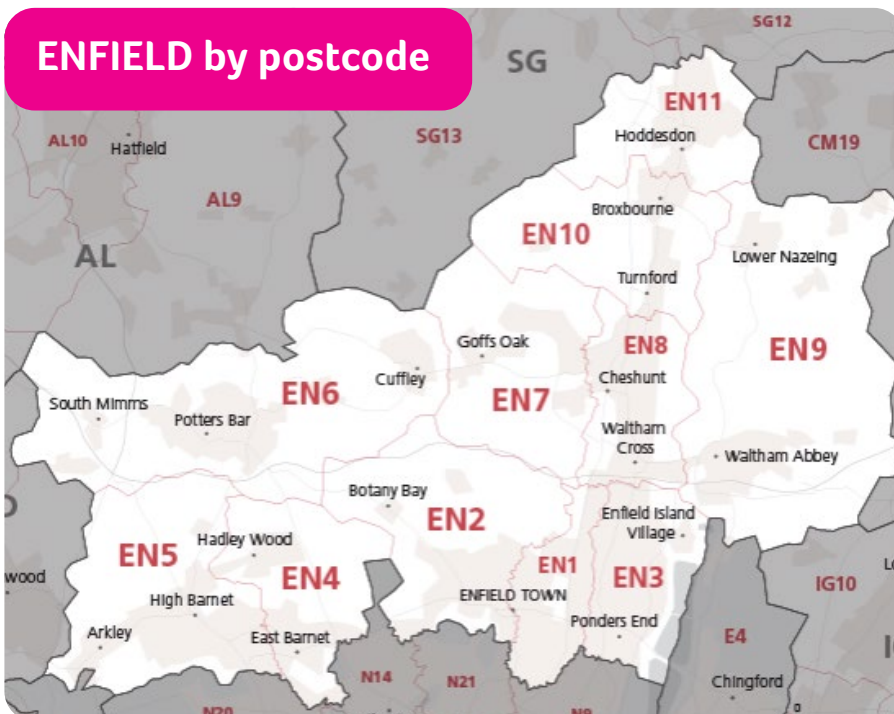
3

Top postcodes we service are:

- Southbury EN1
- Lower Edmonton N9
- Ponders End EN3



ENFIELD by postcode



3

Top ethnic groups we support are:

- White British
- Black Caribbean
- Greek Cypriot



Our Impact



£1,063,856

Obtained in welfare benefits for clients

“Jana helped me with completing my Attendance Allowance form and I was so grateful as I didn’t know where to start. I was awarded at the higher rate which has helped my pocket. I trust Age UK Enfield advisors.”

Mrs M, Information and Advice Client

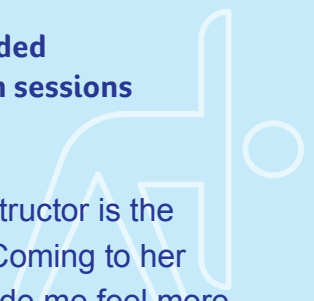


3,599

Members attended Falls Prevention sessions

“Donna the instructor is the absolute best. Coming to her classes has made me feel more confident, stronger and reduced the pain I felt in my knees. I’ve made new friends too.”

Mr P, Fall Stop Service User



Prevention Services

Our Post Diagnostic Dementia Service supports people with dementia and their families and especially those who are newly diagnosed or who are seeking diagnosis. We offer information and advice on living with dementia, connecting with others through our Memory Meet-Ups - a chance to meet other people and try new activities - and how to navigate other support services available.



392

Referrals from newly diagnosed clients.



730

Received complex case support.



732

People attended our memory service.



Information and Advice (IA)

The IA service supports and enables clients to maximise their income through welfare benefit checks, claim benefits and apply for travel concessions. This service has successfully met the Quality Assurance Standard (QAS) and Advice Standard Qualification to become an accredited IA service in January 2024.

36%

Of IA clients live alone.



iCAN

iCan, which ran through 2024-25, supported adults who faced social and economic challenges through long-term health conditions or who were socially isolated.



It enabled them to remain independent and connect with others and their community. This was achieved by providing advice on lifestyle and healthy living choices, access to benefits and housing advice as well as information and support on managing health conditions. We also

help them build skills, friendships and connections with other people.

The service was commissioned by the London Borough of Enfield and the consortium was led by Age UK Enfield.

685

People were referred to iCan between April 2024 and March 2025.

98.5%

Felt extremely satisfied with our service.



1915

People attended our popular groups like Tea & Chatter, Diabetes, Walk and Talk and Stroke Café.

538

People attended five large public health awareness events we organised.

Our AUKE Ambassadors who originally met at Tea & Chatter delivered a powerful session at Adult Social Care Conference.



Men In Sheds

A twice weekly group for men aged 50+

Men In Sheds is a community-based project that aims to improve the wellbeing and social connections of men. It's a supportive environment when men can develop new skills, share knowledge and work on personal or group projects - often around carpentry.

Isolation and loneliness among men is high in Enfield and Men In Sheds allows them to regain their zest for life again.

Men in Sheds

=

**friendship + purpose + skills
+ better mental health**

It's the best!

Lee's* Story:

“I am so grateful for all the things I have learnt and for everyone giving me their time and mentoring. It's the best and great friends too.”

Lee's mental health has improved dramatically, and he has learned many new skills at sheds and has designed and made a table, bird house, bird feeder and he is now making a chopping board. Lee said he has made lifelong friends because of this project.

** Name changed to protect identity*

Open on Tuesday and Thursday mornings

Health & Wellbeing Services



191

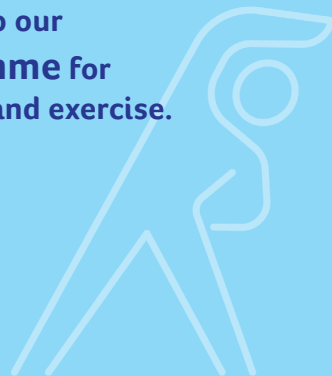
People were referred into our service from our Care of the Elderly Wards at North Middlesex.



“When my mum was diagnosed, I felt completely at a loss and didn’t know where to turn. From the moment I received the initial email from Age UK Enfield, I felt a huge sense of relief. The information and support we received at the very start of our journey were wonderful, and I’m incredibly grateful for the support given to our family.”

198

People were referred to our Falls Stop Programme for education, awareness and exercise.



Movement as Medicine

In 2024/26 we delivered 268 Falls Stop exercise sessions of which 4,330 people attended and benefitted from improved balance, confidence and coordination.

Health & Wellbeing Client Stories



“These sessions have been really beneficial for both my mind and my body. I feel more active, focused, and confident, and they have given me the motivation to continue attending and looking after my health. I genuinely look forward to each session and the difference it makes to my wellbeing.”

“I feel more confident”



“Since I joined the Falls Exercise Class, I’ve felt much more motivated to stay active. Attending regularly has really helped me build a routine, and I even make time for early morning exercises at home. The sessions have strengthened both my body and my confidence, and I feel much more capable in my daily life.”

“It helped me realise I am not alone”

“Seeing others in my age group taking part really motivated me. It helped me realise that I’m not alone and that I can manage my condition while staying active. Watching others succeed gave me confidence and encouragement, and it made me feel more capable of looking after my own health.”

Fit for Life

13,616

Attendances from our Fit for Life activities in 2024/25.



21

Group exercise classes organised per week.

30

Volunteers supported the service and activities.



365

People attended the cycling which ran throughout the summer.



205

People attended Walk & Talks which were held in town and country parks for all abilities.



Life changing!

“We loved the experience and being able to access something fun and free. Relaxing and inclusive. Genuinely priceless! Life changing.” ”

Really enjoyed

“We really enjoyed attending the cycling, took me back to being a youngster!” ”

Wonderful service

“A wonderful service for exercise, supporting the community” ”



Care Services Day Care

Age UK Enfield's specialist dementia day centre is the only one in Enfield. Clients over 50 who have early to late-stage dementia attend for the day and take part in a range of activities including reminiscence sessions,

chair-based exercise, arts and crafts, and much more. We provide nutritious, freshly cooked meals as well as refreshments throughout the day.



6,450

Round trip transportation provided for our clients.



7,648

Hot meals made for attendees.



8,878

Total clients attendance at The Parker Centre.

Dorothy's Story

Dorothy* received care for many years from the home care service, initially after a stay in hospital she received the Home from Hospital Service through Alphacare and Age UK Enfield's partnership, When this was completed, she continued with a weekly package to help with shopping and domestic support.

Unfortunately, in 2024, Dorothy's health deteriorated and we were able to respond to this by increasing the level of support she required to meet her needs, providing additional visits each day to help support with personal care and medication.

Dorothy's next of kin lived away and so we were there to support Dorothy in their absence, helping with GP appointments and feeding back when we had concerns for her wellbeing.

Sadly, Dorothy was admitted to hospital in December 2024 and passed away within a few weeks of her admission however, Dorothy's next of kin wanted to say a few words of thanks below:

'I have been constantly thinking about Dorothy and her life latterly. While it was challenging for her in the last few years

as her health, both mental and physical deteriorated so much, I think on the whole she was happy in her flat with her orchids, jigsaws and going shopping.' She used to stay with us twice a year, in August and at Christmas, until just before Covid, but was increasingly finding it difficult to cope. Our visits in between to see her in Enfield were then fewer as we got older and found the driving too much and going by train also became quite taxing with four trains and a taxi each way and hoping to make the connections.

Between us and your wonderful team of carers I think we all did our best to keep things going for Dorothy and I am eternally grateful to you all for looking after her so well, despite the regular challenges.

Dorothy was a one off, a unique little character, quite special and unforgettable.

**Name has been changed to protect client's identity*

"I am eternally grateful to you all for looking after her so well"

Home Care and Home from Hospital

Home Care offers a range of services within people's homes with the aim of enabling them to continue living independently.

This can include organising stimulating activities, personal care, assistance with medication, accompanying people to appointments, organising shopping, and a broad range of household tasks and social outings.



14,485



Hours of home care provided.

212



Clients receive home care.

386



Home from hospital hours.

“E wanted to say how wonderful the carer was that he was kind and gentle and ‘went the extra mile’ to help him with his care.”

We received positive feedback from a client's family, who said they were **“over the moon”** with the carer assigned to their loved one. The carer helped put them at ease during a long-awaited period of respite, giving the family real peace of mind. This support made a meaningful difference, showing how even a small break can greatly improve the wellbeing of carers and families.



Volunteer Services

Our volunteers are involved in a huge range of activities from office admin, kitchen support, wellbeing champions, event assistants to name a few.

We have a great team of employees who are responsible for driving and delivering our activities and they are supported by a fantastic team of volunteers who are essential to our work with older people in the community.

June 2024

Volunteers' Week Celebration at Chicken Shed Theatre with coffee, cake and goodie bags including Age UK tote bags, badges, toiletries, seeds, and treats.

September 2024

Coach trip to Brighton where volunteers enjoyed a sunny day exploring in small groups.

December 2024

Volunteer Christmas party at Chicken Shed Theatre with food, a quiz, and gifts for all, supported by donations from Dunelm's "Delivering Joy" partnership.

Volunteer-led Christmas lunch at Morrisons, bringing together socially isolated community members — for some, this was their only Christmas meal and celebration.

January 2025

Men's wellbeing sessions supported by a volunteer, which led to the creation of an ongoing group at Pymmes Park.



Looking Ahead

The challenges we face

London's voluntary sector is under severe strain. In 2026, charities reported £97.8bn income against £96.8bn expenditure, with costs rising faster than income, widening deficits.

Competition for funding is rising sharply, with foundations seeing a 30–50% surge in applications, while individual giving has fallen 14%, central government funding dropped 33%, and local authority funding reduced 23% since 2009–10. Access to unrestricted funding is increasingly difficult due to reduced donor income, and councils shifting from core grants to restricted contracts.

Outer Boroughs like Enfield also face comparably less funding than its inner London counterparts, despite an increasing older population with high needs. VCS organisations also face rising demand due to the reduction in public services, despite our own shrinking resources.

Our priorities

Our **Strategic Plan 2022–27** clearly sets out our current strategic priorities but our primary priority for the coming year given the rising need and shrinking income is to:



- **Relocate** our services to The Mabel Churn Centre



- **Diversify** our income



- Form **stronger** collaborative partnerships



- Advocate with commissioner for **full cost funding**, inflationary increases and longer-term contracts.

We would love your support!

Donate | Volunteer | Campaign

Age UK Enfield is a local independent charity and we are dependent on local support to help us deliver many of our vital services to older people in Enfield.

There are lots of ways that you can be involved. Whether you want to donate, remember us in your will, volunteer or help with our campaigns, your support will be greatly appreciated and will help improve the wellbeing and quality of life of older people in the Borough of Enfield.

For information about volunteering:

We have a range of volunteering opportunities available, starting from as little as an hour a week - whether you would like to be based at our office or supporting our work out in the community (we also have some roles suitable for home working).

Volunteering is a great way to help make a difference to the lives of older people in Enfield while learning or developing skills and meeting new people as you support our work.

For more information visit our **website**.

or email us at:

volunteering@ageukenfield.org.uk

How to donate

Age UK Enfield, although part of the Age UK national network, is an independent charity and has to raise its own funds to survive and deliver the many services benefiting the older community of the Borough.

To donate to Age UK Enfield, you can choose from several options:

Direct donations: You can make a one-time or recurring donation through their official website, visit the **donation** page.

Easyfundraising: Join for free and shop online at various retailers to raise free donations for Age UK Enfield.

Charity fundraising: Create a fundraising page on platforms like TotalGiving to raise funds directly.

Will donations: Consider leaving a gift in your will to support Age UK Enfield.

Your contributions are vital in improving the lives of older people in Enfield.

Contact us

0208 375 4120

info@ageukenfield.org.uk

www.ageuk.org.uk/enfield/

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