





Waltham Forest
Primary Care Trust



Whipps Cross
University Hospital
NHS Trust



North East London
Mental Health
NHS Trust

Waltham Forest Healthy Ageing Programme



Age Concern
Waltham Forest



Waltham Forest
Older People's
Voluntary Sector
Partnership



Waltham Forest
Social Services



AGE *Concern*

**ANNUAL REPORT
2004 - 2005**

WALTHAM FOREST

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 2004-2005
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Age Concern Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2004 - March 2005

		<i>Meetings attended</i>
Ken Sanders (<i>President</i>)	Retired Local Government Officer	N/A
Mike Pettit (<i>Chair</i>)	Local Government Officer	4/4
Sidney Milambo (<i>Treasurer</i>)	Accountant	2/4
Jeffrey Blay	Retired Bank Night Guard	4/4
Mahesh Laheru	Charity worker	4/4
Ethel Watson	Retired Commercial Officer	2/4
* Lolita Llamas (Resigned March 2005)	A Local Authority Employee	1/4
Yusuf Qureshi	Retired Commercial Engineer	4/4
Arif Mahmood	Retired previously self-employed	2/4
Richard Snook (Resigned March 2005)*	Community Worker	1/4*

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

Age Concern Waltham Forest - Annual Report 2004-5

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Message received in a Christmas Card

"Thanks for all the work you have put into Age Concern which in our opinion has borne fruit in many different ways by focusing on and highlighting the concerns of the people of our generation with a strong voice."

DIRECTOR'S MESSAGE

Age Concern Waltham Forest continues to work collaboratively with Older People's Services and to provide a range of high quality services as part of the whole system of health and social care. Additionally, Age Concern Waltham Forest, along with the Waltham Forest Older People's Voluntary Sector Partnership, continues to oppose ageism and to represent the needs and views of older adults and their carers.

Age Concern Waltham Forest now administers a collaborative website of information for older adults and their carers. It is proving extremely popular and we will continue to develop it in future years. Information on the website can be accessed directly by older adults who use the internet but also be printed off for older adults by front line staff across the statutory and voluntary sectors. The collaborative website address is **www.wfolderpeople.com**

Age Concern Waltham Forest's own website has been improved this year also and our newsletter posted on it to increase its readership. The Age Concern Waltham Forest website address is **www.ageconcernwf.org.uk**

Do let us have your views on the websites and the Age Concern Waltham Forest newsletter so that we can continue to improve them.

Finally, I would urge older adults in Waltham Forest to join Age Concern Waltham Forest as a member (telephone 020 8558 5512 for details or see our website) and organisations/groups to join the Waltham Forest Older People's Voluntary Sector Partnership (telephone 020 8558 8716). Together we can find better solutions and improve the quality of life of older adults in Waltham Forest.

Sheena Dunbar Director

CHAIR'S REPORT

This year Age Concern Waltham Forest has continued to work in partnership with local statutory agencies with the aim of improving the quality of life of the older adults of all communities in the borough.

We have been working with the London Borough of Waltham Forest on the development of its Corporate Strategy for Older People - to be launched during 2005 - and have served on the Council's Age Discrimination Scrutiny Panel. Both of these Council initiatives should ensure that older adults in Waltham Forest are recognised primarily as citizens and that their aspirations and needs are taken into account in all aspects of the Council's work.

We continue to work collaboratively with the newly integrated Waltham Forest Primary Care Trust and Social Services Older People's Services on a range of services, both old and new, which are described in this report. These services link to the Waltham Forest Voluntary Sector Partnership - a Partnership which is critical to reaching out to older adults in the community.

Age Concern Waltham Forest staff and volunteers continue to ensure our services are of a high quality. The Board wishes to record its thanks to all of them and to the Director for another year of sterling work.

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

Mike Pettit

Chair of Trustees

TREASURER'S REPORT

This has been a very busy year for the Charity, with total incoming resources of £735,339 (2004 - £665,887) - an increase of 10.43%. Total resources expended were £746,459 (2004 - £630,199) - an increase of 18.5%.

The sale of donated goods at our Charity Shop and arranging Insurance for older people continue to provide essential income for the Charity and contributed a net amount of £39,474 (2004 - £46,955).

The balance carried forward totalled £150,610 of which £79,180 is restricted and £71,430 unrestricted or general funds.

Our reserves amount to approximately two or three month's general expenditure, which is sufficient to cover temporary shortfalls in incoming resources and will allow us to cope with unforeseen emergencies whilst specific action plans are implemented. This is in line with the Charity Commission's regulations and expectations.

Age Concern Waltham Forest ensures sound financial planning, control and utilisation of resources by maximising funding and developing effective costing models.

We continue to rely on our funders, supporters, staff and volunteers whose contribution throughout the year has been so important in the provision of our services.

THE INFORMATION AND ADVICE SERVICE

This service is funded by the London Borough of Waltham Forest Social Services Department. We provide a telephone helpline three mornings a week and have Information and Advice sessions in Leyton, Walthamstow, Higham Hill, South Chingford and Hale End Libraries. There are also twice weekly two-hour sessions at Zenith House, which have made the service more accessible. The sessions are available for Asian language speakers. We run these sessions with the help of our volunteers. We are very short of volunteers and trying to recruit more.

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 125 referrals from the hospital regarding patients who have been discharged and are identified as needing help.

We have recruited sessional staff to visit these clients but most of them have left as they have gone into paid employment and we are currently in need of new staff.

Aims for the year

- To assist more elderly housebound people by way of home visits and to publicise our services so that people can make referrals to us for those in need of home visits.
- To contact more Black and Minority Ethnic groups to use our service
- To work with the Department of Work and Pensions (DWP) more closely and to become an alternative office for DWP
- To organise an I & A independent survey
- To contact hard to reach groups who have not used our service before including religious / faith groups.
- To monitor our helpline



Ghulam Minhas with a customer

Impacts

From 1st April 2004 to 31st March 2005 we assisted 2998 people. We visited 180 people of which 100 visits were made as a result of referral from hospital and other sources including self-referrals.

We have contacted many more BME groups including mosques and churches where we have organised information sessions with the users group.

We have attended many sessions/seminars of DWP to assist them to provide information.

Since January 2005 we have been a designated alternative office for the Department of Work and Pensions (DWP) to receive benefit claims from people aged 60yrs and over for:

- Attendance Allowance (for people aged 65 years and over)
- Bereavement Payment (for people aged 60-65 years)
- Carer's Allowance
- Disability Living Allowance (for people aged 60-65 years)
- Incapacity Benefit (for people aged 60-65 years)
- Pension Credit, State Pension and Winter Fuel Payment

We are authorised to accept claims, collect the information requested on the claim form (excluding medical evidence) and check any documents a client provides to support their claim. We then forward the claim and the information the client has given us together with verified copies of any documents to the appropriate Benefits Office. If a client chooses to make their claim in this way it is treated as if they had made their claim direct.

The Department of Work and Pensions will contact the client if they need more information, for example medical information and it will be they who will decide client's entitlement to benefits. We do of course continue to provide advice and information about benefits independently of the Department for Work and Pensions.

We have carried out an I&A survey getting feed back from service users, which will help us to improve our service.

We have contacted and visited many of the groups who have not used our service before and as a result of this we have received a number of self-referrals and people have also visited our premises.

We have tried to monitor our helpline, though we still require much effort to get the message across that the information we ask over the phone and other comments can play a vital part for an effective service.

For more information please contact -

Ghulam Minhas, Information & Advice Manager

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

Email: g.minhas@ageconcernwf.org.uk

ADVOCACY SERVICE

The service is funded by London Borough of Waltham Forest Social Services. It provides both self and one-to-one advocacy to frail, older people in Waltham Forest.

Self Advocacy

The advocacy service offers advocacy to groups of older people to work through issues of importance in their lives. The aim of these sessions is to enable the people that attend the sessions to deal effectively with these issues. The issues are wide ranging- from Welfare Benefits to residential care, to make a will, to obtaining assistance from social services and are chosen by the older people themselves.

These sessions attract people from ethnic minority communities and, indeed, a good cross section of people in Waltham Forest. Sessions are arranged at the premises of ethnic minority community group. All these sessions are well planned and publicised in advance.

One to One Advocacy

This service is aimed at more frail older people or carers who are unable to advocate for themselves. It offers a one-to-one service whereby an advocate will work through an issue or number of issues. The advocate provides a communication link between an older person and various authorities. People can self-refer and many referrals come from social services, GP's, ACWF projects and other voluntary organisations.

The maximum caseload is 15 clients. We have provided 389 (self-help) and 80 (one to one) sessions.

For more information please contact -

Ghulam Minhas, Manager Advocacy and Information Services.

Tel: 020 8558 5512 **Fax:** 020 8558 0383 **Email:** g.minhas@ageconcernwf.org.uk

CHARITY SHOP

Every year, the shop aims to improve on the previous year's results. 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 the entire stock was changed. This resulted in the best days and weeks takings since the shop was opened.

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

During the last year we have had some happy and sad times after losing Eileen Brady, one of our volunteers, who 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 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.



Barbara, Deputy Manager,
with volunteers Joe and Chris

Patricia Robson

Shop Manager

Tel: 020 8532 8031

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

FAMILY SUPPORT SERVICE

Aims last year

- To assist in freeing up acute and Primary Care Trust beds for those in clinical need.
- Avoid unnecessary admissions, by assisting in finding suitable placements for older people still living in their own homes, identified as "at risk".
- Provide support, information/advice and advocacy to clients and carers on the move into residential/nursing care homes.
- Provide choice by facilitating escorted visits to view homes with clients who would otherwise not be able to do so, because they and/or their families do not have access to suitable transport.
- To accept referrals from Whipps Cross University NHS Trust Hospital Social Work and Discharge Teams, London Borough of Waltham Forest Social Services First Response and Adult Services Teams, Waltham Forest Primary Care Trust Rehabilitation Units at Ainslie and the Wanstead Hospital, as well as self referrals by older people and their families/carers living in Waltham Forest, whether Social Services funded or self funding.

Impacts

In our first full year of service, 1st April 2004 to 31st March 2005 we assisted 72 clients. 34 of those were moved out of acute/PCT beds.

We also provided information and advice about moving into a care home, or sheltered accommodation to 38 clients currently still living in their own homes.

We provided written and oral advice by telephone or in person, on matters such as Social Services Financial Assessments, Power of Attorney, benefits advice and any other financial matters affecting those going into residential care and their families.

We supplied lists of nursing and care homes within the areas of client choice where there were vacancies, upon request.

All 34 clients moved from acute/PCT beds were offered escorted visits to view nursing/care home places and sheltered accommodation. If available, family/carers were also invited to join these visits. Wheelchair accessible vehicle was provided where necessary. Final moves were arranged through Family Support Service.

Advocacy was offered to all clients, families and carers and ongoing support for those clients without family.

72 referrals received in total for the year, 46 from professionals and 26 direct from older people and their families.

For more information please contact:

Paula Nigliazzo, Co-ordinator

Tel: 020 8558 0455 **Email:** paulan@ageconcernwf.org.uk

THE HEALTHY AGEING PROGRAMME

Introduction

The Healthy Ageing Programme, run by Age Concern Waltham Forest, was set up to implement Standard 8 of the National Service Framework for Older People. The programme is based on research carried out in Okinawa, Japan where people not only live to very old age (many are over 100), but remain fit and healthy. This research showed that the 4 main reasons why people live longer and healthier are:

1. They keep active
2. They socialise
3. They eat a healthy diet
4. Spirituality has great importance

The programme has an emphasis on these four areas but also includes other health messages such as smoking cessation, flu immunisation, keeping warm in winter and the importance screening such as breast cancer.

Keeping Active

As part of the falls prevention strategy, Age Concern Waltham Forest have been given a grant to organise balance and exercise classes for older people living in the Borough.

Tai Chi and gentle exercise to music classes have been set up in different parts of the Borough. Older adults can refer themselves for the classes and we also get referrals from people who have completed the rehabilitation classes at Ainslie Unit in Chingford.

Tai Chi is a low-impact form of exercise that features slow movements and deep breathing and emphasizes balance.

These have proved to be very popular and the participants have noticed many health benefits such as:

- Improved balance
- Better breathing
- Reduction in blood pressure
- More confidence when going out
- Improved sleeping
- General feeling of well-being

In partnership with Higham Hill Common Allotment Association and Waltham Forest College, a gardening course ran from April until October 2004. The students are taught wildlife friendly gardening techniques as well as other information and also carry out practical gardening. Students can retain their plot until March 2005 and four of them have now leased their own plot so they can continue growing their own fresh fruit and vegetables.

Socialising

The Healthy Ageing Programme has very close links with the Voluntary Sector Partnership and a database of local clubs and organisations. Older adults are encouraged to join a local group in order to reduce social isolation. A total of 35 older people were referred to a group during the past 12 months. An afternoon of entertainment was held at the Epicentre in December with 32 older people taking part.

Healthy Diet

Having a healthy diet is one of the most important ways you can maintain an active lifestyle and protect against health problems. Eating well also increases energy, improves the way the body functions, strengthens your immune system and prevents weight problems.

The Healthy Ageing Programme has close links with the Dietetic Service at Whipps Cross Hospital. Information and advice on diet is sent out to people who enquire about this and 14 talks were given throughout the year to local groups.

Spirituality

Spirituality in its' wider sense is a term that is not necessarily about religious beliefs but more about feeling happy and having a high self esteem. It is about feeling positive and satisfied with life. Coping and dealing with stress in a positive manner plays a major role in slowing down the process of ageing.

To this end, older people are encouraged to think about this issue in order to raise their own self esteem.

Other Initiatives Implemented by the Healthy Ageing Programme include:

Message in a Bottle

Age Concern Waltham Forest and Chingford and Walthamstow Lions Clubs launched the Message in a Bottle scheme at the beginning of June 2003 with the support of Waltham Forest PCT, GP's, Social Services and the Emergency Services.

This scheme is a simple idea designed to encourage people living on their own to keep their basic personal and medical details on a standard form and in a common location where they can be easily found in an Emergency.



Jean Williams and Message in a Bottle

More than 1500 bottles were distributed in 2004-2005.

Healthy Ageing Video

A major achievement was the launch of our video on healthy ageing on 30 November 2004. The video includes all aspects of healthy ageing including other health messages such as smoking cessation and breast screening.

The video was filmed at various locations throughout the Borough and most of the video is presented as older people telling their own stories. Copies are available at £5 each.

Health Promotion

Various talks, workshops and presentations have been given throughout the Borough over the course of the year and these have proved to be very popular.

For more information please contact:

Jean Williams

Healthy Ageing Co-ordinator

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

Email: j.williams@ageconcernwf.org.uk

HOSPITAL DISCHARGE SERVICES

Introduction

The Hospital Discharge Services based at Whipps Cross University Hospital consist of five separate services, providing information, advice and practical help for older adults:

Welcome Home provides a visit to an older adult who is being discharged from hospital. We provide settling in, shopping, pension collection and assistance with small household tasks.

A&E (Accident and Emergency) Escorted Discharge Service provides a service to older adults, living in Waltham Forest, who are being discharged from A&E and would go home with a relative, if available. The service also settles the older adult into his/ her home surroundings and provides shopping, pension collection and minor housework tasks.

Discharge Lounge and Ward projects aim to talk to the older adult who is on the Ward or in the Discharge Lounge to provide information, offer advice and /or signpost to other services, ensuring a safe discharge and promote independent living at home.

Saturday Escorted Discharge Service a pilot project which provided a service to older adults in the London Borough of Waltham Forest who are being discharged from hospital on a Saturday. The service escorted older adults home, settling in, providing shopping and pension collection. Unfortunately this service was not successful and due to the small amount of referrals was ended.

Aims:

- Promote independent living at home
- Prevent social isolation
- Prevent re-admission to hospital
- Provide information and advice
- Provide practical help

Impacts:

- In the financial Year 2004/05, the Hospital Discharge Service had a total of 813 older adults who have had contact with Age Concern Waltham Forest staff.
- 221 older adults have been referred to the Older People's Voluntary Sector Partnership which aims to provide social inclusion, advice and information. 114 have been allocated or offered services, ranging from clubs, befriending and or other services within the local community groups.
- The Welcome Home service had 141 referrals, with 8 referrals being re-admissions. We provided services such as settling in, providing shopping, pension collection and small practical tasks. The A&E had 122 referrals and the Saturday Escorted Discharge Services had 6 referrals in the financial year of 2004/05. Five of those have been re-admissions. The Escorted Discharge Services provided an escorted discharge either by car or taxi and provided the same practical tasks as the Welcome Home Service.

- 87 were sent additional information on subjects such as Falls, Pendant Alarms, local transport options, and other relevant information required by the older adult.

Aims next Year:

To maintain the current projects.

Further details on this project from -

Gabriele Jerome, Co-ordinator

Tel: 020 8558 8716

Email: g.jerome@ageconcernwf.org.uk

INTER-GENERATIONAL PROJECT

Aims for 2004-5:

- to increase the number of schools in the southern part of the Borough and
- find volunteers to match these

Impacts:

- in response to a mailing, several new schools in Leyton and Leytonstone expressed interest in the scheme.
- however finding volunteers was a much more difficult task. New volunteers were identified during the year but not all of these reached the point of being introduced to a school. Helping children in their classes is obviously not everyone's idea of what volunteering for Age Concern Waltham Forest involves!

The Project continues to receive very encouraging comments from the schools that already have experience of a volunteer -

The Project has the following benefits -

- enables children to develop confidence and fluency with their reading
- provides a calm atmosphere with one to one support
- child has uninterrupted attention of an adult
- improves behaviour and motivation
- increases independence in other areas of the curriculum.'



Project Volunteers at the end of term, July 2004

'We do find the service invaluable'.

The search for further funding continued and by March 2005 some promising foundations with an interest in literacy had been identified.

Further information from -

Stephen Lambert, Co-ordinator

Tel: 020 8558 5512 **Email:** s.lambert@ageconcernwf.org.uk

LINK-UP PROJECT

Our aims -

- Our general aim is to help restore confidence, and encourage independent activities in the community for socially-isolated older people through regular visits or telephone-conferencing;
- a particular aim this year was to attract more volunteers.

Volunteer Home Visiting Service

It has been a good year for the Home Visiting Service; since embarking on a major promotion campaign to attract more volunteers, we now have 40 volunteers visiting socially isolated clients in the borough, an increase of 30% with enquires still arriving. We have continued to limit the visits to six months, mainly to enable Age Concern to reach more people; despite this success, we currently have a waiting list of over 75.

The feedback from clients confirms that the main source of satisfaction is having a visitor to look forward to - chatting and sometimes doing little things together. Without the continued enthusiasms and commitment of our volunteers this valuable service would not be possible.

Telephone-Conferencing

The telephone-conferencing group is still popular, and we encourage housebound isolated people to take part. The group consists of weekly half-hour calls with 6 people and a facilitator from Age Concern. All matter of issues are discussed and the calls last for 8 weeks.

At the end of the calls we all meet up for a coffee morning, which is very enjoyable, and it encourages people to exchange phone numbers and stay in touch with each other.



One of our coffee mornings for volunteers held at a coffee shop in Chingford. From left, Pamela Eaton, Marie Lenihan, Nellie Kent, and Pearl Carter.

Link-Up Support

We continue to provide a dedicated weekly 2-hour visit to our 15 clients who are all terminally ill. We have 7 dedicated sessional staff, and would like to welcome our new staff member Faye on board. This service is much appreciated as it provides an opportunity to retain some form of independence, without relying on close family or medical practitioners. A comment: "It enables me to get out once a week, and I really enjoy the outing".

Further information from -

Marie Lenihan, Co-ordinator

Tel: 020 8558 3404 **Email:** m.lenihan@ageconcernwf.org.uk

WALTHAM FOREST OLDER PEOPLE'S COLLABORATIVE WEBSITE

www.wfolderpeople.com

Waltham Forest Older People's Collaborative Website is a collaborative project involving Age Concern Waltham Forest, Waltham Forest Council, Waltham Forest Primary Care Trust, Whipps Cross University Hospital NHS Trust, the Waltham Forest Older People's Voluntary Sector Partnership and North East London Mental Health NHS Trust. The website is designed for both older adults and front-line professionals who deal with them in health and social care.

It aims to:

- Support older people and their carers to make informed decisions by providing jargon-free information about Welfare Benefits, Moving to Residential or Nursing Care, Deaths & Bereavements etc.
- Raise awareness among older people of the importance of Healthy Ageing. Provide older people with information about how to access services that support their lifestyle choices for health and well-being.
- Avoid serious situations arising and help older people gain the best possible level of independence following illness by delivering information about the local hospital discharge scheme, intermediate / transitional care scheme.



Screenshot of Website

Contents available in the first phase of the website include:

Falls Prevention; Welfare Benefits; Healthy Ageing; Moving to Residential or Nursing Care; Discharge from Hospital; Death and Bereavement; Keeping Warm in winter; Hearing Loss; Living with a Terminal Illness; Direct Payment and Your Dental Healthy etc.

Impact:

The website is part of the local Information Strategy for Older Adults and aims to provide local access information and information on issues of concern/interest to local older adults. Since its launch, Waltham Forest Older People's Collaborative Website has become one of the most prominent websites in the borough which deliver information to older people. From January to August, the website has had over 15,789 hits.

Future Development

We are expanding the range of information which is of interest and use to older people. Information such as:

- Transport Mobility
- Adult Abuse
- Crime Prevention
- Medication

We plan to implement **Ethnic Minority Languages Videos** on the website in order to set up an easy and more accessible format for older people who speak little or no English. The Ethnic Minority Languages Videos will be simple messages to inform old people how to access further information and services.

AGE CONCERN WALTHAM FOREST WEBSITE

www.ageconcernwf.org.uk

The Age Concern Waltham Forest Website delivers information on all services Age Concern Waltham Forest runs, and other important documents of the organisation such as ACWF Annual Report, ACWF Newsletter and consultation documents.

The website has also made available information on the latest news and events of ACWF, for example, job / volunteering opportunities.

The Age Concern Waltham Forest Website aims to:

- Promote the well being of all older people.
- Improve the quality of life of older people in Waltham Forest.

Impact:

The Age Concern Waltham Forest Website has done extremely well since it's relaunch in January 2005, proving itself to be very informative and helpful to older people in Waltham Forest, generating more than 25,000 hits monthly.

The Way Forward

We will continue to improve the Accessibility Standards of the website, making it truly accessible to everyone, including people with disabilities.

A search engine will be installed to help web surfers locate information more easily.

We will also enhance the user interface of the website to make all web pages printer friendly and web surfers will be able to email their favourite pages to their friends etc.

Both websites are maintained and updated regularly. Feedback and comments are sought periodically to improve the quality and accessibility of both websites.

If you have any suggestions, comments or questions, please contact:

Holly Liu, Webmaster / Information Co-ordinator

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

E-mail: h.liu@ageconcernwf.org.uk

SOME OF THE EVENTS WE HAVE BEEN INVOLVED IN THIS YEAR

Funky Ferrule Competition

In October 2004 we developed a strategy for a "Falls watch" aimed at the younger generation to identify fallers or people at risk of falls. To this effect we produced and published a "Falls Story Book". We also organised, jointly with Age Concern Redbridge, WF Primary Care Trust and Social Services a "Funky Ferrule" event.

Children and young people aged between 5-18 were invited to take part in decorating a ferrule, and / or drawing a 'funky ferrule' competition. The winning ferrules were used as part of a falls prevention programme in Redbridge and Waltham Forest. A small booklet was written, illustrated and published by ACWF, which was distributed to all Primary Schools taking part in the competition. The award ceremony for the winning entries in the competition took place in 2005.



The winning ferrules

The Guardian Public Services Awards

Age Concern Waltham Forest shared in this award with the local Social Services and Waltham Forest Primary Care Trust. It recognized the achievement of 'joined up government' through various initiatives to reduce delays in the discharge of older people from hospital. These initiatives included an intermediate care assessment team at Whipps Cross Hospital, an improved discharge lounge and an escorted discharge service, some of which ACWF are responsible for.



The photo shows ACWF Director Sheena Dunbar with David Cheesman of Whipps Cross and John Wiltshire of London Borough of Waltham Forest. Also Councillor Graham Smith with two of Waltham Forest's Older Adults.

Age Awareness Week (May)

Age Awareness Week was an event organized by Whipps Cross Hospital to highlight ways in which they are tackling age discrimination and ACWF was invited to participate. We set up a stall in the main corridor where we could provide information to anyone passing by. Members of staff from various projects were involved.



Ghulam Minhas and Gabriele Jerome on the stall



Pia Muller and Chris Bateson replacing sloppy slippers!

Seniors Day (February)

This event was organised by Team Leyton, Leyton Neighbourhood Forum for people living in the Leyton area. Several organisations worked in partnership to bring information and advice, provide equipment and entertainment and new slippers for old.

Summer City Walk (July)

This was a fundraising event organized by Age Concern England and a few staff members decided to enter as a team - the Forest Ferrets!

It wasn't a race, just a gentle stroll along the banks of the Thames, fortunately on a pleasant sunny day. Largely thanks to the efforts of Michelle Jerome, we raised in excess of £300 and received ACE T-shirts and caps as our reward!



Margot Luke, Gabriele Jerome, Michelle Jerome and Paula Nigliazzo towards the end of the walk

SILVERSURFERS LEARNING PROJECT

It is now the fifth year of operation of Silversurfers and we still have waiting lists for our courses. The Centre and the programmes are now entirely funded through the Big Lottery Fund which has enabled us to both maintain the Centre and expand the remit of the Silversurfers to include a range of activities as well as to provide beginners' programmes at Priory Court and the City Learning Centre.

Other programmes provided include Revision and Extension Programmes, More Word Processing, Digital Camera Club, Arts and Crafts Club, Introduction to Windows, More Internet, More e-mail, Publisher, Paint Shop Pro, Scanning, Using Pictures and a wide range of individual learning opportunities.

The significance of learning how to use a computer is that it can deeply affect people's day to day lives. This is best illustrated through the comments of people who have attended the Silversurfers' programmes.

Dulcie, who is in her eighties, has been coming to the Centre for what she calls "a good while". She says that she likes to go on learning about the computer and has covered a very wide range of topics, word processing, e-mails, Internet, buying on-line, using Publisher and Paint Shop Pro. Dulcie also has her own computer at home and thoroughly enjoys using it. She uses a camcorder to speak to her grandson and granddaughter in Spain most evenings. She sums it up by saying it's interesting and fun at the Centre and she likes the company.

Jean has been attending classes and practice sessions for two years. She says that the time has gone very quickly! She uses the computer for e-mailing and to look up items of interest on the Internet. She comes to the Centre regularly because she doesn't have a computer at home.

Jean feels that getting used to the computer has also widened her knowledge and views on the digital age and that it has made her feel happy to engage with other digital products such as Freeview and Digital radio.

She likes the Centre and feels that is comfortable, not overcrowded and that she is made to feel welcome.

Alfie has been attending practice sessions twice a week since he finished a beginners' course a year ago. He says that it gives him something to look forward to when he is coming to the practice sessions and that he feels a real sense of achievement in learning. He is always conscious that there is more to do and learn but already uses e-mailing to relatives and friends, books holidays online, downloads maps and information, looks at property for sale and enjoys the odd game of solitaire. He likes coming to these sessions because it is sociable and comfortable and it feels just like home.



Ogie helps Eileen

Avril York, Manager, Silver Surfes Learning Centre

Tel: 020 8520 2283 **Email:** a.york@ageconcernwf.org.uk

ACWF TRADING SERVICES

Our aims -

The overall aim of Trading Services is to generate increasing income for the ACWF charity through sales of various products and services such as insurance and energy supplies which are designed specifically for older people. We try to do this in a friendly approachable way while operating to ethical standards.

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

Our entire business is now operating in an environment regulated by the Financial Services Authority (FSA). Our aim to increase business was affected due to the need for substantial FSA training and an increase in premiums. Despite this, results for 2004/05 were on a par with the previous year.

Since FSA regulations came into force in January 2005, improving business has been a difficult objective. This is because of additional information requirements for the customer which were time-consuming and required staff ability to use a computer. As a result, we have found it difficult to retain our staff and volunteers and carry on the trading activities under limited resources. However, I believe the upheaval is now behind us and we can concentrate again on providing a unique service to older people.

Impact during the Year 1st April 2004 - 31st March 2005

Our performance with specific products is as follows -

Home and Contents

This year we sold 40 policies and renewed 1477 policies which generated commission that was down from the previous year, due to an increase in premiums.

Travel Insurance

This is on a par from the previous year's performance, as in 2003/2004 we sold 143 policies generating £777 commission whereas in this trading year we have sold 128 policies and 8 renewals giving us total commission of £777.

Energy

Despite competition from British Gas and London Electricity, we have successfully provided better savings for our existing and new customers. This is reflected by our annual result which shows a large increase in new business from last year, i.e. 2004/05 - 428 policies compared to 2003/04 - 27 policies.

Motor Insurance

Despite being more expensive than some competitors, we were still able to achieve new business about the same level as last year. We renewed 101 motor insurance and sold 18 new policies.

Motor Breakdown

Consistent with last year, we sold 8 motor breakdowns and renewed 23.

Funerals

Although we sold 22 policies compared to 26 last year, income is on a par with last year.

Aid-Call Personal Alarms

We doubled alarm sales to 31 compared to 15 in the previous year, resulting in a 50% increase in income to £370.

Plans for the future

To set business targets that are realistic under the present circumstances. My hope is to bring in more volunteers and advertise our business in local newspapers. If this is successful, then it is my aim to restart visits to old people's groups and doctors' surgeries.



Aslam Syyed with Val Hagger, one of our volunteers

Aslam Syyed, Trading Co-ordinator

Tel/Fax: 020 8532 8793

Email: trading@ageconcernwf.org.uk

SMALL GRANTS - 2004/2005

These are allocated through the Voluntary Sector Partnership to support healthy ageing and tackle social isolation.

<i>Date</i>	<i>Group</i>	<i>Amount</i>
17/06/04	Roshani Asian Women's Association Drop-in sessions, advice on benefits and healthy eating, health awareness discussions, dress-making, swimming	£500.00
30/06/04	Highams Park 60+ Club Exercises, Bingo, Dancing, Day trips, Holidays.	£500.00
21/07/04	Lloyd Park Monday Club Raffles, bingo, live entertainment, holidays	£320.00
11/8/04	St. Andrews 60+ Club Bingo, Birthday & Anniversary Parties Christmas / New Year Parties, Talks	£300.00
13/8/04	Waltham Forest Islamic Association Translation and advisory Service covering Social Services, health, pensions etc. Refreshments, Urdu newspapers	£500.00
18/8/04	Waltham Forest Asian Blind Association Advocacy, Advice Surgeries, Drop-in Centre, Mobility Training, transferring news-papers on to audio cassette	£500.00
08/12/04	Amir Khusro Society UK brings communities together through Asian Poetry	£300.00
TOTAL:		£2,920.00

THE WALTHAM FOREST OLDER PEOPLE'S DEVELOPMENT PROGRAMME / CASE FINDING

Since the Waltham Forest Older People's Development Programme (WFOPDP) was set up in 2001 and the Waltham Forest Collaborative was annexed to it, they have continued to go from strength to strength. As a result of their success both programmes received mainstream funding by 2003 and they have continued to deliver services improving the lives of Older People in Waltham Forest. The main areas of work of the WFOPDP are Case Finding and Falls Prevention (see below).

What is Case Finding?

Case Finding is our methodology. A postal questionnaire (Cardiff-Newport) is used to identify people over 65 years old, not known to services, who may benefit from help to continue living independently. The questionnaire asks about: Functional Decline, Emotional and Social Isolation, Continence, Falls, Depression, Memory and Medication. GPs involved in the project identify those patients aged over 65 and on four medications or more, and make this information available to the programme. After questionnaires are returned to the project the information is analysed and any older people identified as not known to services and in need of intervention are referred for single assessment. If they agree to be assessed, a Single Assessment officer pays a visit and if necessary provides the older person with services needed or refers them to a professional for a more thorough assessment.

Our Aims

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

- Develop a single point of access to older people's services provided by the voluntary sector for professionals in the borough.
- Identify older people at risk of functional decline, using Case Finding and the Waltham Forest early detection model of information.
- Ensure that the single assessment process is person-centred.
- Gather the views of older people in the borough using discovery interviews.
- Promote the independence of older people in Waltham Forest.

Achievements

The box below summarises our results for 2004. The 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 Minority Ethnic (BME) groups in the south of the borough, to promote our work, and to take referrals directly from our visits and presentations.

The project, at present, is also engaged in working jointly with Whipps Cross University Hospital Trust, WF Social Services and the Private and Voluntary Sectors. The numbers have also increased as we are taking more referrals through our Falls Collaborative project. During this period we are proud to say that over 400 services were provided to older people in the borough which achieved our target for 2004.

STATISTICAL SUMMARY

Case finding results 2004	Total
Total Questionnaires sent out	1200
Total Questionnaires returned	619
Total Conditions Identified	533
People referred for Single Assessment	247
Older People identified per	
Risk Factor (not known to services)	Total
Depression	10
Memory	95
Continence	45
Functional decline	42
Social Interaction	153
Falls 2 (at risk of falls)	87
Falls 1 (fallers)	27
Total	459

From the beginning of the project (May 2002) until December 2004, over 800 older people have been referred for single assessment; approximately 53% were in significant need of intervention and were provided with services.

Other Achievements -

Commissioning Equipment

Single assessment officers were trained by social services and are now able to commission appropriate equipment from Social Services Independence Equipment Store and to commission minor adaptations to enable older people to remain as independent as possible in their own homes.

Handyman

In 2004, 52 referrals were made to the Handyman. This includes moving furniture, fitting loud doorbells, smoke alarms, new locks, door chains, letterbox cages, rails, taking down curtains, cleaning windows, making floors and steps safe, repairing broken beds, tacking down carpets, plumbing in washing machines, repairs to toilet, fixing headboards to beds and changing doors to open the other way.



Malcolm Ginns, our Handyman

Electrician

Our electrician joined us in April 2004 and has since carried out 19 referrals mainly for raising electric sockets for older people at risk of falls.

Help at Home

We had during 2004 and 2005 a Criminal Record Bureau (CRB)-checked person who offers a bathing service, shopping, cleaning, window cleaning and ironing service.

Safety Campaign for Older People

This service was launched in November 2004 - see the AGM report for further details.

Quality Outcome Framework (QOF)

The QOF is an innovative way to reward primary care teams for providing good quality care to their patients and a way of funding the work needed to improve the health care delivered to people across the United Kingdom.

The National Quality & Outcomes Framework (QOF) was developed as an integral part of the new General Medical Services contract for GPs introduced across the UK. This framework sets out a large number of clinical and administrative areas for assessing the quality of care provided in general practice. The QOF is seen as an innovative tool to support the continuous improvement of the quality of care provided to patients and the remuneration that practices receive for delivering that quality.

In an effort to improve older people's health services in Waltham Forest (WF), in July 2004 our project undertook training to carry out QOF visits. This is joint work with the Waltham Forest Primary Care Trust (PCT), which has been carried over to 2005. So far 15 visits have been made to local surgeries.

Whipps Cross University Hospital Trust, Accident and Emergency Dept. (A&E)

In late 2004, after realising that the number of falls in older people had increased in the borough we approached the A&E Department at Whipps Cross University NHS Trust to inform them of our services and how we could help to reduce the number of fallers. This was very well received and at present we are working on a strategy to reduce the number of fallers in the borough.

Outreach work

By mid-2004 we realised that we were not reaching an important part of BME groups and decided to do outreach talks. During this period we did over 30 presentations in the community and in social care services, to BME groups. Some presentations were done in BME languages.

The aim of this was to promote our services, create health and falls awareness and signpost older people to services available to them in the community. We also informed communities that they could refer themselves to us or refer friends or member of their families if they thought they could benefit from our services. As a result of this we began to receive referrals from the community.

Feedback from older people -

"Just a few lines to tell you how pleased I am with the builders you sent along. They did a lot more repairs that needed doing at no extra cost, they worked very hard and the room looks beautiful...."

"Just a few lines to let you know how grateful my father is to you, as well as myself. Dad has settled really well... He is smiling so much more now he has his independence and identity back. He has space to breath now he is no longer living out of boxes. All Dad's benefits have now been sorted out. I would like to say thank you for everything. I asked for help and you never said you were too busy. Many a time I would call unexpected and you still found time for us."

"I would like to thank Age Concern for managing to obtain temporary ramps from Occupational Therapy on my behalf. Despite my efforts for 18 months, and being a prisoner in my own home, your influence and actions managed to get these ramps delivered within four weeks. Thank you for your intervention."

"Thank you for the promptness in returning the completed questionnaire. I would like to compliment you on the manner in which you conducted the interview, with such feeling and understanding. I now feel I have an independent, capable person I can turn to in time of need".

THE WALTHAM FOREST FALLS COLLABORATIVE (WFFC)

The National Service Framework for Older People was launched in March 2001. It sets out a programme of action and reform with plans to deliver higher quality services for older people. Waltham Forest was one of twenty sites in England who together formed the National Falls Collaborative. In 2004 the programme was mainstreamed, and is continuing to deliver services and improve the lives of hundreds of older people in Waltham Forest.

Our local stakeholders are Waltham Forest Primary Care Trust, LBWF Social Services, Whipps Cross University Hospital Trust and Age Concern Waltham Forest.

Our goal is to reduce falls in the over 65-age group and the impact of falls on older people, their families and the community.

The WFFC is a multi-disciplinary team and has given impetus to the development of multi-agency falls services. It has achieved a number of service improvements e.g. the development of falls registers, risk assessment and referral tools, medication reviews, prescription of calcium and vitamin D supplements for residents of local care homes. It has generally raised awareness of the causes of falls and the multi-factorial interventions proven to help prevent falls.

Since last year the WFFC and the WFOPDP have become an integrated service. Older people referred to the Falls Collaborative are referred to Case Finding and are contacted within 24 hours and seen at least within a week if identified as in significant need of services.

As part of our early detection model, all older people identified as fallers, at risk of falls or on four or more medications, through case finding, known or not known to services are provided with appropriated information. The aim of this is to prevent older people falling again and suffering further health deterioration or worsening of their conditions. In 2004 we identified over 150 older people who have fallen or are at risk of falls, known and not known to services. All were provided with information on falls prevention.

WF Falls Collaborative Achievements in 2004

Since 2004 the WFFC and Case Finding has provided the following:

- Single Assessment interviews if required and referrals to a professional-specialist for further assessment if needed.
- 'Sloppy Slipper' exchanges.
- Sign-posting to services available in the borough.
- Referrals to the Age Concern Waltham Forest Voluntary Sector Partnership (VSP).
- Referrals to the Healthy Ageing Programme (ACWF)
- Handyman, Electrician services and commissioning of small equipment to prevent further falls.

- Handyman, Electrician services and commissioning of small equipment to prevent further falls.
- Over 30 talks on falls prevention and health awareness together with the Waltham Forest Older People's Development Programme and ACWF Information and Advice Service.
- Falls related information to a wide sector of the public i.e. falls prevention, medication review, foot care and environmental falls risks
- A Funky Ferrule competition with local primary and secondary schools
- Falls algorithm (step-by-step problem-solving procedures) and map of services available to professionals across PCT and Social Services for all services involved in falls prevention in WF
- Sheltered Housing: Worked jointly with the Rainbow Project in Waltham Forest in falls prevention. A number of Falls Awareness workshops sessions were conducted by the Falls Strategy Group, Falls Implementation Team and Case Finding in all 8 of the project's sites.
- Roll out of good practice to community services
- A comprehensive report on integrated falls services in WF (*)

(*) For further information on the work of the Falls Collaborative and the above report contact **Jorge Lagos on 020 85885 8716 or Email: j.lagos@ageconcernwf.org.uk**

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 in Waltham Forest 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, including racism and ageism.

The VSP Outcomes for 2004

Since last year the VSP has continued to go from strength to strength and has achieved all its targets. It has increased the number of partners to 90 voluntary organisations in the borough. It has received 420 referrals and allocated services to 229 older people in significant need of services. The VSP has also increased the amount of information distributed in the borough for both older people and VSP partners. From April 2004 to March 2005 the VSP distributed 9,430 booklets and leaflets to partners and older people. And since the beginning of the project the VSP has been able to distribute more than 35,000 leaflets and booklets in Waltham Forest!

As part of the target to promote its services, the VSP has given 32 public talks in the community and has been involved in training its partners.

Under a new pilot the VSP has maintained a presence at Whipps Cross University Hospital Trust and is at present taking referrals across the borough.

The Way Forward

2004 has been a successful year for our projects. The Older People's Development Programme, The Waltham Forest Falls Collaborative and the Voluntary Sector Partnership are currently engaging all relevant local agencies in providing an integrated service for all older people in the borough. This has been made possible due to a successful series of talks, presentations, events and conferences carried out throughout this year. We are also rolling-out our good practice in the borough.

Our plan for 2005, and following NICE (National Institute for Clinical Excellence) guidelines, is to train/educate professionals, managers and front line staff on falls prevention, to reduce the number of falls of older people and admissions to hospital in Waltham Forest.

One of the targets of the WFOPDP and the WF Falls Collaborative in 2004 was taking the projects to the community particularly Black and Minority Ethnic Groups which we did successfully, and we will continue to do so throughout 2005.

We have also started to work jointly with Whipps Cross University Hospital Trust A&E and PCT to expand our falls prevention services to older people who have been discharged from hospital to help them not to fall again. And we have begun to expand our services to southern areas in Waltham Forest working jointly with GPs and surgeries.

Jorge Lagos

Project Manager of Waltham Forest Older People's Development Programme and the Waltham Forest Falls Collaborative.

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

Email: j.lagos@ageconcernwf.org.uk

Chris Bateson

Single Assessment Officer and Falls Collaborative Assistant Manager

Email: c.bateson@ageconcernwf.org.uk

Gabriele Jerome

Voluntary Sector Partnership Co-ordinator

Email: g.jerome@ageconcernwf.org.uk

"I have enjoyed our contacts and am hugely impressed how you have integrated Age Concern in Waltham Forest into the mainstream services and planning for older people."

Robina Bush

London Lead for Older People,
S.W. London Strategic Health Authority

M. C. CONNOLLY

Specialist in Building, Brickwork and Decorating

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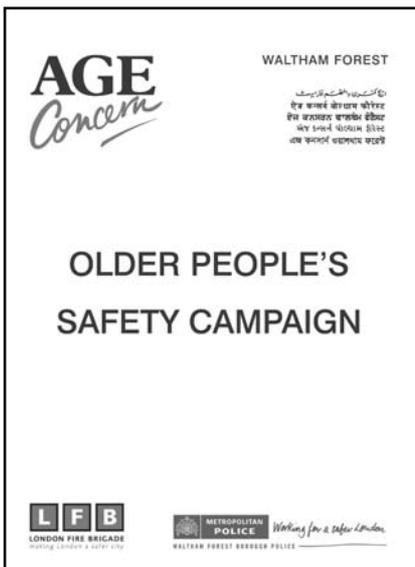
Internal / External Painting and Decorating

General Building Work

All Joinery

General Maintenance & Repairs

ACWF ANNUAL GENERAL MEETING - 4TH NOVEMBER 2004



Our Annual General Meeting for 2003-4 was held at the Epicentre in Leytonstone on 4th November and as usual it was a well-attended event with over 100 individuals and representatives of local groups.

The day started with the launch of our **Safety Campaign for Older People**. With the help of several partners, we put together a pack of information on how to avoid bogus callers and improve home safety (through password schemes for meter readers, etc). The Campaign includes a free lock fitting service for those who qualify, door chains, night lights, smoke alarms and the Message in a Bottle service.

Our partners in this are London Fire Brigade, Metropolitan Police, B&Q Chingford, Safety Net Community Safety Partnership, HEET (Home Energy Efficiency Training), the Home Office, London Energy, Rotary Club Chingford, Thames Water, Waltham Forest Council Trading Standards Department and Waltham Forest Older Peoples Voluntary Sector Partnership. We hope that we can find further funding to spread the Campaign to everyone in the Borough who needs it.

Further information on the Campaign from:

Christine Bateson or **Gabriele Jerome** on **Tel: 020 8558 8716**



After the launch, Mike Pettit, Chair of our Board of Trustees, and the Director, Sheena Dunbar, conducted the formal AGM. This included presentation of our **Annual Report** for 2003-4 celebrating 21 years of activity and **Long Service Awards** for our volunteers. Those marking two years with us were Bernard Aarons, Doreen Andrews, Gwen French, Pauline Horn, Max Iweze, Maria Kelly, John Richards and Jean Seecharan.

Marian Bedding, Clare Canham, Stan King and Dorothy Weedon have done five years each while Albert Clarke and Meta Roseneil have both completed an incredible ten years!

Our Volunteers of the Year were:

- Anisa Asghar (Asian Seniors Club),
- Colin Bowen (Higham Hill Common Allotments Association)
- Taj Mohammed (Asian Older Mens Group)
- Joyce Roden (Parkinsons Disease Society)



Chris Bateson and Bill Nisbit
launching the Safety Campaign

Well done to them all!

New members elected to our Board of Trustees were -

Richard Snook (Community Development Worker with the Friday Hill Tenant Management Organisation, Chair of the Friday Hill Community Association and involved with W.F.Community Transport and the Pension Service Forum). Unfortunately, Richard has since had to step down from the Board for personal reasons.

Arif Mahmood (a member of the Asian Older Mens Group in Walthamstow; formerly self-employed and now retired. Recently involved in ACWF's Healthy Ageing video).

Gerri McHugh, a charity Director, who was co-opted to the Board in 2003 and has since become the Honorary Treasurer, was formally elected.

Mahesh Laheru and Jeff Blay were re-elected to the Board.

Following the AGM, we divided into small groups, including an Asian language group, to discuss the draft **ACWF Strategy Plan** for the next five years. The Strategy looks at each area of our activity and highlights the actions we need to take in that time. It therefore provides general guidance on our future direction and some specific aims for us to achieve.

The groups reported back after lunch and it was mid-afternoon before we finished our business. Many useful comments were made and these were considered by the Board in the New Year.

All in all, it was an interesting day which reminded us of the very varied activities that ACWF is now engaged in. As usual, there was good involvement from our members and volunteers which is always encouraging.



Stephen Lambert and
Ken Sanders, President of ACWF

We can no doubt look forward to an equally busy AGM next year and once again the support of many of our partners in the community.

Stephen Lambert
Assistant Director

STAFF CHANGES DURING THE YEAR

Harriet Simmons, Activities Co-ordinator for the Healthy Ageing Programme, left in June 2004.

Holly Liu was appointed as Web Master / Information Co-ordinator in June 2004.

Anne Day joined us as Deputy Shop Manager in March 2005. She shares the duties with the existing Deputy, **Barbara Benstead**.

Wai Ha Lam joined us in November 2004 as Development Officer.

STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2005

	Notes	Unrestricted funds £	Restricted funds £	Total 2005 £	Total 2004 £
Income and expenditure					
Incoming resources					
Donations and similar incoming resources	1	220,632	—	220,632	182,051
Incoming resources from activities in furtherance of the charity's objectives	2	—	402,256	402,256	364,758
Incoming resources from activities for generating funds	3	105,893	—	105,893	110,928
Bank interest receivable		2,711	—	2,711	1,944
Miscellaneous income		3,847	—	3,847	6,206
Total incoming resources		333,083	402,256	735,339	665,887
Resources expended					
Cost of generating funds					
Fundraising and trading	4	67,685	—	67,685	66,393
Charitable expenditure					
Cost of activities in furtherance of the charity's objectives	7				
· Central services		199,087	74,060	273,147	227,692
· Development		—	117,967	117,967	86,676
· CIT access and learning		—	79,880	79,880	82,460
· Link-up project		—	25,541	25,541	30,849
· Healthy Ageing and Satellite Activities		—	41,790	41,790	39,906
· Intergenerational		—	35,592	35,592	31,654
· ICT information service project		—	28,747	28,747	—
Donations payable		3,920	8,225	12,145	5,145
Management and administration of the charity	8	60,345	3,620	63,965	59,424
Total resources expended		331,037	415,422	746,459	630,199
Net (outgoing) incoming resources before transfers ie net (expenditure) income					
		2,046	(13,166)	(11,120)	35,688
Gross transfers between funds		(18,185)	18,185	—	—
Net movement in funds	9	(16,139)	5,019	(11,120)	35,688
Balances brought forward at 1 April 2004					
		87,569	74,161	161,730	126,042
Balances carried forward at 31 March 2005					
		71,430	79,180	150,610	161,730

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 2005

	Notes	2005 £	2005 £	2004 £	2004 £
Fixed assets					
Tangible assets	12		17,694		14,168
Investments	13		<u>2</u>		<u>2</u>
			17,696		14,170
Current assets					
Debtors	14	5,941		6,307	
Cash at bank and in hand		<u>193,257</u>		<u>271,000</u>	
		199,198		277,307	
Creditors: amounts falling due within one year	15	<u>(66,284)</u>		<u>(129,747)</u>	
Net current assets			132,914		147,560
Total net assets			150,610		161,730
Represented by:					
Funds and reserves					
Income funds					
. Restricted funds	16		79,180		74,161
. General funds			<u>71,430</u>		<u>87,569</u>
			150,610		161,730

Approved by the Trustees
and signed on their behalf by:

Trustee 

Approved on:

14 JUL 2005

**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

AIMS TO

IMPROVE THE QUALITY OF LIFE FOR OLDER PEOPLE
IN WALTHAM FOREST

BY

* PROVIDING DIRECT SERVICES *

* CAMPAIGNING FOR THE RIGHTS OF OLDER PEOPLE *

* PARTICIPATION IN PARTNERSHIP WORKING WITH STATUTORY
AUTHORITIES AND NON-GOVERNMENTAL ORGANISATIONS *

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AGE CONCERN WALTHAM FOREST
IS AN EQUAL OPPORTUNITIES ORGANISATION

MEMBERSHIP IS OPEN TO ANY INDIVIDUAL OR ORGANISATION
SUPPORTIVE OF THE AIMS OF AGE CONCERN WALTHAM FOREST.

FOR AN APPLICATION FORM, CONTACT :

THE ASSISTANT DIRECTOR
AGE CONCERN WALTHAM FOREST
Ground Floor, Zenith House
210 Church Road, Leyton London E10 7JQ

TEL: 020 8558 5512

FAX: 020 8558 0383

Email: info@ageconcernwf.org.uk

Website address: www.ageconcernwf.org.uk