

Age Concern Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2003 - March 2004

		<i>Meetings attended</i>
Ken Sanders (<i>President</i>)	Retired Local Government Officer	N/A
Mike Pettit (<i>Chair</i>)	Local Government Officer	5/5
Sidney Milambo (<i>Treasurer</i>)	Accountant	3/5
Jeffrey Blay	Retired Bank Night Guard	5/5
Mahesh Laheru	Charity worker	3/5
Ethel Watson	Retired Commercial Officer	5/5
Lolita Llamas	A Local Authority Employee	2/5
Yusuf Qureshi	Retired Commercial Engineer	1/5
Gerri McHugh (Appointed November 2003)*	Charity Director	3/5*

N.B. Final Board meeting of the year is not included

DIRECTOR & COMPANY SECRETARY: Sheena Scott Dunbar

SOLICITORS Mullinger Banks, Grove House,
140 The Grove, Stratford, London, E15 1NS

AUDITORS Buzzacott, 12 Fetter Lane, London, EC4 1AG

BANKERS Lloyds TSB, 180 - 182 High Street, London, E17 7JH

Front cover

Examples of the work of Age Concern Waltham Forest over 21 years -
Day Care at the Chingdale Centre, debating current issues, raising funds,
computer learning and selling goods through the charity shop.

Age Concern Waltham Forest is a registered charity - No.1048212
and a Company Limited by Guarantee - No. 2334459

**Interested in becoming
a Board Member of
Age Concern Waltham Forest?**

**Have you experience in,
or do you wish to gain experience in,
financial management, human resources,
policy development?**

If so, please ask for further information by writing to:

The Chair,
Age Concern Waltham Forest,
Ground Floor, Zenith House,
210 Church Rd, Leyton London E10 7JQ

Or contact the Director

Tel: 020 8558 5512

FAX: 020 8558 0383

E-mail: info@ageconcernwf.org.uk

Age Concern Waltham Forest - Annual Report 2003-4

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DIRECTOR'S MESSAGE

Older People's Services across the local system of health and social care continue to develop and improve, not least because of the commitment of so many senior managers, staff and volunteers across Waltham Forest Social Services, Waltham Forest Primary Care Trust, Whipps Cross University Hospital Trust, North East London Mental Health Trust and the Waltham Forest Older People's Voluntary Sector Partnership who work in collaboration to implement the National Service Framework for Older People, to achieve higher standards, and to ensure the needs and wishes of older people are at the heart of the system. It is a privilege to work with them.

Age Concern Waltham Forest continues to develop services that aim to support older people to stay healthy and active; to assist older people claim pension and welfare benefits to which they are entitled; to prevent falls and crises that lead to hospital admission or to the need for long-term care; and to provide support at time of discharge from hospital. Next year, we will be looking at the information needs of older people.

Next year also, Age Concern Waltham Forest will be consulting on its strategy for 2005 to 2010. Do let us have your views on what we should be doing over the next 5 years.

Sheena Dunbar
Director

CHAIR'S REPORT

The ongoing feature of this year has been our developing partnership with the new Waltham Forest Primary Care Trust and the London Borough of Waltham Forest to increase the range of services for older people.

The partnership initiatives have included arrangements for increasing the involvement of older people so that their views inform the services they receive, as well as bringing together smaller voluntary and community organisations who represent or meet the needs of older people so that their diverse views can be taken into account as services are planned, and ensuring that there is a co-ordinated approach to meeting individual needs.

These arrangements have been linked to the Waltham Forest Older People's Development Programme and the Waltham Forest Older People's Voluntary Sector Partnership both of which are described in more detail in the Annual Report.

To enable our services to develop and change, staff have again demonstrated their ability to respond to changing needs and to take on new initiatives and tasks as necessary.

The Board of the organisation wishes to record its thanks to the Director and all the staff of Age Concern Waltham Forest and our volunteers without whom our success would not be achieved.

I would also wish to thank the Board for their support throughout the year.

Mike Pettit

Chair of Trustees



Healthy Ageing!

TREASURER'S REPORT

It is pleasing to report a satisfactory financial outcome for the year. This has been due to the emphasise on the continuing need for vigilance and tight financial management, planning, forecasting and having a management reporting process which is well established by the Board and staff working together.

The challenges for Age Concern Waltham Forest will undoubtedly increase again in 2004. There is now a need to have a strategic review, resetting the objectives for 2005 and onwards and re-appraising our future priorities and funding needs.

The demands on our resources are ever increasing and I am pleased that continual efforts are being made to improve the efficiency and effectiveness of the way ACWF manages its affairs. As members, we should all be concerned to ensure that our Organisation is properly funded in these challenging times so that it has the resources to address major issues effectively.

I am pleased to report that we are maintaining a strong financial position and operating performance that is necessary to fuel stability and continuity to the current ambitious and realistic programmes. Nevertheless, we recognise that we need to maintain the operating performance close to the current level to generate sufficient development funding - alongside the sound management and financial disciplines and procedures we already operate. This has provided the platform for significant growth in recent years and I am confident in expecting this growth to continue in future.

I believe the healthy financial position is enabling ACWF to provide the support the community requires and to develop the influence and profile required by its stakeholders. This has been another successful financial year in supporting the key strategic programmes of activities that ACWF undertakes. Total incoming resources were £665,887 compared to £559,365 last year, a 19% increase. Total resources expended were £630,199 compared to £560,063 last year, a 12.5% increase. There was £161,730 balance carried forward of which £87,569 is unrestricted and £74,161 restricted.

Sidney Milambo ACMA, BAcc.

Honorary Treasurer

(See page 26-28 for a Summary of the Accounts. Full details are available on request)

THE INFORMATION AND ADVICE SERVICE

This service is funded by the London Borough of Waltham Forest Social Services Department. Currently the service has five 2-hour drop-in sessions in Leyton, Central, Higham Hill, South Chingford and Hale End Libraries. We also have an Information and Advice service twice a week at Zenith House. We hope that these sessions are more accessible to people.

We have been running Asian language drop in sessions for the Asian Healthcare project, Asian Centre, Orford Road E17, Asian Seniors Club, Warwick Road E17 and an Older Men's Group, Truro Road E17. Primarily on a fortnightly basis and now on an 'as and when required' basis.

The Information and Advice service at Whipps Cross University Hospital is getting busier day by day, we have received 125 referrals during the year. Seven new sessional workers have been recruited to cope with the increased workload.

We have been working with the Department of Pensions since January 2003. This partnership is going from strength to strength and we now have two drop-in sessions. One in Walthamstow Central Library on a weekly basis, the second is at Hale End Library on a fortnightly basis.



Ghulam Minhas with Mayor Cllr. Belam

We have been involved with Age Concern England's 'Your Rights Week,' held between 16th April to 23rd April and were very pleased that the Mayor, Cllr Bob Belam, was able to help us publicise the event in Walthamstow market. We extended our normal drop-in sessions during this week in order to enable older people to claim extra benefits.

We have provided help to over 3141 people this year, on a variety of issues which affect older people and their carers.

For information on this project contact:

Ghulam Minhas

Manager Advocacy and Information Services.

Tel: 020 8558 5512 **Fax:** 020 8558 0383

E-mail: g.minhas@ageconcernwf.org.uk

ADVOCACY SERVICE

This service is funded by the London Borough of Waltham Forest Social Services Department. It provides both self and one to one advocacy to older people in Waltham Forest.

Self-Advocacy

The service provides advocacy to groups of older people. The service aims to help individuals and groups to tackle issues that affect their lives. Issues are wide ranging - from Welfare Benefits to Residential Care, making a will to obtaining assistance from Social Services - and are chosen by the older people themselves.

One to One Advocacy

This service is available to frail, housebound people and their carers who cannot advocate for themselves. The advocate will work through issues with an older person on a one to one basis. Referrals come from Hospitals, GPs, staff and various organisations. People often refer themselves, or do so through relatives friends or neighbours.

The maximum caseload is 15 clients. There are both simple and complex cases; the latter can take months to work through. People from Black & Minority Ethnic communities in the borough regularly use this service. During the year, we have provided 477 Self help and 60 One to One sessions.

For information on this project contact:

Ghulam Minhas

Manager Advocacy and Information Services.

Tel: 020 8558 5512 **Fax:** 020 8558 0383

E-mail: g.minhas@ageconcernwfm.org.uk

YOUR RIGHT TO SUGGEST, COMMENT AND COMPLAIN

Age Concern Waltham Forest provides a range of services for elders and their carers / relatives. We aim to offer services of a high standard, but we do recognise that occasionally things can go wrong. We need you to let us know if there are any complaints or problems. We also welcome any comments or suggestions on how to improve our services.

DON'T BE AFRAID TO COMPLAIN

PEOPLE ARE OFTEN RELUCTANT TO COMPLAIN FEARING REPRISALS

PLEASE DON'T BE

Our staff welcome feedback and understand that suggestions and complaints are a key feature in our effort to provide quality service.

CHARITY SHOP

I am pleased to report that in the last financial year the shop has made a very good profit once again. We have had a January and August sale and, after each one, changed the entire stock. This has resulted in the best day and best week takings since the shop was opened.

I would like to take this opportunity to say 'thank you' to Barbara Benstead, my Deputy, and to our volunteers for their immense hard work, dedication and loyalty which has made this all possible.



Raffle October 2003

During the last year we have had some happy and some sad times. Eileen Brady, one of our volunteers, passed away and will be missed.

Also I would like to say a big thank you to the general public for all their kind donations which, with the help of our volunteers, has made the shop so successful and has contributed greatly to our charity. With my hardworking and well-trained team we shall endeavour to carry on the good work.

Patricia Robson

Shop Manager

Tel: 020 8532 8031

544-546 Leytonstone High Road E11 3DH

MEETING / TRAINING ROOM FOR HIRE

Age Concern Waltham Forest has a large Meeting/Training Room for hire at their Zenith House offices in Leyton.

This room can seat up to 20 people around tables or up to 35 without.

Current rates of the hire are £7.00 per hour during working hours (9.00am - 5.00pm) or £8.00 per hour evening and weekends. 10% discount will apply to those groups/organisations who are members of Age Concern Waltham Forest, plus other reductions to groups/organisations on low annual incomes.

Equipment such as Flip Charts, Overhead Projector, Screen, Television & VCR and Induction Loop can also be hired at additional cost.

Tea/Coffee and biscuits can be arranged for a small charge.

For all booking enquiries, please contact:

Margot Luke on 020 8558 5512

THE HEALTHY AGEING PROGRAMME

The Healthy Ageing Programme began in August 2002 and was set up to implement Standard 8 of the National Service Framework for Older People. The programme is part of the Older People's Collaborative in Waltham Forest.

The programme was officially launched at an open day held on 8 April 2003 at Walthamstow Assembly Hall.

The Healthy Ageing Programme draws on recent research undertaken across a number of disciplines and cultures to empower older people in Waltham Forest to live as full, independent, healthy and active a life as possible.

Okinawa in Japan has the longest living people in the world but, more importantly they remain fit and healthy for longer and the incidence of heart disease, stroke and other diseases that are common in the West, is much less. A twenty-five year study carried out in Okinawa showed there were four main components leading to healthy ageing - diet, spirituality, socialising and activity. The Healthy Ageing Programme is trying to raise awareness in these areas and encourage older people to make lifestyle changes that will help them to remain fit and healthy throughout their later life.



Stall at open day

In order to facilitate easy access to information on healthy ageing, a database is being set up that includes sports clubs, fitness centres, social clubs, dance classes, faith organisations and other data that is relevant to healthy ageing. The programme also promotes screening for breast cancer, diabetes and cholesterol and offers information on flu immunisation, keeping warm in winter and smoking cessation.

In partnership with Waltham Forest College and Higham Hill Common Allotment Association, a gardening course was organised to enable older people who might not have access to a garden to have the opportunity to grow their own fresh fruit and vegetables. Of the 6 people who took part in 2003-4, two have since taken on their own allotment. As well as gaining benefit from the exercise that gardening entails, this course offers the opportunity to socialise with other people and to eat fresh produce.



Allotment before



Allotment after

The Healthy Ageing Programme has also worked in partnership with Bannatyne's Health Club in Chingford. This club organises different classes for the over 50 age group including Tai Chi, Yoga and aqua aerobics. Free open days offering taster sessions that include aqua aerobics, tai chi, gentle exercise to music and a chance to try out the gym equipment are held four times a year. The Healthy Ageing Programme is involved in setting up the programme and promoting the events.



Tai Chi

Tai Chi classes have been arranged in Day Centres, Sheltered Housing schemes and within voluntary organisations. Research has shown that Tai Chi improves posture, reduces the risk of falls and can help other conditions such as high blood pressure.

Some of the benefits reported by people who have participated in these classes include:

- Improved balance
- Better breathing
- Lowering of blood pressure
- More confidence when walking outside
- Better sleeping
- General feeling of well-being

Various open days have been held throughout the year to promote the Healthy Ageing Programme and talks have been given to both the statutory and voluntary sector in order to raise awareness about the programme and about healthy ageing.

For further information about the Healthy Ageing Programme or to make sure your club/organisation has been included in the database, please contact:

Jean Williams

Programme Co-ordinator

Tel: 020 8539 8356 **Fax:** 020 8558 0383

E-mail: j.williams@ageconcernwff.org.uk



HEALTHY AGEING ACTIVITIES

There are currently five volunteers supporting activities across the three Day Care Centres. Four of these were recruited between July 2003 and June 2004.

Activities Co-ordinator Harriet Simmons has supported the Evergreen Club who meet at the Chantry. She organised a Christmas outing to a variety show and a meal in December 2003.

I.C.A.S.

The Independent Complaints Advocacy Service

ICAS is an important part of the new health service complaints process. It provides a source of information for anyone who wants to make a complaint and also support for those who are less able to do this for themselves - older people, people with mental health problems and so on.

As last years report went to press, we were informed that our ICAS pilot project for older people would not be able to continue as ICAS for all groups was being transferred to Citizens Advice who would provide the service across London. This is much more of a telephone service than the face-to-face service we tried to provide and we are concerned that it may not suit some older people who prefer to talk directly about their concerns.

Unfortunately, our service was just getting established when it had to stop. New callers were passed on to Citizens Advice although we have continued to support one or two who are some way into their complaint process. It will be interesting to see how ICAS develops in future - and how successfully it helps those who need support.

(The contact number for ICAS in London is now 0845 120 3784)

Stephen Lambert
Assistant Director

M. C. CONNOLLY

Specialist in Building, Brickwork and Decorating

13 Granville Road, Epping, Essex, CM16 6SR

Tel: 01992 572523

Can undertake

Internal I External Painting and Decorating

General Building Work

All Joinery

General Maintenance & Repairs

HOSPITAL SERVICES

The Welcome Home Service started in February 2002 and is our longest established project within Whipps Cross University Hospital. The service provides a one-off visit to older people on discharge from hospital, providing settling in, shopping, pension collection and small household tasks. Working with four sessional staff we had 130 referrals from Social Workers, Occupational Therapists and Ward Staff in the last financial year.

In March 2002 we extended our services into the newly developed Discharge Lounge at Whipps Cross University Hospital, aiming to identify older people (via a questionnaire) who may have concerns about their discharge or coping at home, ensuring a safe discharge and make the transition from hospital to their home as easy and comfortable as possible. Operating with sessional staff from 10 am to 12pm and 2pm till 4 pm between Mondays to Fridays we have had 184 questionnaires returned to us in the last year. Needs identified on the questionnaires have been referred to the appropriate services.

In November 2003, Age Concern Waltham Forest extended their projects and started to visit wards within Whipps Cross University Hospital. The aim is to talk to patients in the wards and identify older people (via questionnaire) who might need services after the discharge from hospital. Referrals can be made for example to the Welcome Home service or the Older People's Voluntary Sector Partnership. We covered 18 wards with 7 members of staff and had 98 questionnaires returned to us.

In December 2003 we provided an Escorted Discharge service from A&E, Observation Ward and Minors Department. The aim is to provide an escorted discharge service to a patient who would normally be going home with relatives or a taxi, if those were available. Staff settle the older person into their home, provide shopping, pension collection and minor housework tasks. The service proved to be very successful and in the period from December 2003 to the 31 March 2004, we had 61 referrals.

In February 2004 we introduced a Saturday Escorted Discharge Coordinator to provide a safe and secure discharge on a weekend. (This service has since been discontinued due to a very low referral rate)

For information on this project contact:

Gabriele Jerome
Co-ordinator

Tel: 020 8558 8716 **Fax:** 020 8558 0383

E-mail: g.jerome@ageconcernwfm.org.uk

THE INTER-GENERATIONAL PROJECT

The Inter-generational Project continues to work well for around 10 primary schools across the Borough with the help of our volunteers. We have lost some long-standing volunteers but, as usual, gained some others.



It is interesting to see the time that the volunteers spend with us - most give us at least a school year and many go on for two, three or more years!

Quite a bit of time this year has been spent on looking for further funding for the project. At the beginning of the financial year, we were receiving funding on a quarterly basis from the London Development Agency but this was clearly threatened by not meeting their requirements for creating jobs and training. In the end, they decided that they could no longer support us. However, in July 2003, we were very pleased that the City Parochial Foundation decided to grant us another two years of funding. With money from the LloydsTSB Foundation granted earlier, this was enough to keep us going for another year.

Several funding applications were made during the year and by March 2004, none of these had been successful but I am pleased to report that in May we received a generous grant from the Stratford Development Partnership for Regeneration Charity which is primarily for residents of Waltham Forest and Newham. This will certainly ensure we can continue into 2005 and will enable us to focus more on the south of the Borough.

The project is always well received by schools who are desperate for more adults to help out. Some of the comments we have received -

'It's a wonderful idea - children love the contact with an older person who has time for them'

*'Brilliant idea. The main change in children is increased confidence ...
the other improvement is in comprehension'.*

'We have found the scheme to be a huge success at this school'.

For information on this project contact:

Stephen Lambert
Co-ordinator

Tel: 020 8558 5512 **Fax:** 020 8558 0383
E-mail: s.lambert@ageconcernwf.org.uk

LINK-UP

Home Visiting Service

We currently have 32 volunteers visiting 33 clients in the community. Often the volunteers are the only social contact these people have, and they look forward to these visits and enjoy them immensely. A comment: "It is lovely, just to see someone and chat." The visits are limited to six months, during which time we hope to have helped restore confidence and encourage users to take part in other social activities in the community. We are about to embark on a major promotion campaign to recruit more volunteers, thereby reducing the current waiting list.



Tele-Conferencing

Whilst on the waiting list for volunteers, we encourage particularly housebound, isolated people to take part in Tele-conferencing. This includes a weekly telephone chatting link with six people and an Age Concern Waltham Forest staff member. It lasts for half an hour for a period of eight weeks at the end of which we meet up for a coffee morning. Comments: " What I enjoyed was being a participant, listening to other people, knowing how they are dealing with things, discussing problems that have been worrying us. I have looked forward to Tuesday mornings as I am housebound, and very much enjoyed the conversations."

Link-Up Support Service (Extension)

We have 15 clients who have been diagnosed with a terminal illness; our sessional staff provide a dedicated weekly 2 hour visit. Most clients enjoy getting out for a drive when they feel up to it. They appreciate the service, because it is provided by Age Concern Waltham Forest and not connected in any way with family, or medical professionals. A comment: " It much enhances my quality of life"

For information on this project contact:

Marie Lenihan

Link Up Co-ordinator

Tel: 020 8558 3404 **Fax:** 020 8558 0383

E-mail: m.lenihan@ageconcernwf.org.uk

THE OLDER PEOPLE'S DEVELOPMENT PROGRAMME

The Waltham Forest Older People's Development Programme (WFOPDP) has continued to go from strength to strength over the past year. The programme has now been 'mainstreamed' (i.e. funded by Waltham Forest Social Services Department and Primary Care Trust) and is continuing to deliver services and improve the lives of hundreds of older people in Waltham Forest

Background

The Older People's Service Development Programme started in 2002 as a unique initiative, bringing together care communities from more than 29 localities across London. The project started as a government initiative, based on the National Service Framework for Older People. The overall aim of the programme is to promote the independence of older people through the delivery of person-centred care through collaborative work and case finding. Collaborative working is the essence of the project.

Our partners

The London Borough of Waltham Forest Social Services Department, Waltham Forest Primary Care Trust, Whipps Cross University Hospital Trust, the North East London Mental Health Trust and the Waltham Forest Older People's Voluntary Sector Partnership.

Aims and Objectives

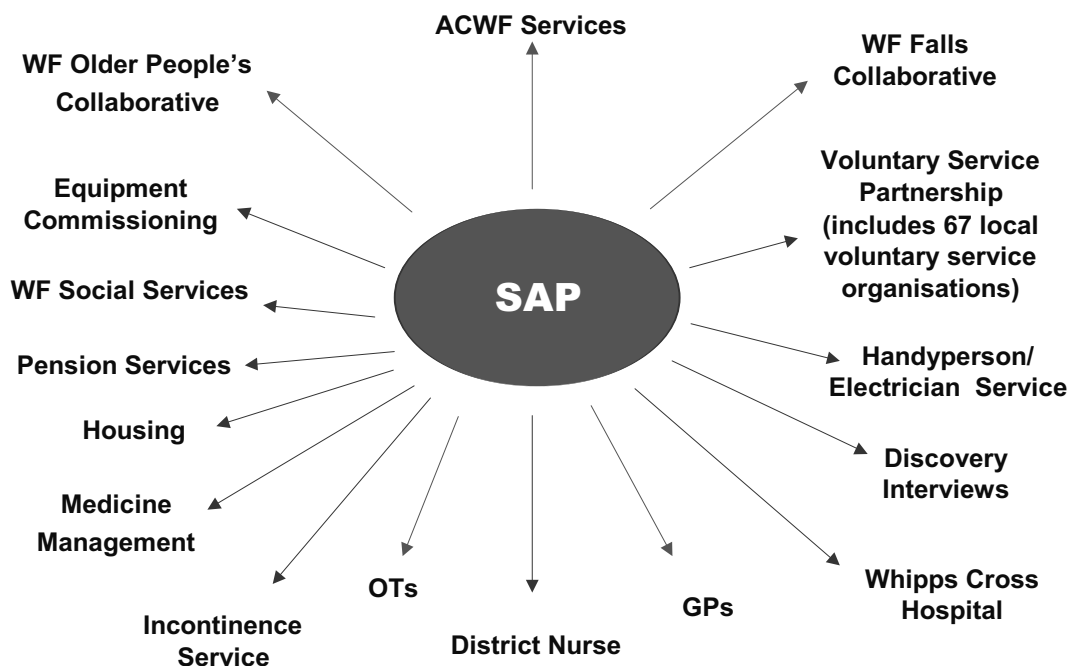
The Waltham Forest Older People's Development Programme is a collaborative project which aims:

- To develop a single point of access to older people's service provided by the voluntary sector for professionals in the borough.
- To identify older people at risk of functional decline, using case finding and the Waltham Forest early detection model of information.
- To ensure that the single assessment process is person-centred, and piloted successfully in the borough.
- To gather the views of older people in the borough using discovery interviews.
- To promote the independence of older people in Waltham Forest.

Our Methodology

The WFOPDP is using a case finding approach. A postal questionnaire (Cardiff-Newport model) is used to identify people over 65 years old, not known to services, who may benefit from help to continue living independently. The questionnaire screens for: Functional Decline, Emotional and Social Isolation, Continence, Falls, Depression, Memory and Medication. GPs involved in the project identify those patients aged over 65 on four medications or more, to whom a postal questionnaire should be sent. After questionnaires are returned to the project the information is analysed and older people identified as not known to services and in need of intervention are referred for single assessment. If the older person agrees to be assessed, a Single Assessment officer pays a visit and, if necessary, arranges for the services needed or refers the older person for a more thorough assessment.

Case Finding and Single Assessment Links with other services



Outcomes

From May 2002 to April 2004, over 2200 questionnaires have been sent out with an average return of 53%. This high return rate has allowed us to identify a large number of older people not known to services and in need of health or social care, and enabled us to increase the number of single and multiple referrals to relevant services, thus improving the quality of life of more than 450 older people in significant need of appropriate services. This number of referrals and self referrals is at present increasing rapidly as the project is involved in out-reach work - particularly with the Black and Ethnic Minority groups in the borough - to promote our work, and to take referrals directly from our visits and presentations. This number has also increased as we are taking more referrals through our Falls Collaborative project.

Services older people were referred to (2004)

Counselling
Equipment (ACWF)
Mental Health
GP
District Nurse
Continenence Service

Wheelchair Service
Social Services
Housing
VSP
ACWF
Information and Advice
ACWF
Electrician
ACWF
Handyman
ACWF

Case Finding Statistical Returns

Older People identified per Risk Factor <i>(not known to services)</i>	2002-2003	2002-2004	February - May 2004	Increase (%) since 2002-2003
Falls 1 (OP who have fallen)	33	59	26	78.79
Falls 2 (OP at risk of falls)	109	200	91	83.49
Social Interaction	168	325	157	93.45
Contenance	70	113	43	61.43
Memory	95	172	77	81.05
Depression	18	23	5	27.78
Functional Decline	49	84	35	71.43
Total	542	976	434	80.07

Since the beginning of the project, over 800 older people have been referred for single assessment and approximately 54% were in significant need of intervention and were provided with services. Although the numbers above indicate a higher number of older people identified per risk factor, this is due to a significant number of this population suffering multiple pathologies. During the same period we have been able to identify over 230 older people not known to services on four medications or more, as well as 259 older people not known to services that have fallen or are at risk of falls. This population increases when it includes both older people known and not known to services. Our project is at present providing appropriate information to both groups on falls and medicine management. We are also providing information to both groups on request (section 11 question 30 of the Cardiff-Newport Questionnaire) on Home Care, Meals on Wheels, Day Care, Chiropody, Dental Care, Dietician, Hearing Aid, Optician, Housing Service and Additional Financial Help.



Jo Henderson supplies new slippers to avoid falls.

New Developments

Since last year the WFOPDP has expanded its work in the borough and at present is working together the Waltham Forest Falls Collaborative and the Waltham Forest Falls Strategy Group with the aim of developing an integrated Falls Strategy. As a result we have been working together with the Waltham Forest Prescription Team to increase awareness to all older people on four medications or more in the borough. Together we are currently working on an intervention model for older people identified by case finding and single assessment referred to GPs. The medicines survey is a standard tool of single assessment and it has been extended to the Voluntary Sector Partnership team and to all ACWF projects working at Whipps Cross University Hospital Trust.

THE OLDER PEOPLE'S VOLUNTARY SECTOR PARTNERSHIP (VSP)

The Older People's Voluntary Sector Partnership (VSP) provides a single point of access to the voluntary sector for professionals and for older people and their carers. Social Isolation is one of the biggest problems facing older people. The VSP aims to reduce isolation in the borough. It also encourages older people to become involved in community activities and to combat negative images of older people and of racism and ageism.

The VSP Outcomes

Since last year the VSP has continued to go from strength to strength. It has increased the number of partners to 70 voluntary organisations and from January 2004 to April 2004 it has received more than 120 referrals. About 90% of these have been allocated to services. The VSP has also increased the amount of information distributed in the borough for both older people and partners. Since January 2004 (see table below) it has distributed more than 3300 booklets and leaflets to partners and older people. And since the beginning of the project the VSP has been able to distribute no less than 24000 leaflets and booklets in Waltham Forest!

VSP	Jan	Feb	March	April	Total
Information sent out	542	494	1306	1025	3367
Information sent out (2002-2004)					24016
Referrals received	19	16	46	40	121

Under a new pilot scheme, the VSP has maintained a presence at the Discharge Lounge at Whipps Cross University Hospital Trust and is at present taking referrals from across the borough. The VSP partnership has also published a directory of all VSP members.

The Way Forward

The Older People's Development Programme, the Waltham Forest Falls Collaborative and the Voluntary Sector Partnership are currently engaging with all relevant local agencies to provide an integrated service to all older people in the borough. This has been made possible due to a successful series of talks, presentations and events carried out throughout this year. We are also rolling out good practice in the borough. The WFOPDP and the WF Falls Collaborative are now taking its services to the community, particularly Black and Minority Ethnic Groups, and is planning to launch a series of Information and Health Awareness events which will include talks on Medications, Falls, Depression, Arthritis, Alzheimers, Parkinson's disease, Energy Saving, Smoke Alarms and Pension Credit. Some of these will be in Urdu.

For information on this project contact:

Jorge Lagos

**Project Manager - Waltham Forest Older People's Development Programme
and the Waltham Forest Falls Collaborative**

Tel: 020 8558 8716 **Fax:** 020 8558 0383

E-mail: j.lagos@ageconcernwf.org.uk

Chris Bateson

Single Assessment Officer and Falls Collaborative Assistant Manager

E-mail: c.bateson@ageconcernwf.org.uk

Gabriele Jerome

Voluntary Sector Partnership Co-ordinator

E-mail: g.jerome@ageconcernwf.org.uk

SMALL GRANTS - 2003/2004

The small grants awarded in 2003/4 were allocated through the Voluntary Sector Partnership for Healthy Ageing initiatives:

<i>Date</i>	<i>Group</i>	<i>Amount</i>
21/08/03	Friday Hill Community Association Tai Chi Classes + healthy food. Bowl of fruit always available to promote healthy eating	£500.00
10/12/03	Wesleyan Daycare Centre Armchair exercises and Neck and Shoulder massages	£320.00
14/01/04	Health Wellspring Trust Participation in music and dancing sessions	£500.00
25/03/04	Pakistani Women's Welfare Association Exercise and Keep Fit Classes	£500.00
29/03/04	Sikh Community Care Project Exercises and Health checks. Also encourages a walking group on a regular basis.	£500.00
31/3/04	Waltham Forest Asian Seniors Club Health checks, exercise classes, Swimming and walking	£500.00
TOTAL:		£2,820.00

STAFF CHANGES

Paula Nigliazzo left us at the end of August 2003 as funding for the ICAS pilot service ended. She re-joined us in February 2004 as Information & Advice Officer.

Louis Marie started as our electrician on a sessional basis in March 2004.

Aslam Syyed was appointed as the Trading Co-ordinator in July 2003 replacing **John Dunbar** who died in May 2003.

Jo Henderson left in December to work at Whipps Cross Hospital. Responsibility for the Falls Collaborative was taken over by **Jorge Lagos** and his team.

Lesley McDaniel retired in January and was replaced by her assistant **Marie Lenihan** as Link Up Co-ordinator.

Jennifer White left in December after the funding for our Residential Advocacy project ended.

Bharti Patel & **Pia Muller** joined the Older People's Development Programme in January as Administrative Support and Assessment Officer respectively.

Sheila Creen-Gobel started as PA to the Director in November.

Joy Ibanda had six months work experience with us as a social work student.

THE SILVER SURFERS' LEARNING PROJECT

In March 2003, the funding for the Centre in Orford Road which had been received from the Bridge House Estates Fund came to an end. The objectives set out for the project had been met and overtaken in every aspect of the work undertaken by the staff and volunteers of the Centre. The Centre and the Silversurfers' Project has become a well - known and much appreciated resource for older learners in Waltham Forest and we are extremely grateful for the support and funding received from Bridge House Estates Fund.

In order to continue and extend the work of the Centre, a bid was made to the Big Lottery Fund (formerly the Community Fund) and just when we thought all hope had gone we were told at the end of March 2003 that we had been awarded a grant of £272,391 over a period of three years. Over the three years of the funding the main work of the Silversurfers' centre will continue and further work will be undertaken in a number of other areas. These include running programmes at two satellite centres, increasing the capacity of small voluntary groups by the provision of IT training and the provision of help line support to older computer users. The Silversurfers' Project has now run beginners' programmes at the Priory Court Community centre and will be starting a new beginners' programme for older learners at the City Learning Centre in Billet Road in September 2004. A new programme at the Click centre in Leytonstone has been negotiated to start later in the year.



The total number of users of the service this year exceeds 250, which includes learners at the Silversurfers' Centre and at Priory Court Community Centre. The Central facility at Orford Road has continued to expand its programmes and has offered over 10,000 person hours of IT training for older people in the last year.



The interest and enthusiasm for learning computer skills needs to be sustained and developed and as well as the beginners' programmes the Centre runs practice sessions, special interest sessions at the request of individual learners, art and craft clubs, revision programmes and much more.

The value of the Internet to find a wide variety of information is beginning to be more realised and it is being used for shopping, holiday bookings, looking for health and healthy eating information and for finding more general information about a very wide variety of issues.

Avril York,

Manager, Silver Surfers Learning Centre

Tel: 020 8520 2283

E-mail: avrilyork@hotmail.com

TRADING REPORT FOR THE YEAR 1ST APRIL 2003 - 31ST MARCH 2004

Trading

Trading has faced difficult challenges in the past year, as the premiums for household and travel insurance have increased. In spite of this, we have still succeeded in improving the quality of service for our customers.

Home and Contents

This year we sold 60 policies and renewed 1634 policies which generated commission that was nearly on a par with the previous year.

Travel Insurance

This has doubled from the previous year's performance, as in 2002/2003 we sold 69 policies generating £395 commission whereas in this trading year we have sold 143 policies and 6 renewals giving us total commission of £776.

Energy

Due to stiff competition from British Gas and London Electricity, it has been difficult to provide better savings for our existing and new customers. Hence, earnings from our energy products were down significantly from last year.

Motor Insurance

Despite cut-price competition, we were still able to achieve new business about the same level as last year. We renewed 110 motor insurance policies and sold 24 new ones.

Motor Breakdown

Consistent with last year. Renewed 15 and sold 8 motor breakdown policies compared to 9 last year.

Funeral

Although we sold 26 policies compared to 35 last year, income has increased by 31% from last year due to an increase in funeral premiums.

Alarms

We sold 15 Aid Call personal alarms.

Financial

We sold 4 Long Term Care Plans. This policy is no longer available to our customers.

Financial Services Authority Regulations

With planning already underway, it is essential that we have all our products and services available to customers on-line by January 2005, by which time training should have been successfully completed for all FSA supervisors, and in the areas of customer services, professional competence in performing all the tasks required of staff and volunteers as well as introducing computerised points of sale.

Summary

Income was £32,621 compared to £34,951 last year, a fall of about 7%, reflecting the fact that we have had to cope with higher premiums in our key products.

Plans for the future

With the arrival of the new FSA regulations, we will have to become more customer-focused, provide better training and supervision to our staff and volunteers, and make more effective use of technology available to us to continue to meet our goals.

Aslam Syyed

Trading Co-ordinator

Tel: 020 8532 8793

Fax: 020 8532 8793

E-mail: trading@ageconcernwf.org.uk



Energy Day, October 2003

FUNDRAISING

WHERE DOES OUR MONEY COME FROM?

The pages of our Accounts in this Report show that we receive substantial funds from several sources. These include the Social Services Department of London Borough of Waltham Forest, Waltham Forest Primary Care Trust, the City Parochial Foundation and the Lottery Community Fund. We thank them all for their support.

We also raise valuable income from our own resources such as our charity shop and various trading services - household insurance and so on. Thanks to all our customers of these services.

DID YOU KNOW?

Age Concern Waltham Forest is involved in a number of fundraising schemes. Some are single events, some are longer-term commitments - there is something for everybody!

The Great Weather Lottery - costs £1 per week with a minimum commitment of 3 months but there are 5 chances each week! Various prizes up to £10,000.

B&Q Collections - we usually have one day each year to set up a stall at a local B&Q store to raise funds and give out information.

Recycling of ink cartridges (computer inkjet or copier toner cartridges) and mobile phones - we have a number of collection points at our offices and with the local Health and Social Services. Please ask for details if you can contribute!

The Age Concern Summer City Walk - this is a new venture organised by Age Concern England in London and elsewhere in the country. It's a very gentle and enjoyable means of raising funds which is sure to become a regular event.

Age Concern Christmas Cards - available from our shop in Leytonstone or the Silver Surfers Learning Centre in Walthamstow village.

Further details of any of these activities from the Assistant Director at Zenith House.

Tel: 020 8558 5512 **Fax:** 020 8558 0383

E-mail: s.lambert@ageconcernwf.org.uk

DONATIONS AND LEGACIES

Age Concern Waltham Forest receives Donations and Legacies, large and small, which assist us to continue our work. We wish to take this opportunity to thank all those who have supported us in this way during the past year.

Our special thanks to those who thought of us at a time of grief and requested that donations be sent to us in lieu of flowers at a loved one's funeral.

OUR BOARD OF TRUSTEES

As a charity, Age Concern Waltham Forest has a Board of Trustees which has the responsibility for the general control and management of the administration of the charity. They meet every two months. Without them, the organisation would not exist.

Here is some information about them and why they are interested in Age Concern Waltham Forest.



Mike Pettit, Chair

Mike has substantial experience with a number of voluntary organisations in Waltham Forest and was also a local councillor for several years. He works for a neighbouring local authority as a Commissioning Officer and has held a number of positions with ACWF. He is currently Chair of the Trustees.



Sidney Milambo, Treasurer

Qualified as an accountant in 1993, now working for Workers Educational Association as a Senior Financial Accountant, responsible for financial accounting, audit and compliance. Previously I was the manager of the North East London Community Accountancy Services and have worked as an accountant for various charities. I am still involved with the community groups providing independent examinations and advice on charity issues.

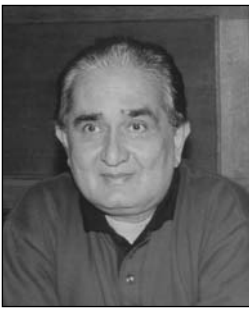
Involved with Age Concern since 1996 when I joined as a volunteer accountant with Age Concern Tower Hamlets. In 2000, I joined Age Concern Waltham Forest (Trading Company) as the Treasurer and have been the ACWF Honorary Treasurer since 2002. My interest in Age Concern is that I believe that life does not come to an end when you are old. Older people make an enormous contribution to society, as they have a rich store of experience, skills and talent; the promotion of their well-being is crucial in tapping their skills and experience and to make later life a fulfilling and enjoyable experience.



Jeffrey Blay

My background is farming; I came to London to be the warden of the Quaker Meeting House in 1969. After 5 years I joined the civil service and then worked for Nat West bank where I was the union seconded rep for some years.

I am at present a trustee of Quaker Social Action, which is a long standing charity for disadvantaged people in the East End of London. I am also a director of Barclay Farm and enterprises, which is a charity for the educationally disadvantaged. Also a director of Ozone Friends Ltd, which is a white goods recycling company. I am a member of London Older Peoples statutory group, London Civic Forum, Patient And Public Involvement Forum Whipps Cross Hospital, Disability Action Waltham Forest. I am also a school governor, retired J.P. and a former councillor.



Mahesh Leharu

Obtained Masters degree in Social Work along with degree in Law and Diploma in Public Relations. Working with ACWF since early 1990 and a Board member between 1992 and 1996 representing LBWF Social Services. Initiated Asian advice sessions at Goddarts House, Chingford Hatch, etc.

Took early retirement in 1997 after 10 years with LBWF Social Services. Have since worked for voluntary organisations. Currently Co-ordinator of WF Asian Blind Association. Very keen on developing projects for the elderly with visual impairment along with the Voluntary Sector Partnership. As a 'PR person', I try my best to build on image using my skills, knowledge and ability.



Lolita Llamas

I was born in the Philippines and arrived in the UK in May 1971 to undertake nurse training. Qualified as a Registered Nurse for the Mentally Handicapped in 1974. Married with two children. Now also a grandmother of a girl and a boy.

I have an extensive experience in the care profession. I enjoyed many happy years working for the National Health Service, the voluntary sector and now for the London Borough of Waltham Forest.

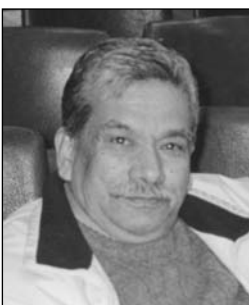
I have worked with older people for the last eight years and have thoroughly enjoyed the experience. I am interested in ACWF because of the readiness and motivation towards partnership working with statutory agencies, other private and voluntary organisations as well as service users and carers.



Gerri McHugh

Gerri McHugh is Director of the Royal College of Veterinary Surgeons Trust, a medium-sized educational and animal welfare charity providing a range of grantmaking and information services to the veterinary profession. She has held a number of senior marketing posts within the voluntary sector over the past seven years and has a specific interest in organisational culture and change management. Before joining the sector she was a buyer for an international retail company, sourcing ceramics and plastics for over 150 European DIY stores.

As Trustee and Treasurer of ACWF, she is working with the Board and senior management to diversify income streams and raise the profile of the charity with a wider group of stakeholders. She is passionate about the unique work of ACWF with her local community and keen to help the organisation achieve its true potential.



Mohammed Yousuf Qureshi

I am a family man and local resident. I have six years experience of working in the Voluntary Sector since my retirement as Senior Civil Servant. I am a Community activist and am associated with numerous local, regional and national voluntary organisations including Chair of NOW (New Opportunities for Walthamstow) Community Forum, Secretary of Cathall Neighbourhood Forum, The Seniors & WF BME School Governors Forum. I am Treasurer of Equalities & WF Supplementary Schools Forum. I am Board Member of NOW & the Community Empowerment Network. I am on the Management & Executive Committees of WF Voluntary Action, WF Disability Action, WF Access Alliance, WF BME Alliance & Black Londoners Forum.

I have also learned a lot while working in the voluntary sector since it is a two way process which has enhanced my skills tremendously. This is also in line with my belief 'Learning is a life-long process from the Cradle to the Grave'. Age Concern is a major charity serving the elders of the country in many diverse fields and I am proud to be part of ACWF since 1999 in varied capacities including Information Volunteer, Deputy Trading Co-ordinator & Trustee.



Ethel Watson

Why did I become involved with Age Concern? - I initially had a bad experience with a member of staff over volunteering and at the end wished I had never bothered. I was not happy with all aspects of the organisation.

Have I altered my view?- the staff that I have encountered since being a trustee have been helpful and full of fun besides working hard.

Unlike other Age Concerns, Waltham Forest gets involved with services which are provided to the older person so are not so high profile as other branches. I would like to see more high profile publicity. It can only get better.



Ken Sanders JP, MBE

Was a member of the Local Council for 20 years including time spent as Mayor, Vice Mayor and Deputy Mayor for Waltham Forest. He has been President of the MS Society, a School Governor, Vice President of Mencap, a Founder Member of the Council for Voluntary Services (now Voluntary Action Waltham Forest) and a Lay Inspector for the Social Services Inspectorate. He was a Member of the Waltham Forest Community Health Council for 23 years. Ken chaired the Waltham Forest Carers Association for 3 years and is still Chair of Crossroads. He was a Founder Member of Age Concern Waltham Forest which was set up in 1980 and is now its President.

Having worked for the local Council and attended the Older Peoples' Welfare Council (Chingford and Leyton), I met a lot of older people and found out that many had no visitors, nowhere to go and were very lonely. They had issues such as living in houses that were badly in need of repair, but had no one to turn to.

These problems, along with an interest from my wife, who had worked in home care and for Haringey Council as Head of Administration for Residential Care, spurred me on to form an ad-hoc committee which in turn led to setting up Age Concern Waltham Forest with help and guidance from Age Concern England.

In the early days I recall that all work was voluntary - not even expenses were paid. Nowadays, Age Concern Waltham Forest employs staff and volunteers are able to claim out-of-pocket expenses, though not all do.

As a Board Member, then as President of Age Concern Waltham Forest, I have been very actively involved throughout the organisation's development. Now, due to my health deteriorating, I cannot give as much as I would like to, although I keep an active interest in the organisation.

The current Director, Sheena Dunbar, joined Age Concern Waltham Forest in 1992 and has shown a very professional approach. Her driving spirit has kept going and we have built up Age Concern Waltham Forest gradually over the past 12 years.

As essential as volunteers are, they cannot always be there and with the skills necessary to undertake all the work that is needed, and we therefore need more resources to employ professional and committed people to develop ACWF's services further .

I still feel that enough is not being done for the elderly. Pensions are under threat now. Services provided by ACWF and Social Services need to be advertised more to raise awareness amongst older people. Overall Age Concern needs to campaign a little harder, to look to the future and the needs of the next generation of older people.

ANNUAL GENERAL MEETING 2002-03

This Annual General Meeting was different from our recent ones - it was held in October instead of the following January as we wanted to reduce the time it takes to report on the previous year's activities. This meant that the Annual Report had to be finalised as soon as possible after the year-end in March 2003. Fortunately, we managed it in time!



Another new departure on this occasion was to combine the AGM with an 'Open Day' which provided a showcase for our projects - Silver Surfers, Healthy Ageing, Falls Collaborative, Trading Services and others - and also allowed us to invite many of the groups that we work with. We needed a bigger venue for all this (Walthamstow Assembly Hall) but it wasn't difficult to fill it!



The occasion also marked our 21st birthday so of course there was a cake - two cakes in fact, so that as many people as possible could have a piece! - and some musical entertainment as well as Tai Chi and our regular presentations of Volunteer Long Service Awards and Award for Volunteer of the Year.

We certainly enjoyed the occasion and we think those attending (over 150 people) did too. Our thanks to all the groups who joined us and publicised their services. Also to Jean Williams and Gabriele Jerome who put in a lot of work to make the day such a success!

Stephen Lambert
Assistant Director

Thanks to Vanina Suriano for the photos on this page and page 25. www.vsuriano.co.uk



AGE CONCERN WALTHAM FOREST AGM 9TH OCTOBER 2003

VOLUNTEER LONG SERVICE AWARDS 2002/2003

2 YEARS

David Bruce	<i>Silver Surfers</i>
Valerie Butcher	<i>Intergenerational</i>
Eve Kelsey	<i>Link-Up</i>
Kathleen Prior	<i>Silver Surfers</i>
Selvon Seecharan	<i>Silver Surfers</i>
Pat Tomlinson	<i>Silver Surfers</i>
June Zogbi	<i>Shop</i>

5 YEARS

Gillian Lewis	<i>Link-Up</i>
Rose Lynch	<i>Link-Up</i>
Felicity Weitzel	<i>Link-Up/Shop</i>
Karen Wishart	<i>Link-Up</i>

15 YEARS

Jean Buniak	<i>Shop</i>
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Anthony Stedman

VOLUNTEER OF THE YEAR AWARD 2002/2003

The following were chosen as Volunteer of the Year 2002/2003 and were presented with their awards at the AGM:

Anne McIntyre	<i>The Lighthouse Over 50s Luncheon Club</i>
Queenie Rider	<i>Healthy Ageing Programme</i>
Anthony Stedman	<i>Wesleyan Day Care Centre</i>

Our thanks to all our volunteers for their hard work and commitment

Age Concern Waltham Forest has a range of volunteering opportunities - please contact us for the latest information:

Zenith House, 210 Church Road, E10 7JQ
Telephone: 020 8558 5512

Email: info@ageconcernwf.org.uk Website: www.ageconcernwf.org.uk

STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2004

	Notes	Unrestricted funds £	Restricted funds £	Total 2004 £	Total 2003 £
Income and expenditure					
Incoming resources					
Donations and similar incoming resources	1	182,051	—	182,051	128,267
Incoming resources from activities in furtherance of the charity's objectives	2	—	364,758	364,758	310,287
Incoming resources from activities for generating funds	3	110,928	—	110,928	112,173
Bank interest receivable		1,944	—	1,944	1,951
Miscellaneous income		6,206	—	6,206	6,687
Total incoming resources		301,129	364,758	665,887	559,365
Resources expended					
Cost of generating funds					
Fundraising and trading	4	66,393	—	66,393	61,248
Charitable expenditure					
Cost of activities in furtherance of the charity's objectives	7				
. Central services		112,847	114,845	227,692	202,670
. Development		—	86,676	86,676	63,360
. CIT access and learning		—	82,460	82,460	67,030
. Link-up project		—	30,849	30,849	26,805
. Healthy Ageing and Satellite Activities		—	39,906	39,906	33,268
. Intergenerational		—	31,654	31,654	29,207
Donations payable		2,820	2,325	5,145	9,330
Management and administration of the charity	8	56,652	2,772	59,424	67,145
Total resources expended		238,712	391,487	630,199	560,063
Net incoming (outgoing) resources before transfers ie net income (expenditure)					
		62,417	(26,729)	35,688	(698)
Gross transfers between funds		(28,234)	28,234	—	—
Net movement in funds	9	34,183	1,505	35,688	(698)
Balances brought forward at 1 April 2003					
		53,386	72,656	126,042	126,740
Balances carried forward at 31 March 2004					
		87,569	74,161	161,730	126,042

All of the charity's activities derived from continuing operations during the above two financial periods.

The charity has no recognised gains and losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented.

BALANCE SHEET
AT 31 MARCH 2004

Balance sheet 31 March 2004

	Notes	2004 £	2004 £	2003 £	2003 £
Fixed assets					
Tangible assets	12		14,168		20,649
Investments	13		2		2
			14,170		20,651
Current assets					
Debtors	14	6,307		9,708	
Cash at bank and in hand		271,000		145,146	
		277,307		154,854	
Creditors: amounts falling due within one year	15	(129,747)		(49,463)	
Net current assets			147,560		105,391
Total net assets			161,730		126,042
Represented by:					
Funds and reserves					
Income funds					
. Restricted funds	16		74,161		72,656
. General funds			87,569		53,386
			161,730		126,042

Approved by the Trustees
and signed on their behalf by:

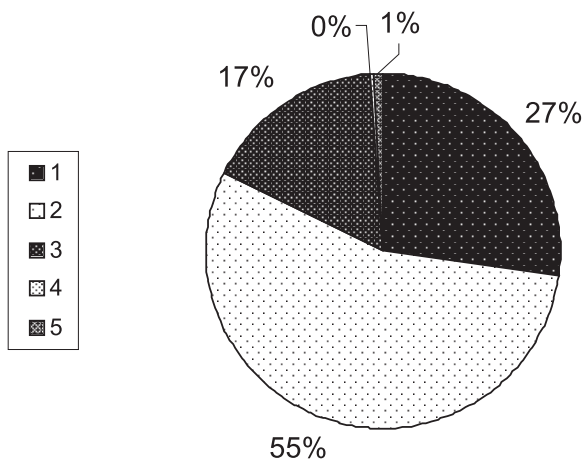


Trustee

Approved on: 5 August 2004

STATEMENT OF FINANCIAL ACTIVITIES 2003 - 2004

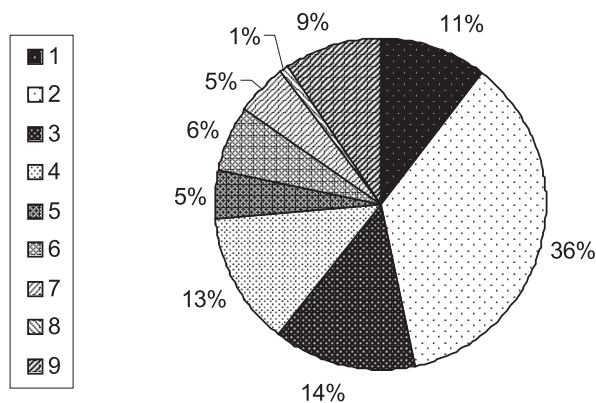
INCOME



INCOME

1. Donations & LBWF core funding	£182,051
2. Specific grant funding (LBWF, PCT, other)	£364,758
3. Fundraising (Charity shop, Trading, etc)	£110,928
4. Bank interest receivable	£1,944
5. Miscellaneous income	£6,206
Total:	£665,887

EXPENDITURE



EXPENDITURE

1. Fundraising and trading	£66,393
2. Central services (incl. Info, Advice & Advocacy)	£227,692
3. Development Prog.	£86,676
4. Computer Learning Centre	£82,460
5. Link-Up Project	£30,849
6. Healthy Ageing	£39,906
7. Intergenerational Project	£31,654
8. Donations payable	£5,145
9. Management & Administration	£59,424
Total	£630,199