



Annual Report 2007-2008



Waltham Forest

Age Concern Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES

April 2007 - March 2008

Ken Sanders (President)	Retired Local Govt Officer
Mike Pettit (President) (Stood down as Chair 28.11.07)	Former Local Govt Officer
Ann Lamb (Vice Chair 19.01.06)	Former Senior Personnel Officer
Andrew Gooch (Honorary Treasurer 19.01.06)	Company Director
Jeffrey Blay Took on Acting Chair (28.11.07)	Retired Bank Night Guard
Yvonne O'Sullivan	Retired Civil Servant
Eve Andrews	Former NHS Employee
Andy Barrick (Resigned 13.11.07)	Information/Advocacy Manager, RNIB
Agneta Lewis	(Resigned 28.11.07)
Abdul Shakoor	Local Businessman
Kishwar Chistry	Community Worker
Mohammad Ilyas	Local Businessman

DIRECTOR & COMPANY SECRETARY: Sheena Scott Dunbar

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

Age Concern Waltham Forest Annual Report 2007-8

Contents Page No.

Director's Message	3
ACWF Services and Staffing	4
Chair's Report	5
Financial Report	5

The Waltham Forest Model of Prevention & Healthy Ageing

Information & Advice	6
Advocacy	7
WF Older People's Development Programme	
Case Finding & Falls Collaborative	8
Voluntary Sector Partnership	12
Healthy Ageing	13
Link-Up Project	17

Hospital Discharge Services

Welcome Home, Discharge Lounge & Escorted Discharge	19
Family Support Service	21

Public Information Services

Websites & Newsletter	23
-----------------------	----

Raising Funds

Trading	24
---------	----

Grants for Community Activities

Small Grants	25
Health & Social Care	26
Volunteers Awards	27

Summary Accounts	28
Support Us	30

DIRECTOR'S MESSAGE

Age Concern Waltham Forest continues to represent the views of older adults from all sections of our diverse community to the London Borough of Waltham Forest and to the statutory health authorities. Moreover, we are committed to working to ensure that older adults and their groups/ organisations in the voluntary and community sector have a direct voice in the planning and scrutiny of local service. To this end, we are currently working with the London Borough of Waltham Forest, the Waltham Forest Older People's Voluntary Sector Partnership, Voluntary Action Waltham Forest and many other partners to review and improve the Older People's Forum; the involvement of older adults in arts and culture; the provision of beginners ICT classes in local libraries; the first ever Waltham Forest Older Citizens Week; and, last by no means least, voluntary sector representation within the Local Area Agreement Structure. Watch this space!

We are committed also to ensuring older adults from Waltham Forest are enabled to participate in national and regional consultations where opportunity arises. During the past year, this included arranging a consultation workshop for Skills for Care which fed into the resource *Common Care Principles to Support Self Care* (www.skillsforcare.org.uk).

Our direct services continue to provide high quality care that improves the lives of older adults in the borough. Indeed, the Case Finding Service, was listed in the Care Services Improvement Partnership publication *High Impact Changes for Health and Social Care: An inspiration collection of organisational initiatives which are changing health and social care services and the lives of people who use them* (March 2008).

Finally, I am very please to report that Mike Pettit has agreed to become joint President of Age Concern Waltham Forest, joining Ken Sanders MBE in that role.

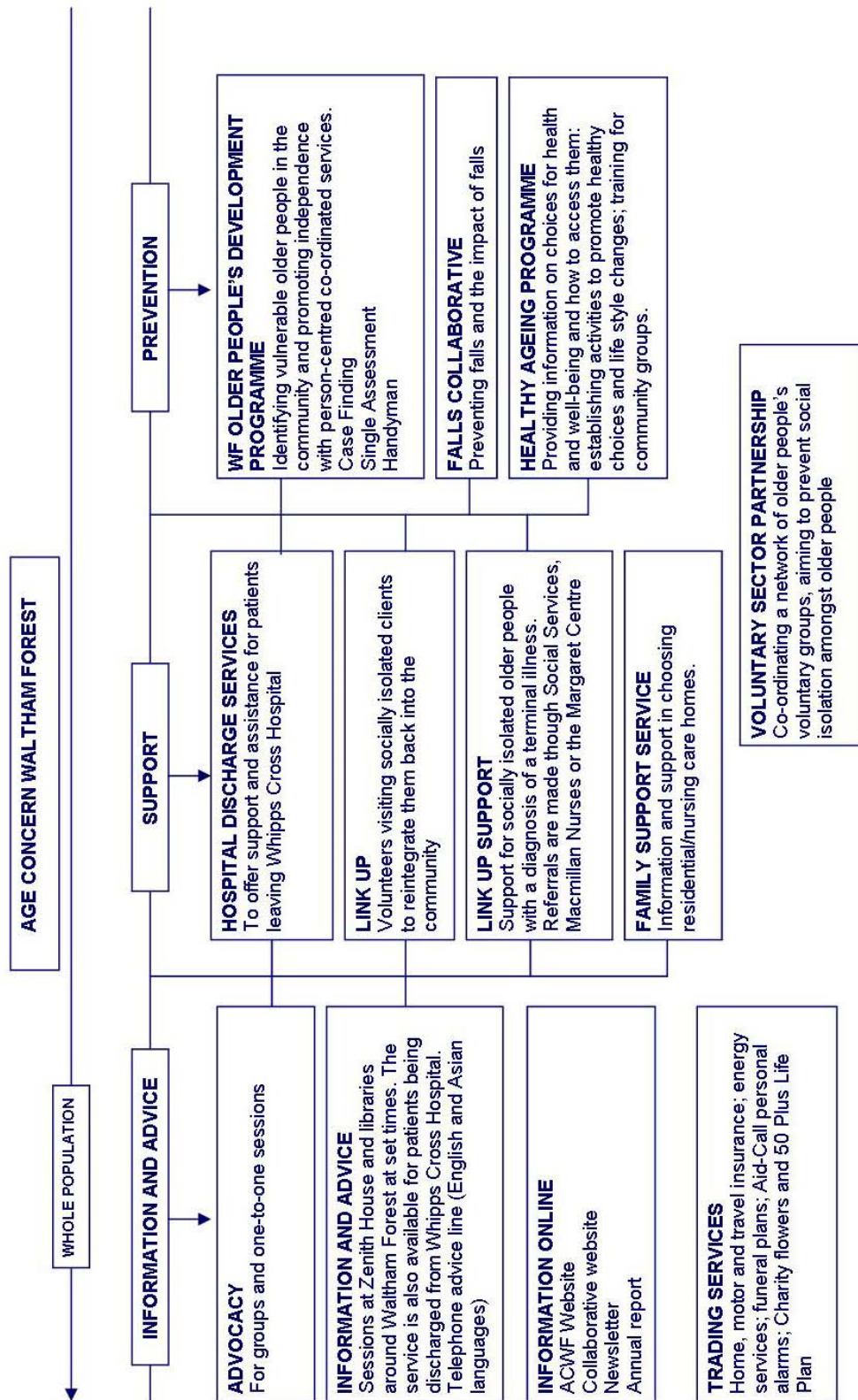
Sheena Scott Dunbar
Director

Front Cover: "Reflexions" by Marie Lenihan
Highams Park Boating Lake, 2007.

AGE CONCERN WALTHAM FOREST

WHAT WE DO

To improve the health and well-being of older people in Waltham Forest, services were developed and are, at present, in place to care for the need of older people living in the London Borough of Waltham Forest. This includes those who are at risk or people who have an established illness or social need. The diagram below illustrates how different services work as an integrated structure to provide information, support and prevention to meet the need of older people in Waltham Forest.



CHAIR'S REPORT

Change continues to be the theme in the organisation as Age Concern Waltham Forest reviews itself to ensure it is fit for purpose and can respond to changes in the external environment. Following its management review last year, this year has seen a review of its governance and the development of the role and responsibilities of its trustees. Full implementation of the recommendations will be completed in the coming months.

The reduction in our income of unrestricted funding following the closure of the charity shop has been of great concern and an issue that the Board will be prioritizing next year.

Board Members have worked diligently and at all times considered the long term progress of Age Concern Waltham Forest. Many thanks to Ann Lamb, Vice Chair, who has done great service in the period between Mike Pettit standing down as Chair and my election.

The outstanding achievements of Age Concern Waltham Forest are due to the untiring efforts of the Director, Staff and Volunteers.

Jeff Blay

Chair of Trustees

FINANCIAL REPORT

This has proved to be another difficult year for the charity. Total incoming resources were £672,702 (2007 - £770,065). The reduction from 2007 is reflected in two main areas. Firstly, in June 2007 the Charity Shop ceased trading following a decision by the Board to close the Shop due to health and safety issues. Secondly, the Silver Surfers project based at Orford Road also closed at the end of June 2007. Both of these closures incurred costs.

The revenue generated from our trading services was £24,006 (2007 - £25,678); the reduction in part being a consequence of less advantageous commission levels.

Expenditure for the year totalled £726,797 (2007 - £799,387)

As a consequence we have seen a reduction in the reserves of the charity of £54,095. The balance carried forward totalled £134,334 (2007 - £188,429) of which £20,306 (2007 - £26,852) is restricted and £114,028 (2007 - £161,577) are unrestricted or general funds.

The reserves stand at approximately £114,028 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

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.

We received 146 referrals from Whipps Cross Hospital regarding patients who have been discharged and are identified as needing help.

As usual we participated in Age Concern England's 'Your Rights Week.' This was held on 8th April 2008 and focussed on Council Tax Benefit and housing benefit. We have also undertaken further sessions throughout the year.

■ June / July	Carer's Benefit
■ August / September	Pension Credit
■ October / November	Help with Heating Costs
■ December / January	Help with Health Costs
■ February / March	Attendance Allowance and Disability Living Allowance
■	

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 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.

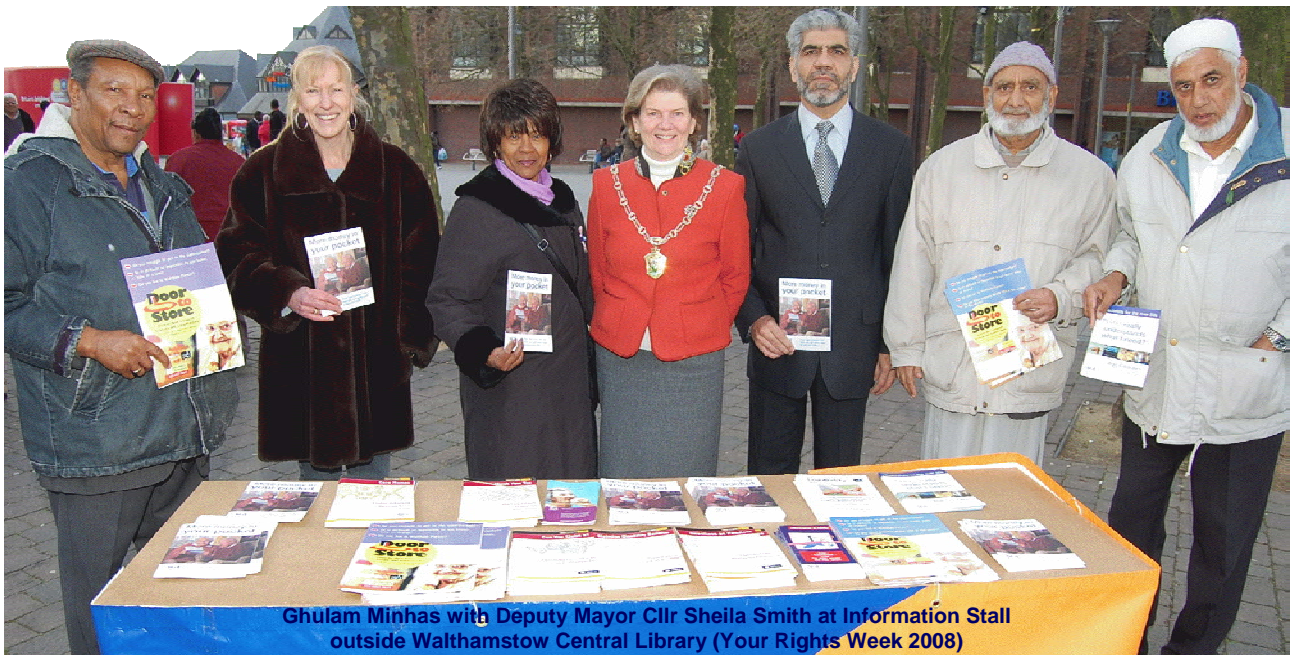
We are proud to have provided help to **3823** people this year on a variety of issues which affect them and their carers. This is an increase of 5% from 2007.

Depending on how many volunteers we can recruit in the coming year we plan to extend our helpline times and drop in sessions as well as outreach work around the borough.

For more information please contact:

Ghulam Minhas
Leader Advocacy and Information
Tel 020 8558 5512
Fax 020 5225 0383
Email g.minhas@ageconcernwfm.org.uk





Ghulam Minhas with Deputy Mayor Cllr Sheila Smith at Information Stall outside Walthamstow Central Library (Your Rights Week 2008)

ADVOCACY SERVICE

This service is funded by the London Borough of Waltham Forest Social. 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 Ethnic Minority communities, as well as a cross section of people in Waltham Forest. Sessions are arranged at the premises of Ethnic Minority 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 a total of **443** self help and One to One sessions.

For more information please contact:

Ghulam Minhas
Leader Advocacy and Information
Tel 020 8558 5512 Fax 020 5225 0383
Email g.minhas@ageconcernwfm.org.uk



THE WALTHAM FOREST OLDER PEOPLE'S DEVELOPMENT PROGRAMME

CASE FINDING & THE WALTHAM FOREST FALLS COLLABORATIVE



Pia Muller (left) and Chris Bateson (right) from the Case Finding Team

Since the success of the London Older People's Development Programme which started in 2001 as a unique two-year initiative we were able to mainstream our services in 2003 to continue 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's Primary Care Trust.

Methodology

We continue to use the 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 (Herbert et al, 1996). The programme focuses initially on GP's lists of patients aged 65 and over.

Key Achievements

In 2007-08 1206 questionnaires were sent out, an increase of 5.6%, which covered the shortfall from the previous year, with an average return of 42.44% which is a slight decrease from the previous year. This was due mainly to the work carried out in the south of the borough where there is a larger population of Asian speaking elders. The number of external referrals increased by 31%. See table below.

Statistical Returns - Case Finding (April 2007 - March 2008)		
April 2007 - March 2008	2006-2007	2007-2008
Total questionnaires sent out	1142	1206
Total questionnaires returned	497	499
Falls 01 (fallers)	35	29
Falls 02 (at risks of falls)	120	126
Functional decline	74	79
Continence	62	51
Memory	104	89
Depression	20	13
Social interaction	186	174
Total conditions identified	601	561
OP offered assessment	264	239
Total external referrals	67	88
Total OP referred for SA	331	327

Feedback from older people (Case Finding)

“ Your kind approach and dedicated attention to my particular needs is very much appreciated. For the first time for about a year, I am able to access my garden. This letter is being typed from the wobble-free safety of the perching stool and not the Pisa-like tower of cushions...” ”

Asian Speaking Assessor

Our Asian speaking assessor was appointed in April 2007 for 12 hours per week to identify Asian elders who may benefit from an assessment. After initial induction and in-house training the assessor undertook outreach work. From April 2007-Mar 2008, 26 assessments have been carried out in the Asian community.

Problems Identified

Our assessor identified that, in the groups visited, group members could not speak English and some were unable to read or write in their first language, namely Urdu. Once they are assessed, follow-ups are done verbally to overcome this communication barrier.

Means of contacting older Asian people were piloted and we discovered the best response rates are through telephone contact with Asian elders on the GP list as a follow-up to GP letters sent. (in English)

Feedback from a GP taking part in the project:

“..my practice multidisciplinary team and I were contacted regarding a programme [Case Finding] that catered to all the unmet needs..... participation was incredibly easy, in our middle sized practice this took my administrative staff 30 minutes to generate the information required. The process took a year and was completely unobtrusive to day to day clinical activity at the practice but we were aware of it's presence, largely through passing references of gratitude from patients.....

For me, the interventions that provided the greatest potential impact were sometimes the most seemingly mundane and things...Examples include replacing dangerous household improvisations for transferring with safer robust safety items, better transport provision for older people whom are challenged by physical illness. More fascinating for me is the confirmation that many older people were empowered and independent, as well as the fact that those who weren't with little intervention could easily be so.

I have no doubt in my mind that this important programme has added a huge amount of value to my work and has prevented many crises scenarios that would have otherwise caused considerable misery to many older people and their families.

For Practice Based Commissioning groups in Waltham Forest Primary Care Trust as a whole, the positive financial, public health and health target implications are overwhelming.

It only remains to thank Age Concern Waltham Forest for running this valuable and impactful piece of work.”

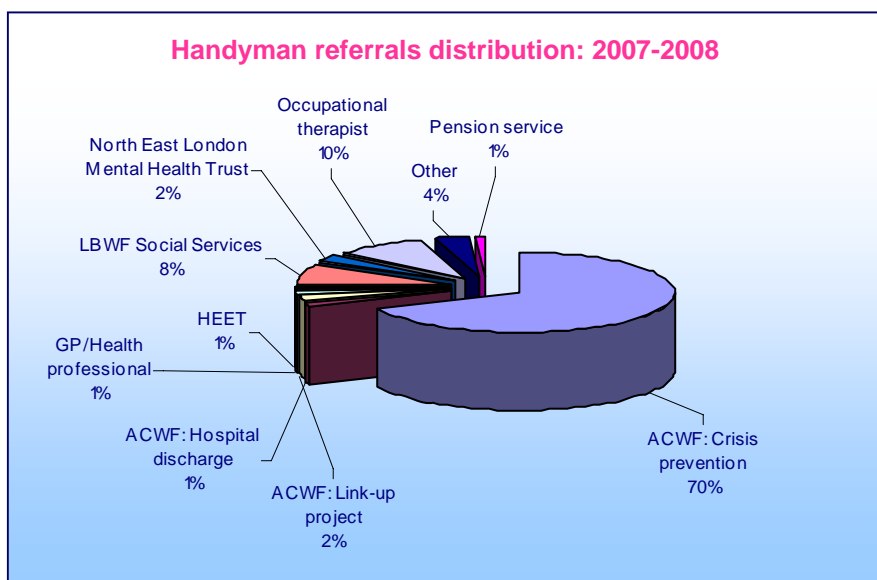
Dr Shahid Dadabhoy

Handyperson

In 2007, 86 referrals were made to the Handyperson. This includes moving furniture, changing curtains & cleaning windows, plumbing repairs, constructing half steps, making walking areas safe from trailing wires etc. The handyperson is also contacted directly by members of the public, and by health & social care workers where people are able to fund the work themselves. Over 69% of all older people referred to the Handyman Scheme in 2007 were referred by ACWF services. 8.14% came from LBWF, 9.30 from Occupational Therapists and 2.33% from the North East London Mental Health Trusts (NELMHT).

All older people referred to the scheme were in critical need of services. See table below.

Handyperson Referrals - April 2007/March 2008		
Referral from		(%)
ACWF: Crisis prevention	57	66.28
ACWF: Hospital discharge	1	1.16
ACWF: Link-up project	2	2.33
GP/Health professional	1	1.16
HEET	1	1.16
LBWF Social Services	7	8.14
North East London Mental Health Trust	2	2.33
Occupational therapist	8	9.30
Other	3	3.49
Pension service	1	1.16
Self	3	3.49
Total	86	100.00



Feedback from older people:

“ Thank you for sending the handyman, he was certainly worth waiting for and did an excellent job ”

ACWF Crisis Prevention (Case Finding & Falls Prevention) Team, 2007-2008

Chris Bateson - Case Finding, Leader / Pia Muller - Single Assessor & Ambreen Raja - Single Assessor (Asian languages)

Other Key Achievements

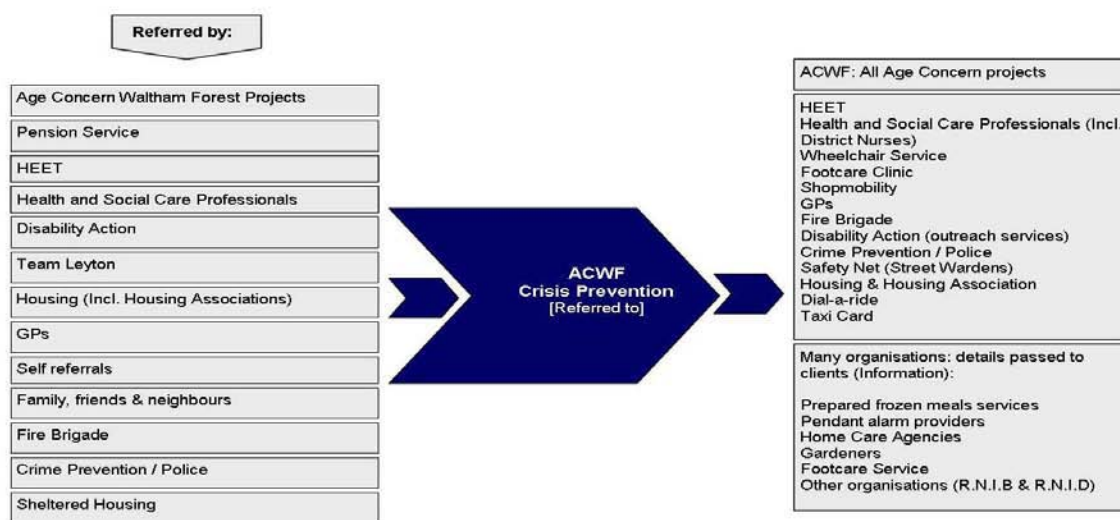
Other Achievements

We continue to visit groups and clubs to promote falls prevention and have visited 7 groups/clubs, 4 from the Asian community. We hosted 4 Sloppy Slipper events during the year, 3 of these for partner organizations..

Safer Homes Week

3 events were held with our partners across the borough funded by The National Grid. These events were well received and we hope to be able to take part in further events in the future. Working with our partners we continue to refer the older people of Waltham Forest for Home Fire Safety checks and Home Security Checks. This also includes Healthy Homes and Energy Efficiency.

Ways Older Adults enter the service ACWF Crisis Prevention: Case Finding / Falls prevention incl. Handyman



Nomenclature:

WCUHT: Whipps Cross University Hospital Trust
ACWF: Age Concern Waltham Forest
HEET: Home Energy Efficiency Training Ltd

For further information please contact:

Chris Bateson

Leader, Crisis Prevention

Waltham Forest Older People's Development Programme and Falls Collaborative



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Waltham Forest **NHS**
Primary Care Trust



THE OLDER PEOPLE'S VOLUNTARY SECTOR PARTNERSHIP

The Older People's Voluntary Sector Partnership (VSP) provides a single point of access to the voluntary sector in the London Borough of Waltham Forest for professionals and for older people and their carers.

Aims of the service

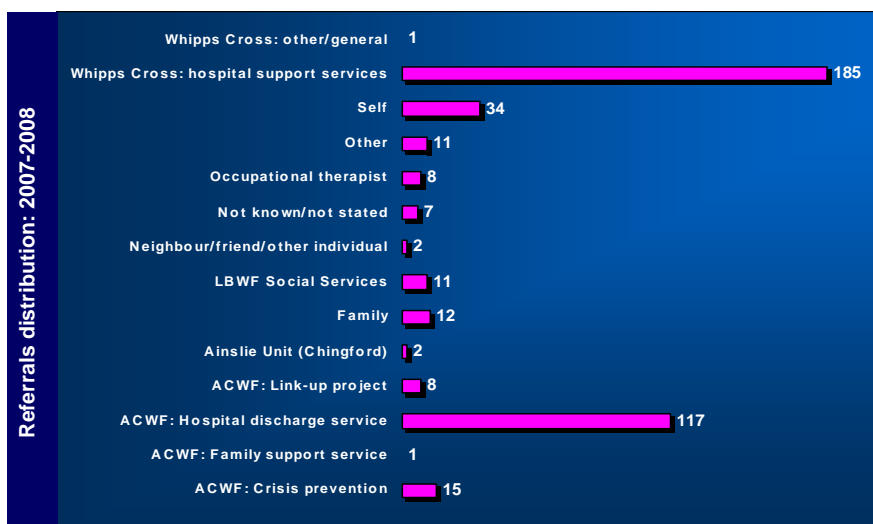
The VSP aims to enable the voluntary sector organisations/ groups/ projects working with older adults and their carers to work in partnership with each other, promoting cross cultural working and develop integral services for older adults to reduce social isolation and engage older people in community activities.

The VSP aims to encourage voluntary organisations/ groups/ projects to work in partnership and cross-culturally , and provides information to promote active inclusion in community life.

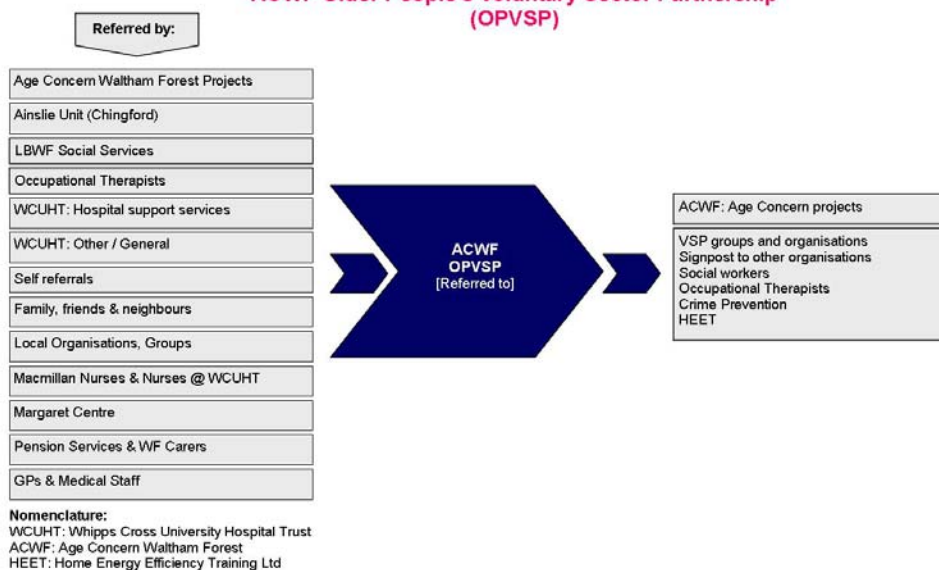
The VSP Outcomes for 2007/ 2008

During the financial year the VSP worked very hard to reach its targets. However the VSP had a decreased membership of 66 groups due to quite a few groups closing and changing membership criteria.

The VSP received 414 referrals which resulted in older adults either being referred to services or being sent information. 602 leaflets have been distributed to older people. See tables below.



Ways Older Adults enter the service ACWF Older People's Voluntary Sector Partnership (OPVSP)



Information/leaflets sent out to organisations/ groups/ projects totalled 6431.

Problems identified

During the financial year 2007/08 a number of groups have folded and a tightening of criteria for membership has resulted in a fall in membership at the present time.

Plans for the future

We are currently undertaking a consultation commissioned by the LBWF with all VSP to establish how groups are organised and what support they may need to continue. The VSP is actively looking for an increase in membership and has recruited 6 new groups to its membership.

Gabriele Jerome

Leader

Voluntary Sector Partnership

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

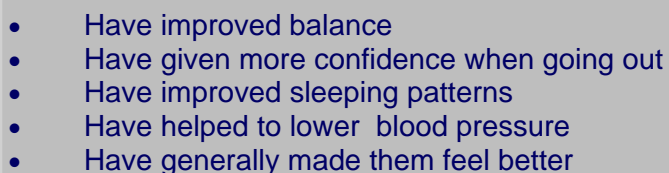
The programmes focuses on keeping active, spirituality, healthy eating and reducing social isolation as well as health promotion such as flu immunisation, smoking cessation and keeping warm in winter. The Healthy Ageing Programme is part of the Older People's Collaborative in Waltham Forest.

Achievements

Tai Chi and gentle exercise to music classes have been set up at 10 venues in different parts of the Borough as part of the Falls Prevention Strategy. Due to funding issues, classes did not begin until mid May 2007. During last year 2695 people attended balance classes. See table below.

Statistical returns	2007
Number of classes	192
Attendees	2695
Male	507
Female	2188
Black or Black British: other	728
Asian or Asian British: other	343
Other ethnic group	210
White: British	1414

Participants have reported that the balance classes:

- 
- Have improved balance
 - Have given more confidence when going out
 - Have improved sleeping patterns
 - Have helped to lower blood pressure
 - Have generally made them feel better

Message in a Bottle (MiB)

The Message in a Bottle Scheme was launched in June 2003. MiB 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 2007, 1109 Message in a Bottle were distributed to people in Waltham Forest.

Other achievements

21 talks and open days/information events on Healthy Ageing were attended. 109 requests were received for information on healthy ageing and 26 referrals to balance classes were processed.

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 and over £1500 was raised. This was an incredible effort and thanks are due to everyone who supported this initiative.

The Expert Patient Programme in Waltham Forest

The Expert Patients Programme is a self-management course for patients with a long-term health condition. The programme teaches participants to manage their own condition and use a number of self-management skills to make the most out of their lives and of the health care and community services. There are six sessions of two and a half hours spread over six weeks and two trained volunteer tutors who are living with a long-term health condition facilitate them. Topics covered include goal setting, healthy eating, physical activity, communication skills, cognitive symptom management techniques, managing fatigue, pain, difficult feelings and depression.

Since 2006, the Expert Patient Programme (EPP) has been run by Age Concern Waltham Forest, funded by WF PCT.

Courses run from April 2007 until March 2008

Course 1

The first course ran from 8 May 2007 until 12 June 2007 at Glebelands Sheltered Housing Scheme in Leyton. Twenty people booked to undertake the course, 5 of whom did not attend. A further three dropped out – 2 because of illness and one because she had to return to work full time. Twelve completed the course. Ages ranged from 35 to over 85. Of those who completed the evaluation form, 2 described themselves as White British, 3 as Asian, 1 as South American, 1 Middle Eastern, 1 Afro-Caribbean and 2 Pakistani.

5 participants heard about the course from Age Concern Waltham Forest, 3 from the local paper, 1 from her Sheltered Housing Scheme and 1 did not specify.

Feedback on the course content and delivery was above average in all cases with distractions like singing a song being the least popular.

Individual comments included:

- No change to course but more courses!
- Should run courses more often

“Course should continue – it has been an excellent programme.”

“My eternal thanks to the tutors for giving me skills and knowledge from attending this course. Also made me feel confident about my condition.”

“The course was well planned and well presented and I learnt a lot.”

Two people have expressed an interest in training to be volunteer tutors from course 2. Once we have confirmation or otherwise regarding funding, their applications will be progressed.

Course 2

The second course was run from 25 September 2007 until 30 October 2007 at Suffolk Court Sheltered Housing Scheme, Suffolk Road, Leyton E10.

17 participants were recruited to do the course but 7 of these did not attend – 3 changed their minds, 1 had died, 2 had moved away and 2 were too ill to attend.

The age breakdown was as follows:

45-54	55-64	65-74	75-84
1	2	6	1

Ethnicity breakdown:

White British	3	Caribbean	2
White and Black African	1	African	1
Pakistani	1	Not stated	2

Six participants heard about the course from the Rainbow News, 2 from the local paper and 2 from flyers.

Feedback from the evaluation forms showed that all participants felt they had gained a lot from the course.

Least popular subjects were better breathing and positive thinking although all participants gained some benefit from these topics.

Most popular were action planning, problem solving, making an exercise programme, distraction techniques, muscle relaxation, guided imagery and communication skills – all participants rated all these as of great benefit.

Everyone considered the venue to be accessible and comfortable.

The course handbook was of great benefit to 95% of the participants and useful to the other 5%.

All students found the course interesting and 100% were satisfied with the course tutors.

Other comments on the evaluation forms included:

***“I would like it (the course) to happen again”
“You are very good tutors”
“I think it (the course) was well designed”
“Keep the spirit of informing the sick to manage their worries”
“Course very well organised”
“Both Colin and Jean were easy to follow and well informed”***

Future plans for the Healthy Ageing Programme include:

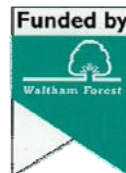
- Expansion of the Expert Patient Programme
- Setting up a new Silver Surfers' Partnership with local Libraries
- Carrying out a survey and mapping exercise on Arts and Culture activities for older adults in Waltham Forest.

Jean Williams

Leader, Healthy Ageing

Tel.: 020 8539 8356

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



Waltham Forest 
Primary Care Trust



LINK-UP PROJECT

Our aims

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: April 2007 - March 2008	
Number of visits carried out	
Link-Up visits	1832
Link_Up support visits	401
Total	2233



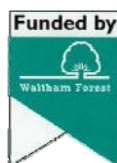
Rose Lynch (left) a volunteer with Age Concern since 1997 with her client Marjorie Briggs (right), who is a very bright and active 104 year old!



Telephone Conference Group Coffee Morning 6th of May 2008.
Left to Right Barbara Bovingdon, Marie Lenihan, Violet Richardson, Maureen Petts, Julia Eisenthal, and Queenie Rider.

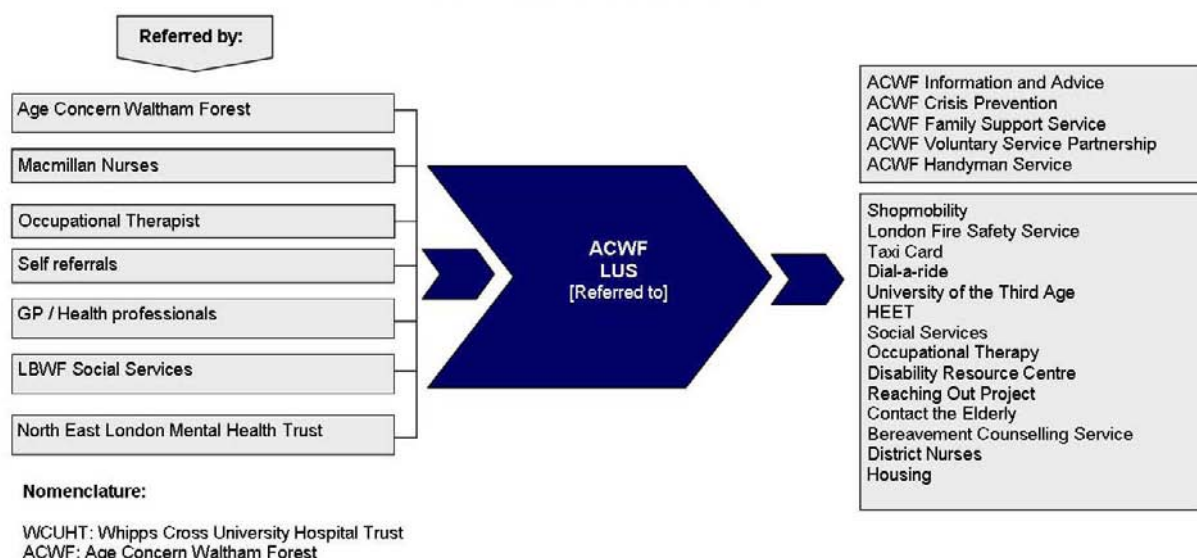


Marie Lenihan
 Link-Up Co-ordinator
 Tel 020 8558 3404
 E-mail m.lenihan@ageconcernwfm.org.uk



Waltham Forest NHS
 Primary Care Trust

Ways Older Adults enter the service ACWF Link-Up Services



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

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

E-mail: info@ageconcernwfm.org.uk Website: www.ageconcernwfm.org.uk

HOSPITAL DISCHARGE SERVICES

Age Concern Waltham Forest provides a range of services for older people being discharged from hospital.

Welcome Home

The Welcome Home Service 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 an older adult 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 the older adult on the day of discharge, but a second visit can be made if there are any concerns.

Aims of the service

- Ensure a safe discharge from hospital
- Assist with practical tasks
- Promote the older adults independence
- Address any concerns an older person might have
- Signpost to services if necessary

The Annual target of the Welcome Home service was to visit 140 older adults upon discharge from hospital. The service achieved 77 referrals in 07/08. The shortfall can be explained by a number of factors:

- Changing staff both in Whipps Cross and Social work teams
- Leaflets advertising the service across hospitals were not displayed prominently.
- Data collection has not been sufficiently robust.

Due to the shortfall we are undertaking an extensive advertising campaign with posters in all wards and attendance at social work, Occupational Therapists and health professional staff meetings. Data is now collated more efficiently via our new computerised reporting system. This has already shown/generated an increase in referrals for the current year and we are confident of this improvement continuing.

Discharge Services (Discharge Lounge and Wards)

These services aim to assist older adults with the transition from hospital to home, identifying any problems and addressing any concerns, to assist in the prevention of repeat re-admissions.

Aims of the services

- Ensure that an older adult is safely discharged from hospital
- Make the transition from hospital to home as easy and comfortable as possible
- Ensure a safe, secure and timely discharge
- Identify any concerns an older adult may have
- Sign post to services

- Liaise with Health and Social Care Staff to provide appropriate, good quality services to older adults
- Prevention of repeat re-admissions

In 2007/8 our target was for 450 older adults to be assisted by Age Concern Waltham Forest in the Discharge Lounge and on the wards, of which we achieved 420. The shortfall and quality of referrals has been addressed as follows:

- We have increased the sessional staff coverage in the discharge lounge and the number and frequency of wards visited, resulting in a doubling of the monthly numbers of older people assisted. We would expect this to continue.
- We are also piloting a new “case finding” questionnaire which will directly refer to our single assessment officer for early intervention work and further assist in the prevention of repeat re-admissions.

A&E Escorted Discharge Services

This service provides transport and an escort for older adults in the London Borough of Waltham Forest who are being discharged from Whipps Cross Hospital A&E, the Emergency Medical Unit (EMC) and Endoscopy who would normally be able to go home with a relative, if one were available.

The service incorporates a Welcome Home service to ensure the older adult is safe and secure.

Aims of the Service

- Ensure the older person is being safely discharged from hospital
- Identify any concerns an older adult may have
- Signpost an older person to services
- Liaise with Health and Social Care Staff to provide good services to older adults
- Make the transition from hospital as easy and comfortable as possible

The annual target for this service is to provide escorted discharge to 150 older adults, 148 was achieved.

The project is now fully staffed Monday to Friday, with holiday and sickness cover in place so we would expect to achieve, if not exceed, this target in the coming year.



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.

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

Aims of the Service

- 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 the community, identified as "at risk".
- Provide support, information/advice and advocacy to clients and carers on the move into residential/nursing care homes and supported living.
- Provide choice by facilitating escorted visits to view homes with clients who would otherwise not be able to do so, because they and/or their families do not have access to suitable transport.
- To accept referrals from all Health and Social Care professionals, other voluntary Sector partners and self referrals from older people and their carers living in Waltham Forest, whatever their funding arrangements.

The annual target for this service is to provide information and advice to 100 users and assist 50 users with their moves into homes. In 2007/8 we provided 191 clients and families with information on long term care, sheltered and assisted housing, and assisted with 84 moves into care/nursing homes, of which 73 came directly from Whipps Cross Hospital.

This service has grown year on year and is much valued by professionals and families alike.

The discharge team at Whipps Cross much appreciate our assistance in freeing up acute beds and there have been occasions when we have been able to place a client in long term care within 12hrs of being declared medically fit for discharge.

We are still receiving monetary donations, cards and letters of thanks, in recognition of the quality of service provided by the Family Support Service and extracts of clients letters say:



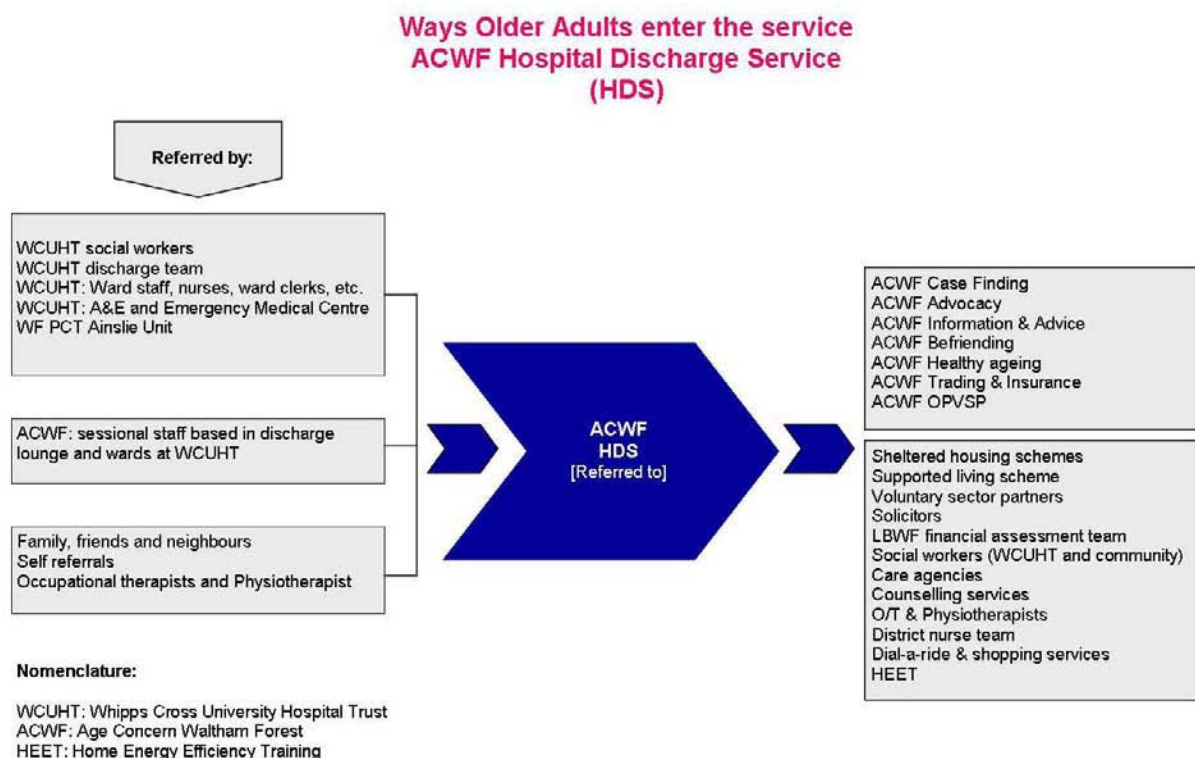
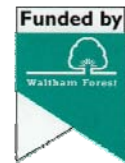
Paula with Ken Sanders MBE visiting Bakers Court Nursing Centre

"Thank you again Paula and it is lovely to know that there are people like yourself out there and organisations like Age Concern Waltham Forest who help people like us. You provide a wonderful service to people in their hour of need".

Family Support Service is provided on a part-time basis and only employs one member of staff, but we hope to continue to provide a first class service in the coming year, matching, if not exceeding, our current level of users during 08/09.

For more information on all these services please contact

Paula Nigliazzo,
Leader, Family Support /Hospital Discharge Services
Tel: 020 8558 0455.
Email: paulan@ageconcernwf.org.uk



Skills sharing workshop report

Age Concern Waltham Forest, Team Leyton, HEET, Hornbeam Centre and the Forest Recycling project hosted a workshop to explore skills sharing, looking at new way of working in Leyton. The event was funded by Team Leyton and was held in the Score Centre, Oliver Road, Leyton E10 on the 12th February 2008.

The event looked at themes for skill sharing:

- Across the community
- Across generations
- Across activities

As a result of the workshop, 3 further workshops are planned in

- Good food and cooking cultures
- Art and craft
- DIY work shop

PUBLIC INFORMATION SERVICES

Our website and newsletter for older people

During the last year, our websites and newsletter have continued to play an important role in letting people know about our work and campaigns and in providing information to older adults. The website, in particular, has gained in popularity and now receives over 2000 unique visits each month and is increasingly the first port of call for people looking for information about us and our services.

By contrast, usage of the 'collaborative website' - a joint venture between Age Concern Waltham Forest, Waltham Forest Council and the PCT to provide a one-stop shop for information for older people and their carers - declined dramatically. The reasons for this are not clear but probably relate to the increasing volume of health and social care data and information available on the web from, for example, the NHS. A case of an innovative service that has run its course! Because of this, the site will be closed in 2008/09 and any still relevant content integrated into a new version our website, hopefully extending its usefulness and further increasing its value to local older people.

The newsletter continues to be well liked and is distributed to almost 600 people in the borough. However, we are reviewing how we can better provide information about and for older adults in written format in the future, so you may see a new development replace the newsletter in 2008.

The first phase of the development of an Age Concern Waltham Forest integrated client management and reporting system was completed towards the end of 2007. Already, the system contains information about over 10,000 older adults and their use of our services that allows us to see how well we are providing services to different communities and localities. As this is the first time we have been able to gather information about our service users in one place, we are monitoring our usage of the system, with the intention of extending it and adapting it to better meet our needs, the needs of local older adults and our partners and funders. A second phase of development will be taken forward in 2008.

Further information from:

ACWF Website & Information

Tel 020 8558 5512

Fax 020 8558 0383

info@ageconcernwf.org.uk

www.ageconcernwf.org.uk

www.wfolderpeople.com



RAISING FUNDS FOR THE CHARITY'S WORK

Trading services report

Trading

Trading has faced difficult time and challenges in the past year, as the premiums for most of the products have increased. Due to closure of Age Concern Charity shop, Trading had to move to Zenith House and suffered a marked decline impact on business. In spite of this we have still succeeded in improving the quality of service for our customer, we are now offering a clear, professional image of our products to customers.

Home and Contents

This year we sold 42 policies and renewed 1137 policies which generated commission £16847.

Travel Insurance

This is on a par with the previous year's performance, as in 2006-2007 we sold 136 policies generating £1040 commission whereas in this trading year we have sold 102 policies and 12 renewals giving us total commission of £1015.

Energy

Due to competition it has been difficult to provide better savings for our customers. We have still managed to achieve £2146.

Motor Insurance

Despite facing stiff competition again, we still able to achieve new business this year, we renewed 110 motor insurance and sold 23 new policies and achieved £985.

Motor Breakdown

Consistent with last year. Renewed 22 and sold 5 motor breakdowns compared to 4 last year and earned commission £154.

Funeral

In 2006/2007 we sold 28 policies compared to 48 in the previous year, income has increased due to an increase in funeral premiums giving us commission £940.

Aid-Call Alarm

This is on a par with the previous year's performance, giving us £551 commission.

Age Concern Gaming Lottery

This has doubled from previous year's performance, as 2006/2007 we sold 6 generating £489 commission where as in this trading year we have sold 39 giving us total commission of £1097.

Charity Flowers

We sold 9 giving us commission of £13.

Aims

The last year has been one of the toughest that we have been through for sometime and we still have some way to go to make up the losses that we have suffered. Age Concern Enterprises have had to make some difficult decisions in light of steady decline in income. We hope this year we will meet our targets.

Impact

With the commitment of everyone in Age Concern Enterprises to continue to make improvements to our products and marketing processes, we shall hopefully see business grow in the next financial year. This is being accomplished since the start of this year as a result of Age Concern Enterprises introducing new products to improve our offering in areas where we have faced challenges in the past. (i.e. equity release, guaranteed over 50 plan, legal services, independent financial advice).

Plan for the future

In order to deliver sustainable profitable growth, we must create more local enquiries and sell more units locally. We 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. Also we will maintain an on-going promotion schedule to increase customers awareness by organising more events for products and services visiting sheltered homes, anchor homes, day care centres and merchandising information packs to all customers, libraries, post offices, churches, local clubs & health centres.



Aslam Syyed and customers

Aslam Syyed

Trading Co-ordinator

Telephone: 020 8556 4958

Email: trading@ageconcernwv.org.uk

GRANTS FOR COMMUNITY ACTIVITIES

Small Grants 2007 / 2008

In 2007/08 the Board of Age Concern Waltham Forest allocated a budget of £4000 for one-off grants for up to £750. Organisations belonging to the Older People's Voluntary Sector Partnership whose annual income is less than £30,000 per annum can apply.

Grant priorities

Grants must be used to fund, or part fund a service or activity that aims to meet one or more of the following priorities:

- promoting healthy ageing and / or falls prevention
- supporting independent living and / or social inclusion

Or

- purchase of ICT equipment (computer, printer e.g.) or/and broadband link to enable information giving using the Waltham Forest Older People's Collaborative website and other websites.

Organisations	Amount	Activity
60+ Keep Fit	£750.00	Keep fit sessions
Armira Khusro Association	£668.00	Social Poetry evenings
Pakistani Women Welfare Association	£750.00	Keep fit sessions
Roshani Women's Association	£750.00	Keep fit and swimming sessions
Waltham Forest Asian Disabled Association	£750.00	Keep fit sessions
Total	£3,668.00	

The Health and Social Care Grants Scheme 2007/08

Age Concern Waltham Forest administered for the 3rd year the Health and Social Care Grant Programme provided by the London Borough of Waltham Forest.

Organisations / groups that are in the Waltham Forest Older People's Voluntary Sector Partnership and whose annual income is £35,000 or less can apply for a grant of up to £3000.

Grant priorities for 2007/08 were to fund or part fund a service or activities that aims to meet priorities such as:

- promoting healthy ageing and / or falls prevention
- supporting independent living and / or social inclusion
- purchase of ICT equipment and/or broad band links to enable information giving using the Waltham Forest Older People's Collaborative Website and other websites.

Groups/Organisations	Amount	Activity
Friday Hill Community Association	£2,500.00	Flower arranging, Social Inclusion
Wellspring Community Association	£2,500.00	Social Inclusion, attendance at a daycentre with provision of lunch and social activities
Shopmobility	£3,000.00	Shopping opportunities for older people who have mobility problems, Social Inclusion
Waltham Forest Deaf Club	£2,732.00	Social Inclusion for older people with hearing problems, exercise classes
African Caribbean Women's Development Centre	£3,000.00	Social Inclusion for Afro Caribbean elders, Health and Wellbeing workshops
Afro Caribbean Elder Association	£2,660.00	Social Inclusion by attending a group and partaking in an active life
Arabic Speaking Women's Association	£3,000.00	Healthy Ageing through healthy cooking
Total	£19,392.00	

Gabriele Jerome

Leader

Voluntary Sector Partnership

Tel 020 8558 8716

Fax 020 8558 0383

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

VOLUNTEER AWARDS

Long Service Awards 2006-2007

2 Years	Project
Johanna Dowsett	Link Up
Jean McCartney	Link Up
Christine Cooper	Link Up
Mary Kimani	Link Up
William Borg	Link Up
5 Years	Project
Doreen Andrews	Link Up
Maria Kelly	Link Up
Jean Seecharan	Link Up
Pauline Horn	Intergeneration
Gwendolen French	Intergeneration
10 Years	Project
Yvonne Walters	Link Up
Jean Smith	Link Up
15 Years	Project
Terry Ridler	Link Up

Volunteer of the Year Awards 2006/2007

Laila Ismail	Arabic Speaking Women's Association
Jean Seecharan	Link-Up
Noel Reilly	Wesleyan Daycare Centre

Sessional Staff Member of the Year Awards 2006/2007

Lesley Gallagher	Link-Up
Lily Herbert	Hospital Discharge

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**

We also celebrated volunteers who give much more than could be expected in VSP organisations.

Our **Sessional Staff Members of the Year Award** recognises ACWF sessional staff who regularly provide an outstanding service to older adults.

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

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

STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2008

	Notes	Unrestricted funds £	Restricted funds £	Total 2008 £	Total 2007 £
Income and expenditure					
Incoming resources					
Incoming resources from generated funds					
. Voluntary income	1	16,536	30,589	47,125	95,190
. Activities for generating funds	2	39,139	—	39,139	100,045
. Interest receivable		3,416	—	3,416	3,861
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	581,082	—	581,082	568,958
Other incoming resources		1,940	—	1,940	2,011
Total incoming resources		642,113	30,589	672,702	770,065
Resources expended					
Cost of generating funds					
. Cost of generating voluntary income	4	22,241	—	22,241	33,337
. Fundraising trading: cost of goods sold and other costs	5	44,303	—	44,303	73,332
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	8	603,658	37,135	640,793	677,686
Governance costs	10	19,460	—	19,460	15,032
Total resources expended		689,662	37,135	726,797	799,387
Net movement in funds i.e. net expenditure	12	(47,549)	(6,546)	(54,095)	(29,322)
Fund balances brought forward at 1 April 2007		161,577	26,852	188,429	217,751
Fund balances carried forward at 31 March 2008		114,028	20,306	134,334	188,429

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.

Statement by the trustees

The financial information given here is an accurate summary of data extracted from the charity's report and accounts which were approved by the trustees on 17/07/2008, and on which our auditors gave an unqualified opinion. These summarised accounts may not contain sufficient information to enable a full understanding of the results and financial affairs of the charity. Please contact the charity for a copy of the full financial statements, which have been submitted to the Charity Commission.

(Continued in page 29)

BALANCE SHEET

At 31 March 2008

	Notes	2008 £	2008 £	2007 £	2007 £
Fixed assets					
Tangible assets	15		1,916		6,843
Investments	16		2		2
			<u>1,918</u>		<u>6,845</u>
Current assets					
Debtors	17	3,551		15,345	
Cash at bank and in hand		<u>248,612</u>		<u>193,682</u>	
		252,163		209,027	
Creditors: amounts falling due within one year	18	<u>(119,747)</u>		<u>(27,443)</u>	
Net current assets			<u>132,416</u>		<u>181,584</u>
Total net assets			<u>134,334</u>		<u>188,429</u>
Represented by:					
Funds and reserves					
Income funds					
· Restricted funds	19		20,306		26,852
· General funds			<u>114,028</u>		<u>161,577</u>
			<u>134,334</u>		<u>188,429</u>

Approved by the Trustees
and signed on their behalf by:

Trustee



Approved on:

17-7-08

(Continued from page 28)

Independent auditors' statement to the trustees of Age Concern Waltham Forest

We have examined the summarised financial information set out on pages 28 and 29.

Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial information in accordance with the recommendations of the Charities SORP. Our responsibility is to report to you our opinion on the consistency of the summarised financial information with the full financial statements and trustees' annual report. We also read the information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial information.

Basis of Opinion

We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial information on pages 28 and 29 is consistent with the full financial statements and the trustees' annual report of Age Concern Waltham Forest for the year ended 31 March 2008.

Buzzacott LLP, 12 New Fetter Lane, London EC4A 1AG.
18/08 2008.

SUPPORT US

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

Volunteering

Volunteering for Age Concern Waltham Forest will make a real difference to the quality of life of older adults in the borough—and to your own!. 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

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**.

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



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

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

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 adults in partnership working with Statutory Authorities and Non-Governmental Organisations. Age Concern is an equal opportunities organisation



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ऐज कन्सर्न बोलधाम फौरेस्ट
ऐज बन्मरुन वलधम डैरेस्ट
अज कन्सर्न वलधम डैरेस्ट
एज कनसर्न वलधम डैरेस्ट

recycle for your community