

## Annual Report 2005 - 2006



**Silver Surfers**  
**Bringing computer skills to the over 50's**

# Age Concern Waltham Forest

## MEMBERS OF THE BOARD OF TRUSTEES

April 2005 - March 2006

		<i>Meetings attended</i>
Ken Sanders (President)	Retired Local Govt Officer	n/a
Mike Pettit (Chair)	Former Local Govt Officer	1/4
Sidney Milambo	Accountant	2/4
Jeffrey Blay	Retired Bank Night Guard	3/4
Mahesh Laheru	Charity worker	3/4
Arif Mahmood	Retired. Previously self-employed	1/4
Yvonne O'Sullivan	Retired civil servant	3/4
Eve Andrews	Former NHS employee	4/4
Andy Barrick	Information/Advocacy Manager, RNIB	4/4
Abdul Shakoor	Local businessman	1/4
Andrew Gooch	Company Director	3/4
Ann Lamb	Former Senior Personnel Officer	3/4

**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 2005-6

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## DIRECTOR'S MESSAGE

Age Concern Waltham Forest continues to represent the views of older adults and to take their concerns to the London Borough of Waltham Forest and to the statutory health authorities.

The launch of the London Borough of Waltham Forest's Corporate Strategy for Older People, 'Age is Just a Number', and the commitment of Councillors to the setting up of an Older People's Council to monitor its implementation is an important step in ensuring that older adults are seen as citizens first and that their involvement in the planning, development and monitoring of local services is understood as critical to service improvement.

The London Borough of Waltham Forest also has set aside £150,000 for the planning and development of a Healthy Ageing Campus (previously termed an 'Older People's Complex' during Age Concern Waltham Forest consultations). I hope to be able to report on the progress of this major initiative in our next Annual Report.

Age Concern Waltham Forest continues to work in partnership with the Metropolitan Police, London Fire Brigade, the Waltham Forest Older People's Voluntary Sector Partnership, HEET and many others too numerous to mention on the Older People's Safety Campaign. Particular thanks to Father Couchman of St Barnabas Church for his help in the staging of the Safety Campaign plays over the past year and to the Metropolitan Police for their cheque for £7,000 to fund further Safety Campaign work over the coming year.

Finally, my thanks to the hundreds of volunteers working with Age Concern Waltham Forest and with the member organisations of the Waltham Forest Older People's Voluntary Sector Partnership for their practical caring that improves the lives of thousands of older adults in the borough each year.

**Sheena Dunbar** Director

## CHAIR'S REPORT

The credibility of Age Concern Waltham Forest continues to grow both locally and nationally for working in partnership with the London Borough of Waltham Forest, the Primary Care Trust and other local health services and voluntary groups to improve local services for older adults in Waltham Forest.

Increasing the involvement of older adults and voluntary groups through the Older Peoples Voluntary Sector Partnership to continue to meet the changing needs of older adults by promoting new developments remained a key objective throughout the year. I hope that this work will be extended through the establishment of the Borough's Older Peoples Council which will monitor implementation of the Council's Corporate Strategy.

The views of older adults continue to inform the development and delivery of Age Concern's own services so that we can complement and support the work of other voluntary groups through advice and information, training and small grants and helping groups to apply for funding from elsewhere e.g. charitable trusts and the national lottery, so that they can continue to flourish in an increasingly complex environment.

I would thank our staff and volunteers for their hard work through out the year which has ensured that high quality services continue to be provided by Age Concern Waltham Forest. I would also wish to thank the members of our Board, several of whom are new, for their support and commitment.

**Mike Pettit** Chair of Trustees

## FINANCIAL REPORT

This has been a very busy year for the Charity, with total incoming resources of £870,849 (2005 - £735,339) - an increase of 18.40%. This increase includes a legacy received during the year in the sum of £68,600. Total resources expended amounted to £803,708 (2005 - £746,459) - an increase of 7.6%.

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 £45,595 (2005 - £39,474) - an increase of 15.00%

The balance carried forward totalled £217,751 of which £12,137 is restricted and £205,614 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.

**Margot Luke** Senior Finance Officer

(see pages 27 & 28 for a Summary of the accounts. Full details are available on request)



# The Waltham Forest Model of Prevention and Healthy Ageing

## THE INFORMATION AND ADVICE SERVICE

### Aims of the service:

This service aims to offer free, independent and confidential information and advice to older adults and their carers on a wide range of issues (excluding medical or legal advice). It is funded by the London Borough of Waltham Forest Social Services Department. We have Information and Advice sessions in Leyton, Walthamstow and South Chingford Libraries. The Helpline is available three mornings a week. There are also twice weekly two-hour sessions at Zenith House, which have made the service very accessible. These sessions are available for Asian language speakers.



Ghulam Minhas with clients

### Achievements:

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 174 referrals from the hospital regarding patients who have been discharged and are identified as needing help. We have recruited more sessional staff to visit these clients.

As usual, we participated in Age Concern England's "Your Rights Week". This was held on 7th -14th April 2006. The usual Drop-In sessions were extended during this period in order to enable people to learn more about benefits.

Since January 2003, we have been working in partnership with the Department of Work and Pensions (DWP). We started operating as an Alternative Office in December 2004. Since then we have seen an improvement in service. There has also been a marked improvement in our relationship with the DWP. It has now become far easier for clients to make a claim personally. We are far more accessible to clients who are much happier as they can deal with someone face to face. We can verify documentation which means clients no longer have to send their documents to the DWP. Many of our customers are now aware of benefits they previously knew little, if anything, about. Becoming an Alternative Office has certainly proved advantageous. We hope that the relationship with the pension service continues to be successful and fruitful.

**Community  
Legal Service**



We are proud to provide help to 2870 people annually on a variety of issues which affect older people and their carers. Much of this relates to welfare benefits and maximisation of income.

### Future plans:

We would like to extend our helpline times and drop-in sessions around the borough but this depends on attracting more volunteers - never an easy task!

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## ADVOCACY SERVICE

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

### **Self Advocacy**

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

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 groups. All these sessions are well planned and publicised in advance.

### **One to One Advocacy**

This service is aimed at 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 355 (self-help) and 85 (one to one sessions)

**Ghulam Minhas** Manager Advocacy and Information Services

## THE WALTHAM FOREST OLDER PEOPLE'S DEVELOPMENT PROGRAMME

## CASE FINDING & THE WALTHAM FOREST FALLS COLLABORATIVE

### **Background**

The Waltham Forest Older People's Development Programme (WFOPDP) was set up in 2001. It started as part of the London Older People's Development Programme (LOPDP), as a unique two-year initiative (ACWF was the only lead Voluntary Sector organisation amongst 29 pilots from Health and Social Care in London). At the centre of this initiative was the idea of bringing together care communities from across London to work in partnership to improve primary health and social care services for older people - a core theme of the 2006 White Paper "Our Health, Our Care, Our Say". The main role of the LOPDP was to develop and implement the National Service Framework for Older People in London, and particularly to launch the Single Assessment (SA) Process, now implemented nationwide in both Health and Social Care.

The WFOPDP has continued to go from strength to strength and as a result of its success the Waltham Forest Falls Collaborative was annexed to it two years later. Both programmes are now supported by mainstream funding and have continued to deliver

services to improve the lives of older people in Waltham Forest. The main areas of work of the WFOPDP are Case Finding and Falls Prevention.

What does the WFOPDP do?

The WFOPDP uses case finding to identify older people who are at risk of functional decline, and prevent them from deteriorating even further. Our methodology is based on a questionnaire. The programme focuses initially on GPs' lists of patients aged 65 and over on 4 medications or more daily.

### **How does it work?**

A postal questionnaire 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. Once questionnaires are returned to the project the information is analysed. 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 provides the older person with services needed or refers them to another relevant professional for a more thorough assessment.

### **Aims for the service:**

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, and piloted successfully in the borough.
- Gather the views of older people in the borough using discovery interviews.
- Promote the independence of older people in Waltham Forest.

### **Key Achievements**

In 2005, 1088 questionnaires were sent out with a return rate of 43% (see table 1), a decrease on the previous year (53%). This reduction might have been due to two main factors:

- a) The WFOPDP did not undertake SA referrals in late June and early July which could have pushed rates further as the project was focusing on organising the WF Falls Conferences and the National Falls Awareness Day in June and July consecutively; and
- b) A large concentration of Black and Minority Ethnic population lives in the south of the borough. We believe language barriers may have been a significant element in this reduction.

However, although the number of returned questionnaires decreased as compared to previous years, the number of older people referred for Single Assessment increased significantly. This was due to a considerable increase in external referrals from the community, social care and health services. The number of external referrals is at present increasing rapidly as the project has become more known in the community and to social care and health services.

The number of older people not known to services who had fallen or were at risk of falls was 76. Over 70 older people known to services were also identified as at risk; 403 multiple conditions of older people not known to services were identified. All those within this category were offered a single assessment. An additional 259 multiple conditions, of older people known to services, were also identified.

Case finding has enabled us to continue to increase the number of Single Assessments in Waltham Forest and allowed us to refer older people to relevant services, thus improving the quality of life of more than 300 older people in significant need of appropriate services.

The project, at present, is also engaged in working jointly with Whipps Cross University Hospital Trust, WF Social Services and the Private and the Voluntary Sectors. The numbers have also increased as we are taking more referrals through our Falls Collaborative project. During this period over 100 services were provided to older people in the borough thus achieving our target for the period. Over 70% of all services were provided by Age Concern Waltham Forest.

<b>Statistical Report April 2005 to March 2006</b>		
	<b>Total</b>	<b>%</b>
Total Questionnaires sent out	1088	
Total Questionnaires returned	464	
Return rate		42.65
<hr/>		
Falls 01 (Fallers)	16	3.97
Falls 02 (At risk of falls)	60	14.89
Functional Decline	43	10.67
Continence	43	10.67
Memory	91	22.58
Depression	11	2.73
Social Interaction	139	34.49
Total Conditions identified	403	100.00
Older people on 4+ medications	77	
Older people referred for SA	206	
Total external referrals	100	
Total older people referred for SA (*)	306	
(*) Total OP ref. includes external referrals		

Since the beginning of the project to date (May 2002 - April 2006) over 4600 older people have been sent questionnaires, 18.36% of all older people over 65 living in Waltham Forest (25,521). Over 1500 have been referred for Single Assessment of which 55% were in significant need of intervention and were provided with services. During this period over 2000 multiple conditions were identified.

## **Other Achievements in 2005**

### **Commissioning Equipment / Assistive Technology**

Single assessment officers continue to commission appropriate equipment from Social Services Independence Equipment Store and minor adaptations to enable older people to remain as independent as possible in their own homes.

**Comments from a service user**

"Thank you so much for your support lately. I don't know whether you know how grateful I am for the support you have given me. There were so many times when I needed to talk to someone about the challenges I was facing and how I could face them and deal with them effectively. I knew that it was me who had to make decisions. I just felt that you were 'holding my hand' through some tough moments. Thank you."



## Handyman

In 2005, 110 referrals were made to the Handyman (52 in 2004). The work included moving furniture, taking down curtains, cleaning windows, making floors and steps safe and so on.

## Electrician

Our electrician joined us in April 2004 and left in December 2005. During this period 65 referrals were carried out, a big improvement compared to 19 referrals carried out in 2004. At present we are in the process of recruiting another electrician.

## Outreach Work

The number of outreach work activities was less than in the previous year as we proceeded to carry forward the National Institute for Clinical Excellence falls prevention guidelines. The aim was to create health and falls awareness amongst professionals and line managers working within older people services across the borough.

### Feedback from older people:

"This is a just a short note to let you know that both my door chain and the bath handle have been fitted as you promised and that I have also received the copy of your assessment with the food brochures enclosed. I would like to thank you for your kind efforts on my behalf and to say that I have been very impressed by your efficiency and your professionalism. It is very refreshing these days to find someone who simply gets on with the job in hand and quietly produces speedy results."

"Thank you so much for your help with our service users so far. I saw GC yesterday and she is completely delighted with her trolley and I was given a guided tour of the stair rails! You have made a huge difference."

## 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 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. Stakeholders with Age Concern Waltham Forest are Waltham Forest Primary Care Trust, LBWF Social Services and Whipps Cross University Hospital Trust.

### Aims of the service

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.

Older people referred to the Falls Collaborative are referred to Case Finding and are

contacted within 24 hours and seen on average within a week if identified as in significant need of services.

In 2005 we identified over 76 older people who have fallen or were at risk of falls, known and not known to services. All were provided with information on falls prevention and appropriate services.

### **Key Achievements of WF Falls Collaborative in 2005:**

Since 2005 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 (ACWF) Healthy Ageing Programme
- Handyman, Electrician services and commissioning of small equipment to prevent further falls.
- Talks on falls prevention and health awareness together with the Waltham Forest Older People's Development Programme.
- Falls prevention training for professionals and front line managers working within older people services across the borough.
- 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 and pathways for all services involved in falls prevention in WF
- Roll out of good practice to community services
- A comprehensive report on integrated falls services in WF

#### **Funky Ferrule Competition**

In October 2004 our team 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 Schools 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 a 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.

### **Other Achievements**

#### **Falls Conferences**

On 27th June and 4th July 2005 Waltham Forest Social Services, WF Falls Collaborative, WF PCT and Age Concern Waltham Forest held two successful conferences on falls prevention. The main purpose of the conferences was to create awareness on falls prevention and also to promote the Falls Risk Assessment Tool (FRAT). The FRAT is to be

used across health and social care to identify people at risk of falling and take appropriate action when the risk is identified. The tool is aimed at managers, senior care staff and specialist workers within older people's services and the PCT. The tool is being monitored, and feedback given to strategy groups for further refinements. The events were sponsored by Shire Pharmaceutical. More than 100 people attended.

### **National Falls Day - 19th July 2005**

Age Concern Waltham Forest and the Waltham Forest Falls Collaborative successfully held an "Open Day" event on Falls Prevention for Older People. It was organised as part of a national initiative run by Help the Aged and over 200 people attended.

Visitors were able to access medication reviews, blood pressure and blood sugar checks. About 30 stands from a wide range of services i.e. podiatry, continence advisers, PCT, LBWF, falls clinics, balance classes, medication team, fire brigade, Voluntary Service Partnership and ACWF Information And Advice, Healthy Ageing, Case Finding, Single Assessment, offered advice and information including crime prevention.

## **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.

### **Aims of the service**

The VSP aims to reduce social isolation in the borough which is one of the biggest problems facing older people. 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 2005**

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 427 referrals (see table 3) and allocated services to over 200 older people in significant need of services. Nearly 60% of referrals came through Whipps Cross University Hospital Trust's wards. The VSP has also increased the amount of information distributed in the borough for both older people and VSP partners. From April 2005 to March 2006 the VSP distributed 7,913 booklets and leaflets to partners and over 400 booklets were sent to older people.

Since the beginning of the project the VSP has been able to distribute more than 42,900 leaflets and booklets in Waltham Forest. As part of the target to promote its services, the VSP has given over 40 talks in the community and has been involved in training its partners.

<b>Referrals to VSP</b>	<b>Total</b>	<b>%</b>
Hospital Discharge Services	250	58.55
Self Referrals	58	13.58
Social Worker	16	3.75
Occupational Therapist	10	2.34
Single Assessment team	8	1.87
Pension Credit	8	1.87
Nurse	3	0.70
GP	2	0.47
Physio	1	0.23
Family	27	6.32
ACWF services	3	0.70
Walton House	9	2.11
Others	32	7.49
<b>Total</b>	<b>427</b>	<b>100.00</b>

## Problems identified

### Case Finding/Single Assessment

As already mentioned, the response rate of questionnaires sent has reduced by 10%. We are now in the process of planning further outreach work to inform the community about our work and how they can benefit from our services. There are also plans to get further funding to recruit a Single Assessment officer with Asian languages in order to reach that sector of the population.

### Falls Collaborative

We have amassed a significant knowledge base about the prevalence of falls, their causes and the consequences of falling. It is now possible to specify how fallers are identified, how they are assessed and how they should be treated within Waltham Forest. The White Paper (2006) vision clearly reflects Waltham Forest's vision and current work to maintain independence, well-being and choice, with services being responsive to individual needs and a greater emphasis on prevention and care outside the hospital. The falls pathway is pivotal to this agenda as it brings Health, Social Care and the Voluntary Sector together to provide better prevention and health promotion.

Local statistics provided by Accident and Emergency (A&E) at Whipps Cross University Hospital Trust in 2004-2005 showed that the number of falls had increased, although the growth rate has decreased significantly, suggesting that preventative work has made an impact. However, these statistics do not provide a breakdown for Waltham Forest residents alone; the Falls Collaborative and Whipps Cross Hospital are therefore looking at the development of a robust data system to address this problem.

### Future plans

2005 has been a successful year; the Older People's Development Programme, the Waltham Forest Falls Collaborative and the Voluntary Sector Partnership are engaging all relevant local agencies in providing an integrated service to older people in the borough. This has been achieved through a successful series of talks, presentations, events and conferences carried out last year. We are also rolling-out our good practice in the borough.

One of the targets of the WFOPDP and the WF Falls Collaborative in 2005 was taking the projects to the community, particularly Black and Minority Ethnic Groups, and we will continue to do so throughout 2006.

We are working jointly with Whipps Cross Hospital 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. We have also begun to expand our services to southern areas in Waltham Forest working jointly with GPs and surgeries.

**Jorge Lagos** Project Manager

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

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### THANKS: Walton House reprovision

"I meant to say last week how grateful we are for Gabrielle's help with offering the now ineligible users an alternative in the community, drawing on the Voluntary Sector Partnership and ACWF's networks and knowledge. You first offered this at the Stakeholder Steering Group a while back.

Gabrielle is very fully involved indeed alongside our people. We hope it bears real fruit, but either way this is to appreciate your partnership contribution - and not on an easy topic. Do please pass this on."

**John Wiltshire** Former Head of Home & Residential Care, L.B.Waltham Forest

## 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, within an equal opportunities framework. The programme is part of the Older People's Collaborative in Waltham Forest and it has developed partnerships with a number of diverse organisations that include local health and social care professionals, voluntary organisations, groups and leisure centres.

### Aims of the service

To empower older people in Waltham Forest to live as full, independent, healthy and active a life as possible throughout their old age. The programme focuses on keeping active, spirituality, healthy eating and reducing social isolation as well as health promotion such as flu immunisation, smoking cessation and keeping warm in winter.

### Achievements

Tai Chi, dancing and gentle exercise to music classes have been set up in different parts of the Borough as part of the Falls Prevention Strategy.

Venues	No. Attending	Afro Caribbean	White British	Asian	Other/ Not stated
9	3302	1402	1512	382	6

37 people have benefited from the gardening course at Higham Hill Common Allotment Association this year.

Message in a Bottle was distributed to 2876 people in Waltham Forest

19 talks on Healthy Ageing were given and 14 open days/information events were attended.

A database has been developed of local groups that run services and activities for older adults in order that socially isolated people can be put in touch with a local group. In the current year, 97 older adults have been referred to a local group.

"Just a few lines to say thank you. I have been attending the Tai Chi class at Warwick Boys School and I want to say how much this is appreciated. Our instructor has made the class both fun and interesting and in just a few months I feel much better in myself"

## Successes and Benefits:

Participants have said that the exercise:-

- has improved balance and breathing
- has reduced blood pressure
- has given more confidence when going out
- has improved sleeping
- has given a general feeling of well-being

"thank you for your support with introducing the healthy living programme to the residents of Albany nursing home. Lorraine that teaches the class is wonderful and my residents look forward to the class each week."

In partnership with Higham Hill Common Allotment Association and Waltham Forest College, a gardening course is run annually to enable older adults who might not have access to a garden to have the opportunity to grow their own fresh fruit and vegetables. Volunteers at the allotment site have converted an allotment into 10 mini plots, four of which have raised beds in order to allow older adults with mobility problems or disabilities to take part. The students are taught wildlife-friendly gardening techniques, given other information and also carry out practical gardening.

"I have learnt a lot through doing this course - and am eating better as well!"

"It is really nice meeting other people every Saturday - we have a lot of fun"

"It is good to know I am eating fresh vegetables that I have grown myself"

The Healthy Ageing Programme has organised a 'Looking to the Future' course designed for people approaching retirement. This helped older adults to explore the options open to them on reaching retirement age and 6 people attended.

As a fund raising exercise, many older people and staff knitted little hats to raise awareness of the Keep Warm in Winter Campaign. The little hats were sold with bottles of Innocent Smoothies drinks.

### JEAN WILLIAMS

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### Comments from some ACWF Members

"My husband and I joined Age Concern long after we retired, as we wished to belong to an organisation who cared for the old, irrespective of whether poor or rich. We gladly pay the fee of £5 each whether it be as a membership fee or a donation. We enjoy the various meetings even though sometimes, for various reasons, we may not be able to attend."

"May we take this opportunity to thank all those who work so hard on our behalf. We do know what it feels like as we both have had some experience of it in our younger days."

# LINK-UP PROJECT

## Our aims

To help restore confidence, and encourage independent activities in the community for socially isolated older adults through providing regular limited visits and participation in our tele-conferencing group.

A particular aim this year was to attract more volunteers and to apply to the Mentoring and Befriending Foundation to become an Approved Provider and I am pleased to say we have achieved these. The 'Approved Provider Standard' from the Mentoring + Befriending Foundation is a nationally accepted benchmark for organisations providing one-to-one mentoring or befriending. This is recognition of the good practice and high standards we employ in managing our befriending service and of the dedication and high quality of the volunteers of this service. We hope this will raise the status of the Link-Up Project and help secure vital funding.



## Volunteer Home Visiting Service

We have increased our volunteers to 44, providing visits for up to six months. Alas the demand for this service is very high and our waiting list is still over 90.

About a third of our referrals come from Social Services with the next largest group from families; then self-referrals and from Health Professionals and other services of ACWF. Around 80% are women and the majority White British although a fifth are unclassified. Most come from Chingford and Walthamstow and are over 75 years old.

## Telephone-Conferencing

We operate a telephone-conference; this involves a group of six people and a facilitator from Age Concern Waltham Forest being linked together for a chat and lively discussion, often resulting in reminiscing. These sessions are weekly for 8 weeks, and conclude by meeting up as a group for a coffee morning. These are very popular.

## Link-Up Support

We continue to provide a dedicated weekly 2-hour visit to our 12 clients who are all terminally ill. We have 6 dedicated sessional staff, as we have lost one staff member, who has moved away from the area. This service is much appreciated as it provides an opportunity to retain some form of independence during some very difficult periods.

Our funding currently comes mainly from the London Borough of Waltham Forest. I hope we can find additional funds in future to meet the demands.



Freda and Norma

For further information, please contact:

**Marie Lenihan** Link-Up Co-ordinator

**Tel** 020 8558 3404 **email** [m.lenihan@ageconcernwf.org.uk](mailto:m.lenihan@ageconcernwf.org.uk)

## Hospital Discharge Services

Age Concern Waltham Forest provides several different services for older people being discharged from hospital:

### WELCOME HOME PROJECT

The Welcome Home Service provides assistance and support to older adults on discharge from hospital. Five Sessional Staff are available to visit older adults on the day of discharge to assist with practical arrangements. Staff will assist with shopping, collection of pension, prescription and practical tasks. The service provides a one-off visit to the older person but we are able to offer a second visit if staff have concerns about the service user.

#### The aims of this service are to:

- Ensure that the older person is being safely discharged from Hospital
- Assist with practical arrangements
- Promote the older adult's independence and confidence
- Identify any concerns an older adult might have
- Ensure older adults are safe and secure in their own environment
- Provide information or refer to appropriate community services
- Assist to return to independence as soon as possible

In the financial year of 2005/2006 the Welcome Home service had 104 referrals.

#### Some comments on the service

"The service is really great; we use the service a lot. They are friendly and it benefits the client."

**Senior Nurse from Birch Ward**

"The Welcome Home provides a great service for people who have no one at home to settle them in. It reassures me that there is someone that cares when an older person gets out of hospital: heating food, making a cup of tea. Its all about reliability, security and peace of mind."

**Social Worker from Whipps Cross Hospital**

"I would like to thank Age Concern for the Welcome Home and assistance I received on my discharge from Whipps Cross Hospital; the lady washed my fridge, table and cups and provided me with milk for tea. I was not allowed to do a thing, so once again thanks."

**Mrs Browning from Chingford wrote in 2004**

### Obstacles

One of the difficulties of the Welcome Home Service is the lack of referrals of people from Black and Ethnic Minority Groups. The proposal for the next financial year is to recruit an Asian-speaking staff member.



## DISCHARGE LOUNGE & WARDS

These services were set up to assist older people with the transition from hospital to going home.

### The aims of this service are to:

- Ensure older adults are being safely discharged from hospital
- Make the transition from hospital to home as easy and comfortable as possible
- Ensure older adults who visit the Discharge Lounge are safe, secure and feel fully supported.
- Identify any concerns an older person might have.
- Ensure all needs of the older adult are met on discharge from hospital
- Liaise as appropriate with Health and Social Care Staff to ensure effective communication and to assist them in providing the best service for older adults.
- Provide information to refer to appropriate services within the London Borough of Waltham Forest for the older adult and their carer if appropriate.
- Assist the older adult with services provided by Age Concern Waltham Forest
- Monitor concerns on Falls and Social Isolation
- Improve care/outcomes for older adults
- Assist to return to living independently as soon as possible.

A staff member of Age Concern Waltham Forest fills in a questionnaire with the older adult to identify any concerns about the discharge or coping at home. Any worries or issues concerning the older adult are dealt with as soon as possible, before or on discharge. Staff advise older adults about Age Concern Waltham Forest Services such as the Welcome Home Service and Falls Prevention. Requests for information or services are dealt with by the Co-ordinator who will either send information or refer to services within the London Borough of Waltham Forest.

In the financial year of 2005/2006 the Service had total of 295 referrals from the Discharge Lounge and 179 from the Wards.

### Obstacles

The Services faced the same obstacle as the Welcome Home service and a new member of staff will be recruited in 2006 to generate more referrals from Ethnic Minority groups.

## A&E ESCORTED DISCHARGE:

The Accident & Emergency escorted discharge service aims to provide a service to older adults in the London Borough of Waltham Forest who are being discharged from A&E and would normally 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 household tasks. Staff evaluate patients circumstances and make a decision as to whether the discharge is safe and the older adult is able to receive an escorted discharge.

### The aims are to:

- Ensure older adults are being safely discharged from hospital
- Make the transition from hospital to home as easy and comfortable as possible
- Identify any concerns an older person might have
- Ensure all needs of the older adult are met on discharge from hospital

- Liaise as appropriate with Health and Social Care Staff to ensure effective communication and to assist them in providing the best service for older adults.
- Provide information or refer to appropriate services within the London Borough of Waltham Forest for the older adult and their carer if appropriate.
- Assist the older adult with services provided by Age Concern Waltham Forest
- Monitor concerns on Falls and Social Isolation
- Improve care /outcomes for older adults
- Assist to return to living independently as soon as possible.

The A&E escorted discharge services provided a service to 128 older people, escorting them home and ensured their safe discharge, providing practical tasks and information.

Further information from:

**Gabriele Jerome** Co-ordinator

**Email** g.jerome@ageconcernwf.org.uk

The Escorted A&E Discharge follow-up questionnaire indicates that the service users found the service very helpful. To the questions about whether the 'escorted discharge was helpful' and 'was the person tactful and helpful', we had comments such as:

"I did not have the strain of waiting at 3 bus stops"

"Very kind and helpful"

"Saved me a long wait for an ambulance, last Tuesday I waited 1 ½ hour. Most obliging and helpful."

"Excellent and greatly appreciated."

"Very helpful, they put themselves out to assist you"

"Absolutely wonderful"

"Yes, as we did not have to wait too long to get home. Very helpful when we got in the car"

"What an excellent idea, it saved my mother hours of waiting for an ambulance. Well done Age Concern."

## **FAMILY SUPPORT SERVICE**

The service provides assistance in making a choice of home for clients and their families/carers, living in Waltham Forest, who have been identified as needing residential/nursing care. It also provides support, information, advice and advocacy on the move into residential/nursing care.

We can arrange escorted visits to view the homes of the client's choice, providing suitable transport where this may be a problem. We also escort clients between homes and facilitate visits, perhaps where partners are separated, again where transport may be an issue.

### **Aims of the service**

- 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 and identified as "at risk".
- Provide support, information/advice and advocacy to clients and carers on the move into residential/nursing care homes to clients and carers.
- 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.

We accept referrals from Whipps Cross University NHS Trust Hospital Social Work and Discharge Teams, Waltham Forest Social Services First Response and Adult Services Teams, Waltham Forest Primary Care Trust Rehabilitation Units, other Voluntary Sector Partners, e.g. Waltham Forest Carers, Polari, etc., as well as self-referrals by older people and their families/carers living in Waltham Forest, whether Social Services funded or self funding.

During the year April 2005 to March 2006, we received 102 referrals to the Service. We assisted with 51 moves into residential/nursing care as well as providing information, advice and advocacy to a further 51 clients and their families/carers. 61 referrals came from professionals and the remainder were direct from clients, families, or carers.

## Achievements

Success can be measured by the fact that, of 51 clients assisted with their move to long term care, only 2 have since moved from their original home of choice - one because of a diagnosis of Alzheimers disease and the other to a home which would accommodate someone smoking both day and night.

Clients identified as self funding did not receive a support service before the Family Support Service came into being, so two thirds of those we assisted during 2005/6 would have had no help in finding a suitable placement, the benefit of financial advice, or the opportunity to view homes before making a choice. This may have resulted in them staying in hospital longer than was appropriate.

We also assist with preventing unnecessary admissions by helping "at risk" older people, still living in their own homes, to find alternative suitable housing, e.g. advice and assistance with moving into warden controlled/sheltered housing.

Very often a client's families/carers are older people themselves, perhaps living at a distance, e.g. the gentleman whose daughter lived in north Yorkshire who was pleased that we could assist in taking her dad, who was wheelchair bound, to view nursing homes, or the lady who suffers from Parkinson's disease, whose husband needed a placement and she was unable to view homes unescorted.

We have received a great deal of positive feedback, both from clients and professionals, but for the coming year this will be formalised by way of an exit questionnaire.

The service is currently provided on a part-time basis, 15 hours a week, but unfortunately there is no cover for any period of sickness or annual leave.

### A SUMMARY OF OUR SERVICE USERS

<b>Gender</b>	
Men	34
Women	68
<b>Residence</b>	
E4	35
E17	47
E10	10
E11	10
<b>Age</b>	
66-75 years	17
76-85 years	43
Over 85 years	42
<b>Ethnicity</b>	
White British	91
Afro-Caribbean	8
Asian	3

"Thank you very much for your kind and prompt attention and all your work on my behalf. You saved me a lot of worrying."

"Thank you very much for helping my auntie. I am very grateful for your support."

## Future plans

To ensure that as many people as possible know of and use our service, both through the existing links and our new web-based information. In 2005/6 we exceeded the service target set for 2006/7 of assisting 100 users, so we would hope to do the same again this year and increase the numbers of older people happily settled into long term care.

The Family Support Service is wholly funded by the London Borough of Waltham Forest.

Further information from -

**Paula Nigliazzo** Co-ordinator

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

## Information Services

### OUR WEBSITES FOR OLDER PEOPLE

ACWF operates two websites - our own [www.ageconcernwf.org.uk](http://www.ageconcernwf.org.uk) giving details of the many different projects that we are involved in, and the Waltham Forest Older People's Collaborative website [www.wfolderpeople.com](http://www.wfolderpeople.com) which we maintain on behalf of our Collaborative partners - London Borough of Waltham Forest, Waltham Forest Primary Care Trust, Whipps Cross University Hospital NHS Trust, N E London Mental Health NHS Trust and the Waltham Forest Older People's Voluntary Sector Partnership.

The Collaborative website provides straight-forward information on many different issues of importance to older people and can be used by anyone including people working in health and social care locally. The information is presented as simply as possible and in an easily-printed format. This website is part of the local Information Strategy for Older Adults and its value is shown by the fact that it receives up to 50,000 visits per month!

#### **Its contents currently includes information on -**

Falls prevention, welfare benefits, healthy ageing, residential care, discharge from hospital, death and bereavement, keeping warm in winter, hearing loss, help with shopping and much more! The most popular of these is the falls prevention section.

We are finishing a review of the site and its contents and will be re-launching this early in 2007. The new site will contain many enhancements, including improved accessibility and usability, a new look and content designed to meet the needs of both specialist and general users.

*Older Adults - please see page 22*



# Raising Funds

## TRADING SERVICES REPORT

Age Concern Waltham Forest Trading offers a variety of services for older people which generate income for our work locally. Trading has been more successful in this past year, as the commissions for household and travel insurance have increased. We have succeeded in maintaining the quality of service for our customers due to the excellent efforts of everyone involved.

### Home and Contents

This year we sold 41 policies and renewed 1335 policies which generated commission that was up 5% from the previous year, due to a successful transition from Norwich Union to Fortis for household policies that were due for renewal. This should also help us achieve growth of business in this financial year.

### Travel Insurance

This is up 24% from the previous year's performance, as in 2004/2005 we sold 128 policies generating £777 commission whereas in this trading year we have sold 139 policies and 14 renewals giving us total commission of £963.

### Energy supplies

New look materials for our energy business brought a strong response to our energy campaign. The result was higher commission from last year as a result of achieving the highest level of renewals in 2005/06 with total sales of 843 compared to 428 in 2004/05.

### Motor Insurance

Despite facing stiffer competition than last year, we were still able to achieve new business around the same level; we sold 22 motor insurance policies and renewed 71.

### Motor Breakdown

Consistent with last year. Renewed 24 and sold 3.

### Funerals

In 2005/06 we sold 46 policies compared to 25 in the previous year, with income up 65% as a result. Further growth is expected.

### Aid-Call Alarms

Alarm sales remained steady compared to the previous year, with income almost on a par.

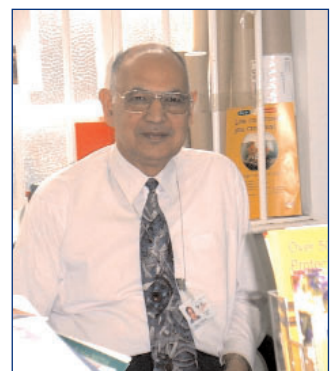
## Achievements

Despite operating within a tightly regulated environment, we achieved our aims this year and coped with all the changes, i.e. moving from Norwich Union to Fortis as well as implementing a new computer system. With substantial training and good customer service, this financial year has seen a marked turnaround in the performance of all our products and services while meeting Financial Services Authority requirements.

## Plans for the future

My hope is to bring in more volunteers who will be able to help us expand our services. If this is successful, we will undertake visits to older people's groups and doctor's surgeries.

**Aslam Syyed** Trading Co-ordinator  
**Tel/fax** 020 8532 8793 **email** trading@ageconcernwff.org.uk



Aslam in his office

## CHARITY SHOP

Our shop in Leytonstone High Road is large and requires constant supplies of donated goods to fill the space and appeal to our customers. This is essential to make the profits that enable us to fund services for local people that are not funded in any other way.

This year the shop has once again made a substantial profit, beating our target which was up on last year's takings. The strategy that is being used plus extreme hard work and determination makes this possible. The quality of donations has also improved over the last year.

As the retail trade is somewhat depressed, I am delighted with our success and intend to achieve more in the coming year.

The volunteers play a large part in our success and their time and input contribute immensely to make all this happen.

Once again a big 'thank you' to the general public for supporting Age Concern Waltham Forest.

**Patricia Robson** Shop Manager  
**Tel** 020 8532 8031



Shop Manager Pat and  
Barbara a Deputy Manager

## Grants For Community Activities

### SMALL GRANTS 2005 / 2006

These are grants provided by Age Concern Waltham Forest which are allocated through the Voluntary Sector Partnership to support healthy ageing and tackle social isolation.

<b>Name of Group</b>	<b>Amount approved 2005/2006</b>	<b>Purpose of Grant</b>
WF Asian Disabled Association	£650	Keep fit classes
Parkinson's Disease Society	£750	Keep fit classes
Waltham Forest Blind Association	£750	2 workshops on blind awareness
Amir Khusro Society (UK)	£200	Contribution towards poetry reading cultural event
<b>Total</b>	<b>£2,350</b>	

## THE HEALTH & SOCIAL CARE GRANTS SCHEME

In 2005, the Council allocated money to Age Concern Waltham Forest to be commissioned out to partners in the Waltham Forest Older People's Voluntary Sector Partnership for projects for older adults. The grants can be used for running costs and capital expenses for activities on active ageing; falls prevention; independent living; awareness-raising and promoting cross-cultural working.

Decisions on the grants were made by a Grants Panel comprising members elected from the Partnership and chaired by a Board Member of Age Concern Waltham Forest. The Panel members for 2005/2006 were:

**Mike Pettit** - Chair, Age Concern Waltham Forest

**Mahesh Laheru** - Waltham Forest Asian Blind Association

**Sharon Mulvey** - The Rainbow Project

**Richard Snook** - Friday Hill Community Association

**Seyoum Hameso** - Waltham Forest Disability Resource Centre

During 2005/2006, the scheme has funded 11 groups, to a total of £22,051 for a broad range of activities (details below). This grant has been important, in particular for the smaller groups; it has enabled some of them to continue their activities. The Council has renewed their support for the grant scheme for 2006/2007.

**Wai Ha Lam** Development Officer

Organisations awarded grants	Amount awarded	Purpose of Grant
African & Caribbean Disablement Association	£2,021	To run healthy eating African cooking demonstration
Chingford Workshop for the Elderly	£1,900	Provide transport for older adults and disabled older adults to the centre
Fifty Plus Elderly Asian Club	£1,980	Health workshops and exercise classes
Friday Hill Community Association	£ 975	Tai Chi classes
Pakistan Women's Welfare Association	£2,030	Health workshops and exercise classes
Parkinson's Disease Society(WF Branch)	£2,500	Support for meeting to facilitate discussions and for members to meet and share information
Senior Citizen Asian Group	£1,800	Health workshops and health education articles in local Asian newspaper
St. Andrews 60+ Club	£1,500	Support for meeting to facilitate discussions and for members to meet and share information
WF Blind Association	£4,075	To expand services to all blind older adults in the borough
WF Gujarati Mandal	£1,570	Health workshops and exercise classes
Wesleyan Day Care Centre	£1,700	Workshop, walking club and healthy living information
<b>Total</b>	<b>£22,051</b>	

## THE SILVERSURFERS' PROJECT

The Silversurfers' Project has provided training and access to information technology for older people in Waltham Forest since July 2000. Initially, the Centre and its work were funded by the Department for Education and by Bridge House Estates Trust Fund. For the last three years funding was awarded from the Community Fund (now the Big Lottery).

### Our aims

To support older learners in acquiring and using IT skills for a wide range of purposes with the overall specific aims of preventing social isolation and bridging the digital divide.

The users of the Silversurfers' service cover a broad spectrum in every way. The ages range from early 50s to 90 - and although women are still in the majority, at last more men are beginning to come along to learn IT skills. The ethnicity of users largely reflects the ethnic mix in Waltham Forest - but we do not yet have learners from the emerging Eastern European community. The courses for beginners are run at Orford Road and at Priory Court Community Centre. This means that the Service manages to reach 30 beginners every week, but we have never yet managed a situation where we have no waiting list at all. The current waiting list for a beginners' course stands at just over 60.

The courses run at the Centre include the beginners' course which has been refined over the last six years to meet the needs of older learners. The designed course now runs over a period of eight weeks and introduces the learners to the basics of the computer, an introduction to the Internet and its uses, an introduction to e- mail including providing each person with a personal e- mail address and the basics of word processing.

Beyond the beginners' course the Centre provides a wide range of follow-on courses. The choice offered depends on the expertise available from both staff and volunteers and the programmes requested by learners.

Over the last year programmes have been provided which include a regular Arts and Crafts group, Introduction to Publisher, More Word Processing, Using Spreadsheets for your Household Accounts, Putting Pictures into your Documents, Introduction to Paint Shop Pro, Designing with Paint Shop Pro, Further Internet, More e- mail, Family History, Scanning, Repairing and Enhancing Old Photographs, Managing your computer, Buying a Computer and maintaining it in good health, Digital Photography and much more.....

The Centre is fully open for five days a week for about 48 weeks every year. In an average week the Centre and outreach courses provide 220 learner hours of Information Technology. Over a year this means that we, with the support of our wonderful volunteers deliver nearly 10000 learner hours of IT provision!!

Our main problem, as ever, is the need to fund the work that we are doing. We are currently hopeful that further funding will be obtained from bids made to the Lottery Fund and to Bridge House Estates Fund.

### Plans for the future

If the funding becomes available we aim to continue the work that we have been doing and also extend this work and training to groups in the Older Peoples' Voluntary Sector Partnership

**Avril York** Manager Silver Surfers Learning Centre

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

## INTER-GENERATIONAL PROJECT

The Inter-generational Project was established formally with a part-time Co-ordinator in 2001 to enable older people to help out in local primary schools. It was initially funded by a regeneration programme in conjunction with the local health service but this eventually required us to work to different objectives and so the Inter-generational Project had to look for other sources of funding.

In 2005 we came to the end of funding from the City Parochial Foundation and the Stratford Development Partnership charity and considerable time was spent on trying to identify new possibilities. Unfortunately, none of these came to fruition and so in summer 2005 the Project was put on hold. This meant that the Co-ordinator's position could no longer be funded but the volunteers who were then active were not affected.

The Project is therefore 'on hold' until such time as we can obtain some more funding. Unfortunately, this is a common problem in the voluntary sector where funders are often looking for new schemes rather than being content to support existing ones which, like the Inter-generational Project, serve a useful purpose and are well-regarded.

The Inter-generational Project continues to have several volunteers in place who are happy to maintain their relationship with their school and give valuable support to hard-pressed teachers. We are grateful for their commitment and hope we will eventually find some further funding to expand the Project once again.

**Stephen Lambert** Assistant Director

## FOCUS/CONSULTATION GROUPS HELD FOR OTHER ORGANISATIONS 1 APRIL 2005 - 31 MARCH 2006

<b>Date</b>	<b>Name of Organisation for whom held</b>	<b>Event Title/Content</b>	<b>Venue</b>
<b>2005</b>			
20 Apr	Pension Service/Joint Visiting Team, London Borough of Waltham Forest	Presentation/information session	Epicentre
11 May	Commission for Social Care Inspection	Consultation event for BME older adults on Race Equality Scheme and appropriate social care services more generally.	Epicentre
11 May	London Borough of Waltham Forest	Sports, leisure and physical activity strategy consultation.	Epicentre
11 Oct	Age Concern England on behalf of research project	2 discussion groups - regular users with long term health problems and carers of older people/older carers - to talk about community based services	Zenith House
<b>2006</b>			
9 Feb	Waltham Forest Primary Care Trust	The Vision for Primary Care in Waltham Forest -presentation and discussion (am)	Epicentre
9 Feb	London Borough of Waltham Forest	NSF update - presentation and question/answer session (pm)	Epicentre
24 Feb	NHS Cancer Screening Programmes	Focus Group for Cancer Screening Publicity. Discussion with men about bowel cancer.	Zenith House
31 Mar	Age Concern England	Citizens Jury Event. Pensions consultation with Harry Cohen MP and Neil Gerrard MP.	Zenith House
7 April	Age Concern England	Citizens Jury Event. Consultation on Pensions with Iain Duncan Smith MP	Youth Unlimited



## MAIN EVENTS ORGANISED BY ACWF 2005/06

Month	Event	Type of Event	Venue
<b>APRIL 2005</b>			
6th	Falls Awareness / Single Assessment Process	Information	St Anne's Church E4
11th	Falls Awareness / Single Assessment Process	Information	Mills House E17
19th	Falls Awareness / Safety Campaign	Information	St Andrews Christian Centre, E17
<b>MAY 2005</b>			
3rd	Planning Aid for London	Consultation	Methodist Church E4
11th	Commissioning for BME groups	Consultation	County Hotel, Woodford
<b>JUNE 2005</b>			
29th	Falls Prevention	Conference	Score Complex, E10
<b>JULY 2005</b>			
4th	Falls Prevention	Conference	Walthamstow Assembly Hall, E17
19th	National Falls Awareness Day	Information	Epicentre, E11
<b>OCTOBER 2005</b>			
5th	Opening Doors (Gay and Lesbian Older Adults)	Workshop	Epicentre E11
6th	Falls prevention / Single Assessment Process	Information	St Andrews Church, E 17
18th	Your Health Your Say	Workshop	Peterhouse Church E17
<b>NOVEMBER 2005</b>			
16th	Safety Play	Drama	St Barnabas Church, E17
<b>DECEMBER 2005</b>			
6th	Winter Warmth	Information	Disability Resource Centre, E17
<b>JANUARY 2006</b>			
10th	Health & Social Care Grants Workshop	Workshop	Youth Unlimited, E4
12th	Health & Social Care Grants Workshop	Workshop	Zenith House, E10
<b>FEBRUARY 2006</b>			
8th	Safety Play	Drama	Chingford Assembly Hall, E4
23rd	Safety Play	Drama	Walthamstow Assembly Hall, E17
<b>MARCH 2006</b>			
6th	Sloppy Slippers	Information Slipper Exchange	Beaumont Estate, Team Leyton E10

## ACWF ANNUAL GENERAL MEETING 2004-5

As part of our policy of being as accessible as possible to our members, this year's AGM was held in the northern part of the borough at St Anne's Church Centre in Larkshall Road, Chingford on 10th November 2005. This proved to be a pleasant venue with good facilities and a number of people told us they were pleased to see us there.

In fact, around 100 people attended the AGM and heard the latest news about our activities - strictly speaking, for the twelve months to March 31st 2005. Unfortunately, our Chair, Mike Pettit, was not well enough to attend and so most of the business was conducted by Sheena Dunbar, our Director.

The main items of business were the Financial Report given, as usual, in a very clear way by Amanda Francis from our auditors Buzzacott, the election of new Members of our Board of Trustees and the presentation of awards to our long-serving volunteers.

Three new Trustees had been proposed and it was agreed that they should all be elected to the Board. They are -

**Andy Barrick** who works for the RNIB and is active with the local PCT Patient and Public Involvement Forum.

**Yvonne O'Sullivan** who has had extensive involvement with local voluntary sector groups and is a member of the Whipps Cross Patient and Public Involvement Forum.

**Eve Andrews** who worked for the NHS for 34 years, latterly as Course Director at the Redwood College of Nursing, Essex, and is now active in the NHS Retirement Fellowship.

After lunch, we enjoyed a new feature for our AGMs - a Question Time session about the work of Age Concern Waltham Forest and any relevant current events. Four staff members joined Sheena Dunbar to deal with these - Ghulam Minhas (Information and Advice), Jorge Lagos (Development Programme - Case-finding, Falls, etc), Marie Lenihan (Link Up) and Jean Williams (Healthy Ageing). The questions from the audience were many and varied!

They included:

- the possibility of awards for our Sessional Workers (this will be referred to the Board of Trustees to consider)
- our view of the council's new care contracts
- problems with PINs for people who may not be able to remember them
- whether we have thought of opening another charity shop in the borough (we have, although there are no firm plans at present)
- does Age Concern exist in other parts of the country, Scotland, etc? (it certainly does!)
- Our view on Living Wills (relating to the issue of assisted suicide)
- Is there an inspection system for care homes? (there is - the National Care Standards Commission)
- How the partially-sighted can make use of the Silver Surfers computer centre (we are looking at ways of doing this)
- Recommended handyman to help with smaller jobs around the home (we have one!)
- The lack of facilities for older people at the new Score building in Leyton (we will be investigating this)
- More resources for the Voluntary Sector Partnership and its constituent groups (we are considering how this could be done)
- Problems with gardens (always difficult at a reasonable price but contact us for suggestions)

Its quite a list but it made for a very interesting session which would worth repeating on a another occasion.

Several members made comments about how valuable the services are that ACWF provides. We certainly believe so and will continue to do our best to provide as much as we can with the resources at our disposal.

If you would like to attend future AGMs, why not become a member of Age Concern Waltham Forest? The cost is minimal (or free for some) and you will get to hear about many other events and current issues.

Contact us for a membership pack with full details -

**Tel** 020 8558 5512

**Email** info@ageconcernwf.org.uk

**Website** www.ageconcernwf.org.uk

**Stephen Lambert** Assistant Director

## VOLUNTEER AWARDS

Once again, we celebrated the commitment of our volunteers with **Long Service Awards** for those who have given lengthy periods to helping one of our various projects. The awards were given out by Mahesh Laheru, one of our Board members.

Fourteen awards were given for volunteers who have given a minimum of two years.

Five were awarded for five years -

**Luca Mastrodicasa** and **Trevor Weatherley** of Silver Surfers,  
**Magdalena Joseph** and **Imelda Spinner** of the Link Up Project and  
**John Farr** of the Inter-generational Project.

There was even a ten year award to  
**Revalyn Stewart** of Link Up - a wonderful achievement!

Then there were the **Volunteer of the Year Awards**  
for which three people had been nominated



**Mrs Kousar Butt**

WF Asian Disabled Association



**Ms Val Hagger**

ACWF Trading Services



**Mr Amjad Mirza**

Senior Citizens Asian Group

All of them have given exceptional devotion to their respective projects  
and we thank them most sincerely.

## STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2006

	Notes	Unrestricted funds £	Restricted funds £	Total 2006 £	Total 2005 £
<b>Income and expenditure</b>					
<b>Incoming resources</b>					
Incoming resources from generated funds					
. Voluntary income	1	71,137	152,088	<b>223,225</b>	122,940
. Activities for generating funds	2	112,141	—	<b>112,141</b>	105,893
. Investment income		2,482	—	<b>2,482</b>	2,711
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	531,324	—	<b>531,324</b>	499,948
Other incoming resources		1,677	—	<b>1,677</b>	3,847
<b>Total incoming resources</b>		<b>718,761</b>	<b>152,088</b>	<b>870,849</b>	<b>735,339</b>
<b>Resources expended</b>					
Cost of generating funds					
. Cost of generating voluntary income	4	28,478	—	<b>28,478</b>	28,293
. Fundraising trading: cost of goods sold and other costs	5	73,696	—	<b>73,696</b>	75,227
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	8	472,798	215,179	<b>687,977</b>	630,960
Governance costs	10	9,605	3,952	<b>13,557</b>	11,979
<b>Total resources expended</b>		<b>584,577</b>	<b>219,131</b>	<b>803,708</b>	<b>746,459</b>
<b>Net movement in funds i.e. net income (expenditure)</b>	12	<b>134,184</b>	<b>(67,043)</b>	<b>67,141</b>	<b>(11,120)</b>
<b>Fund balances brought forward at 1 April 2005</b>		<b>71,430</b>	<b>79,180</b>	<b>150,610</b>	<b>161,730</b>
<b>Fund balances carried forward at 31 March 2006</b>		<b>205,614</b>	<b>12,137</b>	<b>217,751</b>	<b>150,610</b>

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 2006

	Notes	2006 £	2006 £	2005 £	2005 £
<b>Fixed assets</b>					
Tangible assets	15		12,729		17,694
Investments	16		2		2
			<u>12,731</u>		<u>17,696</u>
<b>Current assets</b>					
Debtors	17	12,370		5,941	
Cash at bank and in hand		<u>219,261</u>		<u>193,257</u>	
		<u>231,631</u>		<u>199,198</u>	
<b>Creditors:</b> amounts falling due within one year	18	<u>(26,611)</u>		<u>(66,284)</u>	
<b>Net current assets</b>			<u>205,020</u>		<u>132,914</u>
<b>Total net assets</b>			<u>217,751</u>		<u>150,610</u>
<b>Represented by:</b>					
<b>Funds and reserves</b>					
Income funds					
. Restricted funds	19		12,137		79,180
. General funds			<u>205,614</u>		<u>71,430</u>
			<u>217,751</u>		<u>150,610</u>

Approved by the Trustees  
and signed on their behalf by:

Trustee



Approved on:

24/7/06



## 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](mailto:info@ageconcernwf.org.uk)

### 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).

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**

# 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

Age Concern is an equal opportunities organisation

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Membership is open to any individual or organisation supportive of the aims of Age Concern Waltham Forest

For an application form please 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](mailto:info@ageconcernwf.org.uk)

Website [www.ageconcernwf.org.uk](http://www.ageconcernwf.org.uk)



Waltham Forest

ایج کنسرن والٹھام فورسٹ  
ऐज कन्सर्न वॉलधाम फॉरेस्ट  
ऐन वल्लमवठ वॉलधाम वॉरेस्ट  
अज कन्सर्न वॉलधाम वॉरेस्ट  
এজ কনসার্ন ওয়ালাথাম ফরেস্ট

**Age Concern Waltham Forest**

Ground Floor, Zenith House  
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**Website** [www.ageconcernwf.org.uk](http://www.ageconcernwf.org.uk)