

Annual Report 2006-2007

**Working for Older People in
Waltham Forest**

AGE
Concern

Waltham Forest



Link-Up's Volunteers

Age Concern Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES

April 2006 - March 2007

Ken Sanders (President)	Retired Local Govt Officer
Mike Pettit (Chair)	Former Local Govt Officer
Ann Lamb (Vice Chair 19.01.06)	Former Senior Personnel Officer
Sidney Milambo (Honorary Treasurer)	Accountant Did not stand (3rd term)
Andrew Gooch (Honorary Treasurer 19.01.06)	Company Director
Jeffrey Blay	Retired Bank Night Guard
Yvonne O'Sullivan	Retired Civil Servant
Eve Andrews	Former NHS Employee
Andy Barrick	Information/Advocacy Manager, RNIB
Abdul Shakoor	Local Businessman

Members who left this year:

Mahesh Laheru	04.11.2004 (resigned 01.01.07)
Arif Mahmood	04.11.2004 (resigned 24.02.2007)

DIRECTOR & COMPANY SECRETARY: Sheena Scott Dunbar

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Age Concern Waltham Forest Annual Report 2006-7

Contents Page No. DIRECTOR'S MESSAGE

Director's Message	3
Chair's Report	4
Financial Report	5

The Waltham Forest Model of Prevention & Healthy Ageing

Information & Advice	6
Advocacy	7
WF Older People's Development Programme	
Case Finding	8
Falls Collaborative	11
Voluntary Sector Partnership	13
Healthy Ageing	16
Link-Up Project	18

Hospital Discharge Services

Welcome Home, Discharge	
Lounge & Escorted Discharge	14
Family Support Service	19

Public Information Services

Websites & Newsletter	21
-----------------------	----

Raising Funds

Trading	22
---------	----

Grants for Community Activities

Small Grants	23
Health & Social Care	24
Volunteers Awards	26
Summary Accounts	27
Support Us	30

Front Cover: Link-Up Volunteers

This has been a year of many challenges for Age Concern Waltham Forest, not least the closure at the end of March of a much-loved service, the Silver Surfers Centre. Age Concern Waltham Forest had succeeded in attracting funding into the borough for the Centre over a period of six years but, unfortunately, was unable to secure sufficient funding to continue the Centre into the new financial year. However, some funding for ICT services for older adults was secured and negotiation with the funder as to how some ICT courses for older adults might be provided in the future within the much reduced budget is underway. I take this opportunity to thank the staff and volunteers who worked at the Centre for their contributions to its success.

On a brighter note, the Waltham Forest Model of Early Detection, Prevention and Healthy Ageing has gained good practice recognition at national level while staff and volunteers have continued to provide high quality, individualised services to older adults from all sections of our community.

I am pleased to report also that the London Borough of Waltham Forest has established the Older People's Forum to monitor its corporate strategy, Age is Just a Number, and to ensure older adults are involved in the planning and development of local services. All organisations/groups in membership of the Waltham Forest Older People's Voluntary Sector Partnership have been offered a place on the Forum and their input is critical to improving the quality of life of older citizens.

Finally, all at Age Concern Waltham Forest wish to express their gratitude to Mike Pettit for all his work and support as Chair of the Board of Trustees. Although resigning as Chair, I am pleased to say that Mike will continue as a Trustee and provide valuable input to the charity in the years ahead.

Sheena Scott Dunbar
Director

Left to Right – Top Line: Maria Kelly, Normagene Peart, Iris Gillett, Bernard Aaron, Eresha Thamel, Linda Smith, Kristin Braun, Valdenice Loizou and Rose Lynch.

Left to Right – Bottom Line: Revalyn Stewart, Valerie Codling, Melissa Winter, Melissa Waters, Jean Seechran, Jean Smith, Abdul Saifullah, Layla Tarsoo and Dolores Brown.

CHAIR'S REPORT



This has been a year of significant change. We completed restructuring the organisation to improve performance management and to provide the flexibility to progress new developments. This was in response to our new contract with Waltham Forest Council. We also successfully tendered as part of the Council's Commissioning Programme for two projects: the employment of an Asian worker to carry out case finding as part of our partnership arrangements, and ACWF's continued administration and allocation of the Health and Social Care Grants and support for groups in the Waltham Forest Older People's Voluntary Sector Partnership. We are committed to continue our work with small groups to meet the needs of older adults.

Unfortunately we had to close our shop in Leytonstone for Health and Safety reasons but hope to open another shop in Waltham Forest as soon as possible. We also had to close the Silver Surfers Centre as our bid for funding from the National Lottery was unsuccessful. We are looking at ways in which we can provide older adults with IT access with a partner organisation using funding secured from the Bridge House Trust.

This will be my last year as Chair of Age Concern Waltham Forest as I am standing down at the AGM. In the years I have been Chair the organisation has made real progress. This has only been possible because of the valuable support I have received from Trustees, our Director, Sheena Dunbar and all staff and volunteers as well, of course, as our funders. I wish to thank you all - ACWF is your achievement. I am certain you will continue to support my successor.

Mike Pettit
Chair of Trustees

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

FINANCIAL REPORT

This has proved to be a difficult year for the charity. Total incoming resources were £770,065 (2006 - £870,849). The reduction of £ 100,000 from 2006 being in two main areas. Firstly, in 2006 we received a legacy of £68,600, which was a one-off amount. Secondly as was indicated in last years report, the charity was having difficulties in finding alternative funding for 'Silver Surfers'. This led to a direct reduction in resources of £29,322.

The sale of donated goods at our Charity Shop totalled £73,056 (2006 - £74,855) representing a decrease of 2.4%. The revenue generated from our trading services was £25,678 (2006 - £36,663). The reduction in part being a consequence of less advantageous commission levels.

Expenditure for the year totalled £799,387 (2006 - £803,708)

The Board had decided to continue to fund the Silvers Surfer Centre from its reserves while attempts to secure further funding were underway. Age Concern Waltham Forest was unsuccessful at finding sufficient funding for the Centre. Finally the Board had no alternative but to close the Centre. The net cost of maintaining the service for the period was £51,500.

As a consequence we have seen a reduction in the reserves of the charity of £29,322. The balance carried forward totalled £188,429 (2006 - £217,751) of which £26,852 (2006 - £12,137) is restricted and £161,577 (2006 - £205,614) are unrestricted or general funds.

After the end of the period the Board, with deep regret, made a decision to cease the activity of the Charity Shop. The premises were deemed to be unsafe for both customers and staff and it was clear that despite repeated requests to the landlord of the premises, it was the opinion of the Board that these would not be remedied.

The reserves stand at approximately £162,577 of 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 Charities Commission's regulations and expectations.

Age Concern Waltham Forest ensures sound financial planning, control and utilisation of resources by maximising funding and developing 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 Manager
Finance & Trading

THE WALTHAM FOREST MODEL OF PREVENTION AND HEALTHY AGEING

THE INFORMATION AND ADVICE SERVICE

Aims of the service



Ghulam Minhas

The service provides free independent and confidential information and advice to older adults and their carers on a wide range of issues (excluding legal and medical advice). It is funded by the London Borough of Waltham Forest. We have information and Advice drop in sessions in Leyton and Walthamstow libraries. The helpline is available 3 mornings a week: Mondays, Wednesdays and Fridays. There are also twice weekly 2 hour sessions at Zenith House, which have made the sessions very accessible. These sessions are available for Asian language speakers.

Achievements

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 176 referrals from the hospital regarding patients who have been discharged and are identified as needing information and advice.

We participated in Age Concern England's 'Your Rights Week.' This was held on 7th April 2007 and focussed on Council Tax Benefit and housing benefit. We have planned to do further sessions throughout the year as follows:

June / July	Carer's Benefit
August / September	Attendance Allowance and Disability Living Allowance
October / November	Pension Credit
December / January	Help with heating costs
February / March	Help with health costs

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. 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 need no longer send documents to DWP. Many of our clients are now aware of benefits they previously knew little, if anything, about. We hope that our relationship with the pension service continues to be fruitful.

We are proud to have provided help to 3649 people this year on a variety of issues which affect them and their carers. This is an increase of 27% from 2006.

Future Plans

In the coming year we plan to extend our helpline times and drop in sessions around the borough. This is dependent on the recruitment of more volunteers.

Ghulam Minhas

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Legal Service**ADVOCACY SERVICE**

This service is funded by the London Borough of Waltham Forest . It provides both self 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 people who attend the sessions to deal effectively with issues which can be wide ranging and are chosen by the older people themselves, ranging from welfare benefits to residential care.

The sessions attract people from all sections of the Waltham Forest community. Sessions are arranged at the premises of black and minority ethnic groups. All 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 the advocate will work through an issue. The advocate provides the communication link between an older person and various authorities. People can self refer and many referrals come from Social Services, GPs and other organisations.

The maximum caseload is 15 clients. There are both simple and complex cases. The latter can take months to work through; ethnic minorities from the borough regularly use this service. During the year we have provided 526 (self help) and 90 (One to One sessions).

Ghulam Minhas

Leader Advocacy and Information Services

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Waltham Forest Blind Association with the Leader of Age Concern
Waltham Forest's Information, Advice and Advocacy Services.

THE WALTHAM FOREST OLDER PEOPLE'S DEVELOPMENT PROGRAMME

CASE FINDING & THE WALTHAM FOREST FALLS COLLABORATIVE

Background



Chris Bateson

The Waltham Forest Older People's Development Programme was set up in 2001. It started as part of the London Older People's Development Programme, as a unique two-year initiative. 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 recent White Paper "Our Health, Our Care, Our Say" (2006). The main role of the programme was to develop and implement the National Service Framework for Older People in London, and particularly to launch the Single Assessment Process, now implemented nationwide in both Health and Social Care.

In 2003, and as a result of the success of the local programme, the Waltham Forest Falls Collaborative was annexed to it. Both programmes have now been mainstreamed and have continued to deliver services to improve the lives of older adults in Waltham Forest. The main areas are Case Finding and Falls Prevention, funded jointly by the London Borough of Waltham Forest and Waltham Forest Primary Care Trust.

Our methodology

We use a case finding tool to develop targeted screening which evidence (Pathy et al, 1992) suggests would identify older people at a primary care level who are at risk of functional decline, and prevent them from deteriorating even further.

This methodology is based on a well documented Sherbrooke Postal questionnaire (Hebert et al, 1996) The programme focuses initially on GPs' lists of patients aged 65 and over.

How does it works?

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 screens for: Functional Decline, Emotional and Social Isolation, Continence, Falls, Depression, Memory and Medication.

GPs involved in the project identify those patients aged over 65 and make this information available to the programme. The information is stored in a robust database system. 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 invited 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 on to the appropriate professional for a more specific assessment.

Key Achievements

In 2006, 1142 questionnaires were sent out with an average return of 43.52 % a small decrease over 2005. This was due two main factors.

- a. During the first phase of the project we concentrated on older people living north of the borough. The number of questionnaires returned exceeded 50% and reached an annual average of 53%. As we moved into the second phase in the south of the borough – where a larger concentration of Asian elders live – the rates of questionnaires returned suffered a small but significant decline of about 10%. Research was conducted to identify the reasons for this shortfall. We believe that language barriers played a significant part in this reduction.
Late last year we tendered for an Asian Language assessor who has been appointed and will enable us to engage more effectively with the Asian elders.
- b. In the last quarter of 2006/07 the number of questionnaires sent out was below the targets as outlined by the LBWF – 1142 instead of 1200 per year. This shortfall has now been rectified and we are back on target with a more expedite system and closer partnership arrangements.

Although the number of returned questionnaires decreased as compared to previous years, the number of older adults referred for Single Assessment increased significantly. This was due to a considerable increment of external referrals direct from the community, social and health care services and other voluntary groups.

In 2006 the number of older adults invited for single assessment were 331, an increase of 8% over 2005 and 25% over 2004 (see table below).

The total number of older adults not known to services identified as fallers or at risk of falls also increased by 50%, as did the total number of conditions identified during this period from 403 in 2005 to 601 in 2006 – a significant increment of almost a 33%. This increment was also due to us 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. Over 70% of all services were provided by Age Concern Waltham Forest.

Statistical Returns - Case Finding		
April 2006 - March 2007		
SA Report	Total 2005-6	Total 2006-7
Total Questionnaires out	1088	1142
Total Questionnaires Returned	464	497
Falls 01 (Fallers)	16	35
Falls 02 (At risk of falls)	60	120
Functional Decline	43	74
Continence	43	62
Memory	91	104
Depression	11	20
Social Interaction	139	186
Total Conditions identified	403	601
OP referred for SA	206	264
OP on 4+ medications	77	96
Total external referrals	100	67
Total OP referred for SA (*)	306	331
(*) All OP including external referrals		

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

Since the beginning of the project (May 2002 – March 2007) over 6500 older people have been sent Cardiff Newport Questionnaires, 25% of all older people over 65 living in Waltham Forest. Over 2000 have been referred for Single Assessment of which 50% were in

significant need of intervention and were provided with services. During this period over 3000 multiple conditions were identified.

Other Key Achievements

Commissioning Equipment/Assistive Technology

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

Handyman

Handyman Referrals	
April 2006 - March 2007	Total
Funded	110
Self funded	2
Shared funding	3
Total	115

In 2006, 115 referrals were made to the Handyman (52 in 2004 and 110 in 2005). This included, moving furniture, taking down curtains, cleaning windows, making floors and steps safe.

We are aware that many people, including health and social care staff, ask for the handyman contact details

or contact him directly when they are able to fund the work themselves. These people do not always leave their details, therefore these go unrecorded.

Outreach work

Outreach work has been carried out within the National Institute for Clinical Excellence falls prevention guideline which aims to create health and falls awareness amongst professionals and line managers working within older people services across the borough.

We have developed a form that will follow up people who have fallen or those at risk of falls, and identify if they have fallen since equipment/adaptations have been issued. If they have it may be necessary to refer them on for further specialist assessments.

Feedback from a GP' taking part in the project

"I wish to express the gratitude to the team from RD.....whom is as you may recall a lovely 90 year old gentleman who is partially sighted. He walked into the surgery today, something he struggled to do some months ago , exclusively to thank the Primary Care Team, as well as the staff at the Balance Classes he attended and Chris Bateson from Age Concern Waltham Forest. I therefore express both his and my own boundless gratitude to all of you. I took EMPHATIC care in mentioning that you all work WITH me and not FOR me AND that I am blessed by this excellent professional relationship"

Feedback from older people

"....Thank you for your kind efforts on my behalf and to say that I have been very impressed by your efficiency and 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 for all you have done for my husband. He got his new hearing aid (digital) yesterday and we are both thrilled that he can hear again after all this time and have a 'normal' conversation with each other".

The Waltham Forest Falls Collaborative

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, London Borough of Waltham Forest, and Whipps Cross University Hospital Trust.

The 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 Waltham Forest Falls Collaborative 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 adults 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 2006 we identified 155 older people who had 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 the Waltham Forest Falls Collaborative in 2006:

Since 2006 the Waltham Forest Falls Collaborative 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.
- Referrals to the Waltham Forest Healthy Ageing Programme.
- Handyman services and commissioning of small equipment to prevent further falls.
- Talks on falls prevention and health awareness.
- Falls related information to a wide sector of the public i.e. falls prevention, medication review, foot care and environmental falls risks

Other Achievements

National Falls Day – 27th June 2006



Chris & Pia at a sloppy slipper event

This year we held a conference on National Falls Awareness Day. The event was open to all members of the public to come and get advice from a variety of organisations and professionals. Visitors were able to access medication advice, blood pressure and cholesterol checks and had the opportunity to have a massage. About 20 stands from a wide range of services offered advice and Information, including crime prevention. There was also an opportunity to exchange old and worn slippers for a new pair.

This event was supported by the Metropolitan Police Crime Prevention Team and the Fire Department who arranged to visit people's homes for fire safety checks and fit smoke alarms.

We have continued to be involved with the Single Assessment Champions group, and the Falls Risk Assessment Tool has been included in the Single Assessment Process. Social Services also included the use of the tool in their training Website and CD Rom.

Crime Prevention

We were delighted to be awarded a £7,000 grant from the Waltham Forest Metropolitan Police. The money was used to continue the Waltham Forest Older People's Safety Campaign and encourage further work with our partners to raise awareness of safety issues concerning older people.

The aim was to set up 3 awareness raising events across the borough and to encourage older people to take up Home Safety Checks with our partners HEET. Security work was carried out in 39 homes. 3 events were held across the borough supported by Crime Prevention Officers, HEET, Victim Support, London Fire Brigade, Street Wardens and Safety Net to name a few.

Feedback from older people:

"Your handyman was kind and helpful, he fitted the doorbell for me, I am delighted and can hear it everywhere in the house".

"thank you for putting me in touch with the handyman, he has helped us immensely".

Chris Bateson

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Waltham Forest **NHS**
Primary Care Trust

THE OLDER PEOPLE'S VOLUNTARY SECTOR PARTNERSHIP



Gabriele Jerome

The Older People's Voluntary Sector Partnership 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 Voluntary Sector Partnership aims to enable voluntary sector organisations/ groups/ projects working with older adults and their carers to develop systems of working in partnership with each other, promoting cross cultural working and, with statutory agencies, to develop integrated services for older adults. The VSP aims to reduce social isolation facing older people and engage older people in community activities.

Outcomes

During 2006/07, the Waltham Forest Older People's Voluntary Sector Partnership has managed to reach and exceed all its targets. It has increased the number of partners of voluntary organisations to 93, exceeding its target by 16.25%. It has received 584 referrals (see table below), almost twice its target and allocated services to over 480 older people in significant need of services. Over 70% of referrals came through Whipps Cross University Hospital Trust wards.

The Voluntary Sector Partnership has also increased the amount of information distributed to both voluntary groups and older people: 8,377 booklets and leaflets to partners and over 1150 to older adults.

As part of our the target to promote its services, we held over 10 workshops in the community and have been involved in training initiatives

Referrals to VSP	2006	(%)
Hospital Discharge Services	424	72.60
Self Referrals	60	10.27
Social Worker	14	2.40
Occupational Therapist	16	2.74
Single Assessment team	10	1.71
Physiotherapy	1	0.17
Fire Brigade	1	0.17
Family	14	2.40
ACWF services	15	2.57
Mobility Services	1	0.17
Victim Support	4	0.68
Met Police	1	0.17
Others	23	3.94
Total	584	100.00

Problems identifies

During 2006 /07 a total of 8 groups has closed their doors, due to financial constraints and/ or group organisers growing older and becoming too frail to continue.

Future plans

The Waltham Forest Older People's Voluntary Sector Partnership has gone from strength to strength in 2006/07 and plans to build on this success in the future.

The partnership is currently undergoing a review and updating of members information which will improve successful partnership working.

Gabriele Jerome

Leader

Voluntary Sector Partnership & Hospital Discharge

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Hospital Discharge Services

Age Concern Waltham Forest provides several different services for older adults being discharged from Whipps Cross University Hospital.

Welcome Home

The Welcome Home Service, which has now been running for 5 years, provides assistance to older adults in the London Borough of Waltham Forest on discharge from Whipps Cross University Hospital. A group of dedicated sessional staff are available to assist older adults upon discharge from hospital. Staff will assist with shopping, pension and medication collection and practical tasks if necessary. The service provided is a one-off visit to service users but a second visit may be made if there are any concerns.

Aims of the service are to:

- Ensure a safe discharge from hospital
- Assist with practical arrangements
- Promote older people's independence
- Address any concerns an older person might have
- Signpost to services if necessary

The annual target for the service was to visit 140 older adults upon discharge from hospital. The Welcome Home service did not reach its target as only 68 referrals were received. The shortfall can be explained by:

- Changes of staff both in Whipps Cross and Social Work teams
- Leaflets advertising the service were not displayed by ward's staff at the hospital.

Due to the shortfall an extensive advertising campaign has begun to promote the service to staff and patients .

Discharge Lounge and Wards

These services are in their third year and were set up to assist older people with the transition from hospital to going home.

Aims of this service are to:

- Ensure that an older person is safely discharged from hospital
- Make the transition from hospital as easy and comfortable as possible
- Ensure a safe, secure and comfortable discharge
- Identify any concerns an older person may have
- Sign post to services if necessary
- Liaise with Health and Social Care Staff to provide appropriate services to older people

In 2006/2007, a total of 427 older people were referred to the Older People's Voluntary Sector Partnership for further information or services, an increase of over 60% from the previous year, and 682 older people were assisted with information.

A&E Escorted Discharge

The A&E escorted discharge service aims to provide a service to older people in the London Borough of Waltham Forest who are being discharge from A&E and the observation ward and would normally go home with a relative, if available. The service incorporates a Welcome Home service to ensure the older person is safe and secure.

In 2006/2007 the A&E escorted discharge project provided services to 117 older people, escorting them home and ensuring their safe discharge, providing practical tasks and information. Although there was a slight decrease of about 9% over the previous year, we succeeded in maintaining the quality of services for older people in Waltham Forest. This shortfall was mainly due to structural changes:

- Changing staff within the project
- Changing staff within the A&E department and observation wards

Because of this shortfall an extensive promotion has begun within A&E.

Gabriele Jerome

Leader

Voluntary Sector Partnership & Hospital Discharge

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Waltham Forest 
Primary Care Trust

THE WALTHAM FOREST HEALTHY AGEING PROGRAMME

Background



Jean Williams

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 has developed partnerships with a number of diverse organisations that include local health and social care agencies, voluntary organisations, leisure groups and leisure centres.

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. During the last year 3458 people attended balance classes, an increase of more than 4.5% over the previous year. See table below.

Years	2005	2006
Venues	9	18
No. Attending	3302	3458
Afro Caribbean	1402	789
White British	1512	1902
Asian	382	564
Turkish	-	55
Other not stated	6	148
Male	-	659
Female	-	2799

Successes and Benefits of Balance Classes

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

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

Comments from older people

"Had to retire due to ill-health, CFS / ME. This is one of the few exercise regimes I am able to participate in. Provides a social occasion as well as exercise The instructor is very good"

"I enjoy the company and the benefits of Tai Chi It helps to relax you so makes sleep easier"

"Our social life has improved because of Tai Chi. Very beneficial to my arthritis Our teacher is very good. Nice to mix with the people"



Message in a Bottle

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

The scheme is a simple idea designed to encourage older 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.

In 2006-2007, 1557 Message in a Bottle was distributed to people in Waltham Forest

Other Achievements

31 talks and open day/information events on Healthy Ageing were attended. 116 requests were received for information on healthy ageing and 23 referrals to balance classes were processed from these.

It was not clear at the end of this financial year whether the funding from Waltham Forest Primary Care Trust for balance classes would continue. In April classes had to close until funding was resolved. Fortunately, Waltham Forest Primary Care Trust decided to continue funding, not least because of the outcry from Partnership members who were running classes.

Age Concern Waltham Forest successfully bid for funding to run the Expert Patient Programme in the Borough for people with long term conditions. The first course was run from 9 November to 12 December 2006. 17 participants began the course and 10 completed. The course was held at the Disability Resource Centre in Walthamstow. From this course, two volunteers came forward to be trained as tutors and subsequently they have successfully passed the training.

The Healthy Ageing Programme is seeking funding to train facilitators to run a second 'Looking to the Future' course designed for people approaching retirement.

Many older adults 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 and just over £600 was raised for the Healthy Ageing Programme. **Thanks to all who took part!**

Future plans for the Healthy Ageing Programme include:

- Working with the Waltham Forest Council on an arts project
- Working with Age Concern Redbridge to explore opportunities to develop the Looking to the Future Course together

Jean Williams

Leader, Healthy Ageing

Tel 020 8439 8535

E-mail j.williams@ageconcernwfm.org.uk



Waltham Forest 
Primary Care Trust

LINK-UP PROJECT

Our aims



Marie Lenihan

To help restore confidence, alleviate loneliness, and encourage independent activities in the community for socially-isolated older adults by providing regular weekly volunteer visits (limited to six months), and , also, through participation in our telephone-conferencing group.

A particular aim this year was to ensure that all volunteers received specific training in accordance with the guidelines of the Mentoring and Befriending Foundation of which the Link-Up Project is a member.

To provide weekly visits by dedicated sessional staff for older adults diagnosed with a terminal illness in our Link-Up Support project.

Volunteer Home Visiting Service

Comprehensive training has been provided at times that accommodate volunteers who are in full time work or find it difficult to attend during weekdays. The feedback from this training has been positive and well received. We have 43 volunteers providing weekly visits to housebound, isolated older adults in the community. However, the demands for this service continue to rise and we are always in need of more volunteers to come forward.

Telephone-Conferencing

We operate a Telephone-Friendship Link, this involves a group of six people and a facilitator from Age Concern Waltham Forest being linked together on the phone for a chat and lively discussion, often resulting in reminiscing. These sessions are held weekly for 8 weeks and conclude by meeting up as a group for a coffee morning. These are very popular and often result in continuing friendships.

Link-Up Support

The Link-Up Support Project began in January 2002, whereby, sessional staff were employed by ACWF to visit clients with a diagnosis of a terminal illness (although not in the final stages of that illness). Most of our referrals are received from the Macmillian Nurses at the Margaret Centre. We provide a dedicated weekly 2 hour visit to our 14 clients, we have 6 sessional staff on this project. This service is much appreciated as it provides an opportunity to retain some form of independence during some very difficult periods.



Eileen Fitzsimmons (right) with a volunteer visitor, Melissa Waters (left), who has been part of the Link-Up volunteer team since January 2007



The feed back from the clients has been very positive, here a few examples:-

“I don’t know any way in which you can improve your service. I do enjoy Lesley coming to see me each week and would not like it to end, she is very uplifting.”

“I am very lucky because I have Fay, and I look forward to her coming every week so I can tell her all my problems. Also I would like to thank you for sending Pia, who has arranged for HEET to check my smoke alarm, also she is getting me a night light. As you can see I only have praise and no complaints. Thank you all.”

“I enjoy seeing Tina, and telling her my troubles. The service is good and very understanding.”

Marie Lenihan
Link-Up Co-ordinator
Tel 020 8558 3404
E-mail m.lenihan@ageconcernwfm.org.uk



Waltham Forest **NHS**
Primary Care Trust

FAMILY SUPPORT SERVICE



The service provides clients and their families/carers, living in Waltham Forest, who have been identified as needing residential /nursing care, or supported living with assistance in making a choice of home.

It also provides support, information, advice and advocacy on the move into residential/nursing care and supported living.

P.Nigliazzo 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 provide support, information/advice and advocacy to clients and carers on the move into residential/nursing care homes and supported living to clients and carers.
- To assist in freeing up, in a timely fashion, acute and Primary Care Trust beds for those in clinical need.
- To avoid unnecessary admissions, by assisting in finding suitable placements for older people still living in their own homes, identified as “at risk”.

Achievements

During the year April 2006 to March 2007, we received over 160 referrals to the Family Support Service compared to just over 100 in the previous year. We assisted with 82 moves into residential/nursing care as well as providing information, advice and advocacy to a further 80 clients and their families/carers. 85 referrals came from professionals and the remainder were direct from clients, families, or carers. From those where a move was arranged, 37 were Social Services funded and 45 were self-funding their long term care.

During this year we have received 5 monetary donations, as well as many cards and letters of thanks, in recognition of the quality of service provided by the Family Support Service. We not only assist in finding suitable homes for clients, but offer ongoing support until they are settled, for however long that may take.

One client's son writes " I was introduced to the Age Concern (Paula) at the Ainslie Unit. She was very concerned about my mother's welfare. She kept in touch with me and gave me every assistance in contacting Social Services etc. I would not have been able to get my mother into her new home of choice without her help and I thank you".

For self-funding clients the Family Support Service is the only assistance available in finding a suitable placement, the benefit of financial advice, or the opportunity to view homes before making a choice. It ensures that clients' discharges from hospital are as smooth and timely as possible.

It also assists 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.

A client's daughter writes " My mother had been living independently until a partial amputation of her leg. The whole family was very shocked and distressed. We turned to Age Concern who offered support, guidance and understanding. They were always willing to listen. My mother appeared to accept her lot, but I was very depressed and worried about the future. Without Paula and her colleagues I don't know how I would have managed".

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

Further information from:

Paula Nigliazzo

Co-ordinator

Tel: 020 8558 055

E-mail paulan@ageconcernwf.org.uk



PUBLIC INFORMATION SERVICES

OUR WEBSITES AND NEWSLETTER FOR OLDER PEOPLE

During the last year, we have made substantial improvements to our websites and newsletter. The Age Concern Waltham Forest website has been completely redesigned and provides access to far more information about us, our projects and work for older people. It also has many new and improved facilities to make it easier to use for people with visual impairments or users who have difficulties with a standard mouse and keyboard. A new feature is the addition of news stories and features, which keep the site 'fresh' and up-to-date. Further developments will be implemented in 2007/08, including an online donation facility and more information about services available from our partners and other service providers.

During the year, it became increasingly obvious that usage of the Waltham Forest Older People's collaborative website had settled at about 1000 visits per month.

During 2007/08, we will be looking at ways of increasing the number of people using the site. Adding content in languages other than English will be included in this review.

Our Newsletter

Our Age Concern Waltham Forest newsletter has also been redesigned and was re-launched as a quarterly publication using a more 'magazine' style. This makes it easier to read and also lets us cover more local, regional and national stories of interest to older people and their carers.

Internal IT development

In addition to the day-to-day work on our websites and newsletter, we have started work on a new contact management system. The new system will integrate the information contained in 18 separate databases and provide staff with a 'single view' of our service users. The new system will be web-based and provide enhanced levels of security and reporting. As part of this work, we are also planning to bring all of our web-based resources together on a common hosting platform to make it easier to share data and information and, with an eye to the future, develop an intranet for our staff, trustees and volunteers.

Further information from:

David Lane

Webmaster / Information Co-ordinator

Tel 020 8558 5512

Fax 020 8558 0383

E-mail d.lane@ageconcernwfm.org.uk



www.ageconcernwfm.org.uk

www.wfolderpeople.com



RAISING FUNDS FOR THE CHARITY'S WORK

TRADING SERVICES REPORT



Aslam Syeed

Age Concern Waltham Forest offers a variety of trading services for older people which generate income for our work locally. Trading has faced difficult challenges in the past year, mainly due to external trends, as the commissions for household insurance have suffered a marked decline. In spite of this, I believe we have still succeeded in maintaining the quality of services for our customers.

Home and Contents

This year we sold 51 policies and renewed 1050 policies which generated commission that was down 32% from the previous year, due to an unfavourable transition from Norwich Union to Fortis for household policies that were due for renewal. We are still hopeful that by offering our customers competitive premiums together with better marketing of our product, we can increase business in the next financial year.

Travel Insurance

This is on a par with the previous year's performance, as in 2005/2006 we sold 139 policies generating £963 commission whereas in this trading year we have sold 132 policies and 15 renewals giving us total commission of £1,025.

Energy supplies

Despite not undertaking any further energy campaigns, we have still managed to achieve about the same level of commission as last year due to greater renewals in 2006/2007 of 722 compared to 512 in 2005/2006, even though the level of new business was less than 50% last year's level.

Motor Insurance

Despite facing stiffer competition than the previous year we were still able to achieve new business around the same level as last year. We renewed 70 motor insurance and sold 23 policies.

Motor Breakdown

Consistent with last year. Renewed 20 and sold 4 motor breakdowns.

Funeral

In 2006/2007, we sold 32 policies compared to 46 in the previous year, which is 30% down due to tough competition in the marketplace.

Aid-Call Alarms

Alarm sales are up 65% from last year, mainly due to a productive marketing campaign.

Achievements

The last year has been one of the hardest we have experienced for some time and we still have some way to go to make up the losses that we have all suffered. Age Concern Enterprises have had to make some difficult decisions in the light of a steady decline in income.

Impact

With the commitment of everyone in Age Concern Enterprises to continue to make improvements to our product and marketing processes, we shall hopefully see business grow in the next financial year. This is being accomplished from the start of this year as a result of Age Concern Enterprise introducing new products to improve our offering in areas where we have faced challenges in the past.

Plans for the future

We must create more local enquiries and sell more units through local promotion in order to deliver sustainable profitable growth.

I look forward to the year ahead with excitement whilst being fully aware of the challenges that awaits us all. We operate in a highly competitive market. We will need to work hard to achieve our targets and improve on our customer service to win customer loyalty and trust regarding our products.

Further information from:

Aslam Syyed

Trading Co-ordinator

Tel / Fax 020 8556 4958

E-mail trading@ageconcernwf.org.uk

GRANTS FOR COMMUNITY ACTIVITIES

Small Grants 2006 / 2007

Small Grants are awarded to members of the Older People's Voluntary Partnership to support healthy ageing and to tackle social isolation with monies raised by Age Concern Waltham Forest's Trading Services (See above).

During 2006/7 the Small Grants funded 11 groups, to a total of £ 6,574 for a wide range of activities as detailed below.

Age Concern Waltham Forest Small Grant 2006- 2007		
Organisations awarded grants	Amount awarded	Purpose of the grant
Higham's Park 60 + Club	£750	Rent & Activities
WF Gujarati Mandal	£300	Towards an activity
Samaritans	£500	Work with older adults
60 + Keep Fit Club	£750	Keep Fit Instructor & Refreshments
Walthamstow Deaf Club	£250	Towards trip / outing
Parkinson's Disease Society	£750	Staff Cost & Rent
The Lamp Social Club for the Blind	£600	Towards transport, Rent & entertainment
Creative Pastimes Arts and Crafts Group	£444	Rent and Running cost
St. Andrews 60 + Group	£750	Rent and Running cost
Community Relief Project	£750	Volunteer Cost & Transport
WF Cameroonian and Friends Association	£730	Staff & running cost
Total	£6,574	

The Health and Social Care Grants Scheme 2006/07

For the second year the Council allocated money to Age Concern Waltham Forest to be commissioned out to members of the Waltham Forest Older People's Voluntary Sector Partnership. The grant can be used for Healthy Ageing activities and/ or falls prevention, to promote independent living or social inclusion, purchase equipment and /or training to enable the provision for the services.

Grants are awarded by a Grants Panel elected by the WFOPVS Partnership and chaired by a member of the Age Concern Waltham Forest Board.

Mike Petitt – Chair, Age Concern Waltham Forest

Sharon Beaufond – London & Quadrant Housing

Margaret Bristow – The Lung Club

Yvonne O' Sullivan – New Horizon Women's Group

Maresh Laheru - Waltham Forest Blind Association (resigned 01.01.2007)

During 2006/07 the scheme has funded 13 groups, a total of £30,067 for a broad range of activities as detailed below.

Health and Social Care Grant 2006- 07		
Organisation awarded Grant	Amount awarded	Purpose of Grant
Arabic Speaking Women Ass	£2,380	Healthy Eating cooking sessions and craft sessions
Fifty Plus Elderly Asian Club	£1,980	Keep Fit Classes & Health Sessions
Friday Hill TMO	£2,050	Tai Chi Classes
Higham Hill Common allotments	£2,500	Wild Life Friendly Gardening courses
New Horizon Women's Group	£1,890	Tai Chi exercises and drama sessions
Pakistan Women Welfare Assoc	£1,132	Health Workshops and Exercise Classes
Parkinson's Disease Society	£2,500	Rent, Travel & transport
Shop mobility	£2,500	Running Cost
Walthamstow Deaf Club	£1,020	Exercise and Internet access
Wellspring Wisdom Group	£2,500	Travel & Transport cost
WF Asian Disabled Association	£1,480	Exercise Classes
WF Blind Association	£4,415	Staff cost
WF Gujarati Mandal	£3,720	Exercise Classes, Information workshops
Total	£30,067	

Comments from service users:

Tai Chi

"Have been doing Tai Chi for some time now and in that time it has helped me in more ways than one, with my left side which is very weak I get a lot from coming to these classes and it is good for me."

Tai Chi

"I look forward to my Wednesdays. I enjoy my exercise it keeps me fit and keeps me feeling young and healthy also due to making lovely friends."

"When I first started classes I had a cab to the club. Now most classes I can walk slowly to. My shoulders and arms have more movement in them. When stressed, I do a few exercises to relax."

Arts and Craft Workshops

"I would be very happy to attend in future. If we could have twice a week would even benefit us more."

Gabriele Jerome

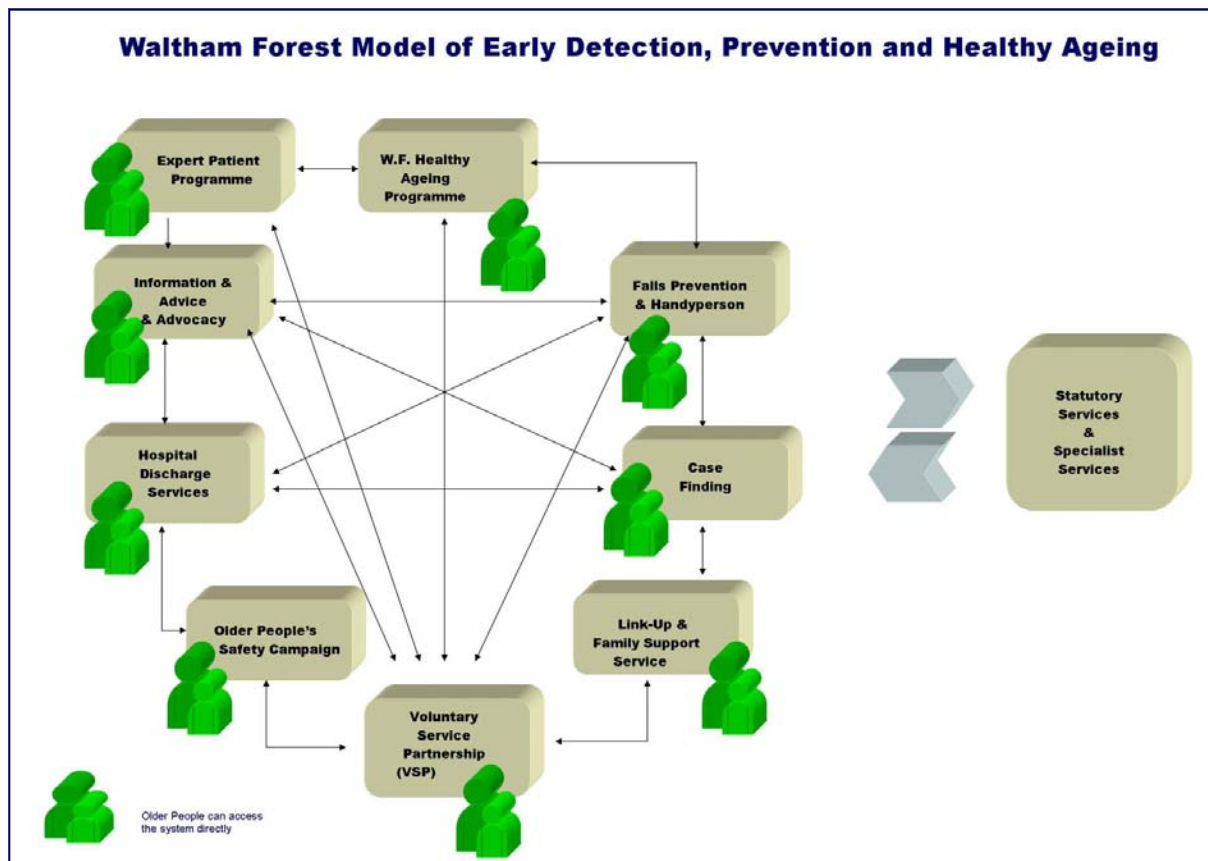
Leader

Voluntary Sector Partnership & Hospital Discharge

Tel 020 8558 8716

Fax 020 8558 0383

E-mail g.jerome@ageconcernwfv.org.uk



For further information on the Waltham Forest Model of Early Detection, Prevention and Health Ageing, visit www.ageconcernwfv.org.uk

VOLUNTEER AWARDS

Long Service Awards 2006

2 Years	Project
Christine Adams	Link-Up
Susan Ash	Link-Up
Christine Eldridge	Charity Shop
Dharmendra Jethwa	Silver Surfers
Mandy McEvoy	Link-Up
Abdulsattar Saifullah	Link-Up

5 Years	Project
David Bruce	Silver Surfers
Val Butcher	Intergeneration
Eve Kelsey	Link-Up
Pat Tomlinson	Silver Surfers

10 Years	Project
Linda McClean	Link-Up

15 Years	Project
Dolly Skinner	Walton House, London Borough of Waltham Forest

Volunteer of the Year Awards 2006

Sally Pamment	Walthamstow Deaf Club
Tony Goodyear	Walthamstow Deaf Club

SESSIONAL STAFF MEMBER OF THE YEAR AWARD 2006

Tina Woolston	Link-Up Support
Linda Spillman	Hospital Discharge Services

Once again, we celebrated the commitment of our volunteers with **Long Service** for those who have given lengthy periods to helping one of our various projects. Further awards were given for volunteers who have given a minimum of **Two Years**. There was even a **Ten and Fifteen Year Award** and a **Volunteer of the Year Award**.

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

Thank You

Our thanks to all our volunteers staff members for their hard work

STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2007

	Notes	Unrestricted funds £	Restricted funds £	Total 2007 £	Total 2006 £
Income and expenditure					
Incoming resources					
Incoming resources from generated funds					
. Voluntary income	1	20,690	74,500	95,190	223,225
. Activities for generating funds	2	100,045	—	100,045	112,141
. Investment income		3,861	—	3,861	2,482
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	568,958	—	568,958	531,324
Other incoming resources		2,011	—	2,011	1,677
Total incoming resources		695,565	74,500	770,065	870,849
Resources expended					
Cost of generating funds					
. Cost of generating voluntary income	4	33,337	—	33,337	28,478
. Fundraising trading: cost of goods sold and other costs	5	73,332	—	73,332	73,696
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	8	617,901	59,785	677,686	687,977
Governance costs	10	15,032	—	15,032	13,557
Total resources expended		739,602	59,785	799,387	803,708
Net movement in funds i.e. net (expenditure) income	12	(44,037)	14,715	(29,322)	67,141
Fund balances brought forward at 1 April 2006		205,614	12,137	217,751	150,610
Fund balances carried forward at 31 March 2007		161,577	26,852	188,429	217,751

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 2007**

	Notes	2007 £	2007 £	2006 £	2006 £
Fixed assets					
Tangible assets	15		6,843		12,729
Investments	16		2		2
			<u>6,845</u>		<u>12,731</u>
Current assets					
Debtors	17	15,345		12,370	
Cash at bank and in hand		<u>193,682</u>		<u>219,261</u>	
		209,027		231,631	
Creditors: amounts falling due within one year	18	<u>(27,443)</u>		<u>(26,611)</u>	
Net current assets			<u>181,584</u>		<u>205,020</u>
Total net assets			<u>188,429</u>		<u>217,751</u>
Represented by:					
Funds and reserves					
Income funds					
. Restricted funds	19		26,852		12,137
. General funds			<u>161,577</u>		<u>205,614</u>
			<u>188,429</u>		<u>217,751</u>

Approved by the Trustees
and signed on their behalf by:



Trustee

Approved on: 19TH JULY 2007.

MEETING ROOM FOR HIRE

We have a large meeting/training room for hire at our Leyton office. The room can seat up to 20 people around tables or up to 35 without.

We can also supply any equipment you need for a meeting or training session, including

- flip charts
- projectors
- screen
- television
- video player.



An induction loop is also available and we can provide tea, coffee and light refreshments. Ample off-road parking is available.

The room is available for hire during standard office hours (9.00am to 4.30pm) and costs £8.00 an hour. A 10% discount is available to members of Age Concern Waltham Forest and the *Older people's voluntary sector partnership*.

Booking form & Terms and conditions could be downloaded from our website at

www.ageconcernwfm.org.uk

Or contact **Margot Luke** on 020 8558 5512

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

**Have you experience in finance,
human resources, or 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@ageconcernwfm.org.uk**

SUPPORT US

Each year, in one way or another, we help or contact over 12,000 older adults in Waltham Forest. And with more money and more time and more people, we could help still more. Anyone can help us help older adults by:

- buying Age Concern books and other products from Amazon
- buying insurance and similar products from our *Trading services*
- hiring a meeting room at our Leyton office
- joining Age Concern Waltham Forest
- remembering us in your will
- volunteering.

Buying from Amazon

Age Concern Waltham Forest is an *Amazon Associate*. This means that if you buy any of these books from Amazon, through the Age Concern Waltham Forest website, then Amazon will pass a percentage of the purchase price to us - but you won't pay any more. You get your stuff, we get some money and Amazon makes a sale. Everyone wins!

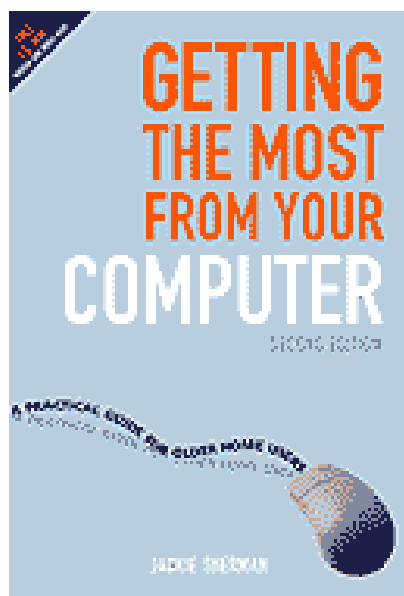
The books we have chosen are only a small selection of those published by Age Concern. More books - especially those for professionals working with older adults or policy makers - can be purchased from the Age Concern bookshop, or you can search Amazon using a search form to find books or other products and help Age Concern Waltham Forest.

Book categories

- Caring for someone with ...
- General and IT
- Savings and retirement
- Your rights

For further details visit our website at: www.ageconcernwfm.org.uk

**Get your books and stuff from Amazon.
And help Age Concern Waltham Forest too**



Legacies

Please help safeguard the future of older adults by remembering us in your will. No matter how small your gift is you will make a real difference. Legacies enable us to do help older adults in Waltham Forest in new and better ways.

Please let us know that you have included Age Concern Waltham Forest in your will as this helps us plan for the future. And please remember to specify Age Concern Waltham Forest is a beneficiary if you want all your legacy to assist older adults locally - if you only refer to Age Concern, your legacy will be shared between us and Age Concern England.

In memoriam donations

You may also be interested in arranging for donations to be collected for Age Concern Waltham Forest at your funeral instead of flowers. The money collected can be send to us as a donation.

If you have any questions about remembering Age Concern Waltham Forest in your will or with an *in memoriam* donation, please contact:

AGE CONCERN WALTHAM FOREST

Ground Floor, Zenith House, 210 Church Road, Leyton London E10 7JQ

Tel 020 8558 5512 Fax 020 8558 0383

Volunteering

Volunteering for Age Concern Waltham Forest makes a real difference to the quality of life of older adults in the borough. Just a few hours each week for a minimum period of 3 months will make a major contribution to improving conditions for older adults.

We involve volunteers of all ages and welcome people from all areas of our diverse communities. Different people get different things from volunteering, but some of the most popular reasons are to gain new skills, share knowledge, have fun or give something back to the community. Full training is given and we pay your out-of-pocket expenses.

We need volunteers for our *Advocacy service, Information and advice service, Link-up volunteer home visiting service, and Trading services.*

If you would like to volunteer for Age Concern Waltham Forest, please **download** and complete an application form and equal opportunities monitoring form and return them to us. Our website: www.ageconcernwfm.org.uk

If you would prefer to have a form posted to you, please contact us at:

AGE CONCERN WALTHAM FOREST

Ground Floor, Zenith House, 210 Church Road, Leyton London E10 7JQ

Tel 020 8558 5512 Fax 020 8558 0383

Be sure to get our next Annual Report and our Newsletter
BECOME A MEMBER

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

Membership is free to older adults
(although donations are always welcome)

For an application form please contact

The 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@ageconcernwfm.org.uk

Website www.ageconcernwfm.org.uk

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ऐज कन्सर्न वोल्धाम फौरस्ट
ऐज वनमरुन वॉलथॅम फौरस्ट
ऐज कन्सर्न वॉल्धाम ફૌરેસ્ટ
ऐज कनसार्न वॉल्धाम फौरस्ट

- Waltham Forest

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