



Waltham Forest



# Annual Report 2008-2009

Working for Older Adults in  
Waltham Forest



# Age Concern Waltham Forest

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April 2008 - March 2009



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**Age Concern Waltham Forest is a registered charity - No. 1048212  
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# Age Concern Waltham Forest Annual Report 2008-9

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*Front Cover: Top Row Right to Left (v = volunteer)  
Fizza Nijabet, Dorry Ender (v); Violet Westover,  
Maria Kelly (v); Dolly Sharpe, Angie Jones (v)  
Lower Row: Iris Gillet (v), Edna Baldwin; Lillian  
White, Lucille Onyema (v).  
Photographs by Marie Lenihan (Link-Up)*

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## DIRECTOR'S MESSAGE

This Annual Report is dedicated to the memory of Ken Saunders MBE, a founder member of the organisation and its President since 2000.

Age Concern Waltham Forest continues to provide services of a high quality that improve the lives of older adults in the borough. Following the success of the pilot Home Support Service for adults with long term conditions, it will open it in 2009 to self-funders and those receiving Direct Payments from Waltham Forest Council to arrange their own care. Information about this service and other services we provided is kept up to date on our website [www.ageconcernwff.org.uk](http://www.ageconcernwff.org.uk)

Waltham Forest Council have held funding for 2009/10 at the budget level set for 2005/06, resulting in Age Concern Waltham Forest having to reduce staffing to a level that will result in less representation of older adults and less activity in some areas. Moreover, it remains unclear as to the future of any of the current services funded by Waltham Forest Council and Waltham Forest Primary Care Trust from April 2010. This level of uncertainty makes it impossible for the Board to plan ahead and extremely difficult to apply for funding from other funders. It is to the credit of our staff volunteers and voluntary sector partners that, in this climate, they continue to work to their usual high standards and to seek to improve services for older adults.

There have been delays in the further development of the local adults voluntary and community sector, as rapid changes within Waltham Forest Council has resulted in lack of clarity and communications as to the current and future role and functioning of the Waltham Forest Older People's Voluntary Sector Partnership (now WellComm) and the Older People's Forum (now the Adults Wellbeing Forum), despite the successes of local cross sector partnership working since 2000. Age Concern Waltham Forest continues to try to address these issues with Waltham Forest Council.

As the recession seems likely to continue, the work of the local voluntary sector will become even more important, particularly to the most vulnerable and the most isolated adults.

**Sheena Dunbar**  
Director

## CHAIR'S REPORT

The Board has faced a worsening in funding for 2009/10. This has resulted in some members of staff having a reduction in working hours. Other hard working and loyal staff have been made redundant. The need for the services provided by Age Concern Waltham Forest however increases as people live longer, for which we must recognise the advances made by the National Health Service.

It was with great sadness that we learned of the death of Ken Sanders, a founder member and President. He gave many years of service to the organization and many other charities within the borough.

The move to Peterhouse has meant the working environment of the organisation has improved. The Board thanks the committee and the staff of Peterhouse for their help and cooperation.

The Board has been unable to find a suitable shop premises, which would enable us to bring in surplus money to pilot new ventures to the betterment of older adults in the borough. This remains a priority for the Board.

**Jeffrey Blay**  
Chair of Trustees

## FINANCIAL REPORT

Total incoming resources for the Charity were £730,325 (2008 - £672,702) – an increase of £57,623 compared to last year. This increase is due mainly to the restart of the Silver Surfers project in partnership with Waltham Forest Libraries and the pilot PELC project.

The revenue generated from our trading services was £24,702 (2008 - £24,006) – a slight increase compared to last year.

Expenditure for the year totalled £673,289 (2008 - £726,797)

As a consequence we have seen an increase in the reserves of the charity of £57,036. The balance carried forward totalled £191,370 (2008 - £134,334) of which £39,527 (2008 - £20,306) is restricted and £151,843 (2008 - £114,028) are unrestricted or general funds.

The reserves stand at approximately £151,843 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

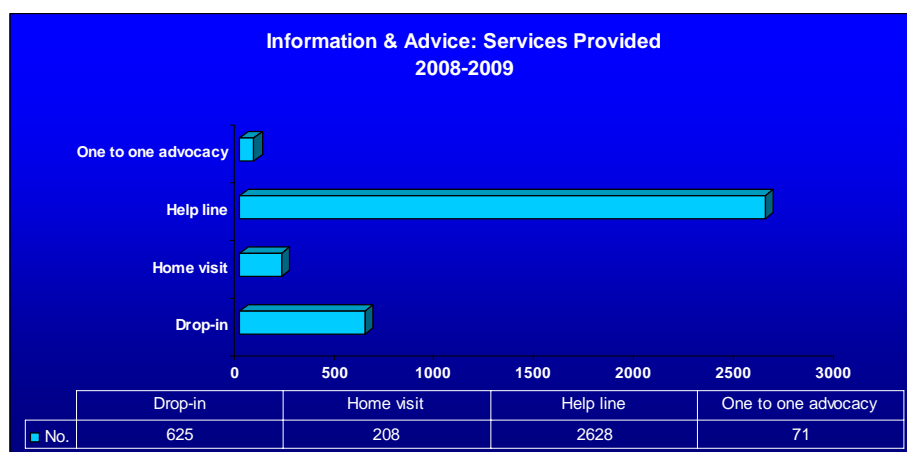
The service provides free independent and confidential information and advice to older adults and their carers on a wide range of issues, excluding legal and medical advice. It is funded by the London Borough of Waltham Forest. We have information and advice drop in sessions in Leyton and Walthamstow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

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 198 referrals from the hospital regarding patients who have been discharged and are identified as needing help.

We participated in Age Concern England's 'Your Rights Week.' This was held on 14<sup>th</sup> April 2009 and focussed on Pension Credit, Housing Benefit and Council Tax Benefit. We have also planned to do further sessions throughout the year.

June / July	Carers Benefit
August / September	Attendance Allowance and Disability Living Allowance
October / November	Help with heating costs
December / January	Help with health costs
February / March	Managing your money

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 **3532** people annually on a variety of issues which affect them and their carers.

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.

*"I am grateful for the advice given to me by Age Concern " – Mrs A*

*"I cannot believe my luck in finding an organisation like Age Concern who helped me with my weekly benefit" – Mr N*

For more information please contact:

**Ghulam Minhas**

Leader Advocacy and Information Services

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Fax 020 5225 0383

Email [g.minhas@ageconcernwfm.org.uk](mailto:g.minhas@ageconcernwfm.org.uk)



Part of the Department  
For Work and Pensions



Waltham Forest



## 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 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 years we have provided 607 (self help) and 71 (One to One sessions).

For more information please contact:

**Ghulam Minhas**

Leader Advocacy and Information Services

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## CASE FINDING & FALLS PREVENTION

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 the Waltham Forest 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.

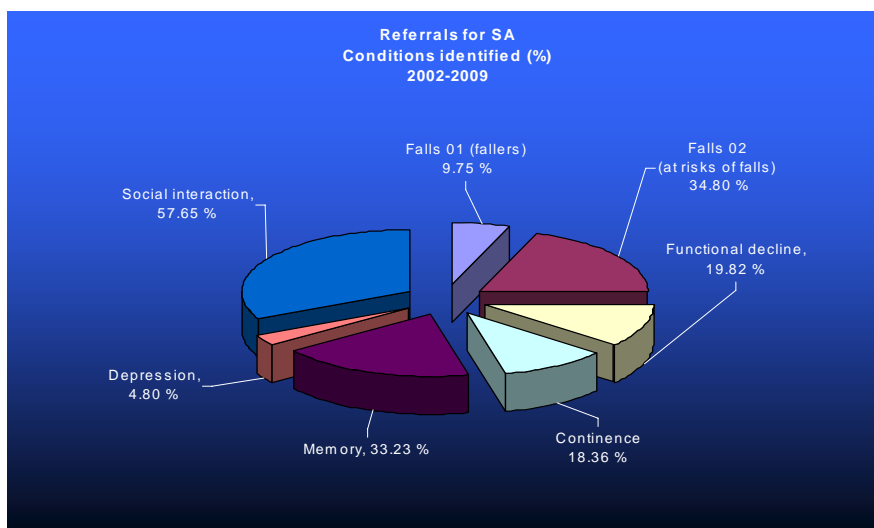
### Key Achievements

In 2008-2009 1467 questionnaires were sent out, an increase of 17.7% from the previous year.

Statistical Returns - Case Finding (April-March)				
2007-2009	2006-2007	2007-2008	2008-2009	2002-2009
Total questionnaires sent out	1142	1206	1467	10416
Total questionnaires returned	497	499	734	4941
Falls 01 (fallers)	35	29	36	248
Falls 02 (at risks of falls)	120	126	140	885
Functional decline	74	79	84	504
Continence	62	51	54	467
Memory	104	89	110	845
Depression	20	13	15	122
Social interaction	186	174	221	1466
Total conditions identified	601	561	660	4537
OP referred for assessment	264	239	338	2543
Older People over 65 years of age (2008)				23,900
Percentage of OP sent questionnaires (of total population)				43.58
Percentage of OP referred for single assessment (of total population)				10.64

### Feedback from older people (Case Finding)

*"...thank you for the rails fitted quickly and neatly, any mess was cleaned up afterwards. All I have to do is reap the rewards! The rails have made such a difference especially the stair one as I can now walk up them in an upright position rather than one arm on the banister rail and one on the stairs to help me up".*



## Asian Speaking Assessor

Our Asian speaking assessor's hours were increased to 16 hours a week from Oct 08. From April 2008 – March 2009, 43 assessments (9 of these being second visits) have been carried out in the Asian community, an increase of 60.46%. We continue to use the GP list as follow up to GP letters sent (in English) to identify Asian elders through telephone contact.

Feedback from Asian elders

*"thank you for leaflets of contact information & programmes available for people with health difficulties, as well as delivery of bathroom & toilet accessories for mobility"*

*"thank you for visiting my mum and providing essential equipment and information. She is finding it a lot easier to do things now..."*

## Other Achievements

During the year, we visited 6 groups/clubs to promote Falls Prevention Awareness.

We also had 4 medical students visit to find out about the work being done in the voluntary sector regarding prevention.

4 Discovery Interviews were carried out.

Crime Prevention Team had 4 showings of 'Ma Kelly's Doorstep', this is a production of how to beat 'Bogus Callers' and is available to view in our website - [www.ageconcernwff.org.uk](http://www.ageconcernwff.org.uk)

For further information please contact:

### Chris Bateson

Leader: Crisis Prevention

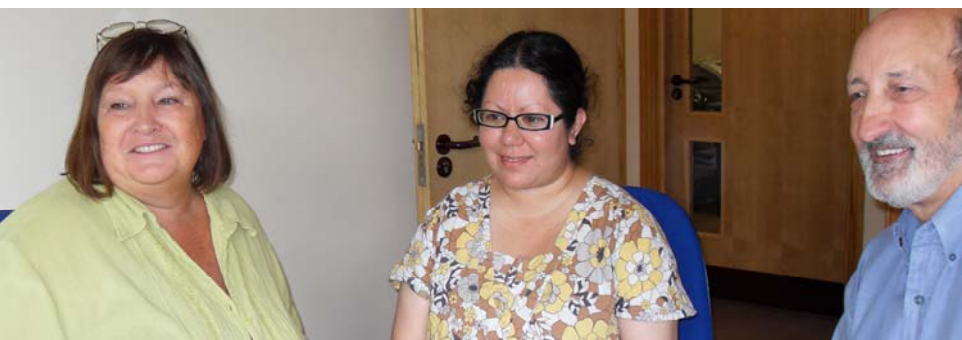
Waltham Forest Older People's Development Programme and Falls Collaborative

Tel: 020 8558 8716

Fax: 020 8558 0383

E-mail: [c.bateson@ageconcernwff.org.uk](mailto:c.bateson@ageconcernwff.org.uk)

Waltham Forest   
Primary Care Trust



**ACWF Crisis Prevention (Case Finding & Falls Prevention) Team, 2008-2009**

Left to right: Chris Bateson - Case Finding, Leader / Ambreen Raja - Single Assessor (Asian languages) and Chris Smith - Single Assessor.



## Handyperson



Ricky Sturgess  
Handyperson

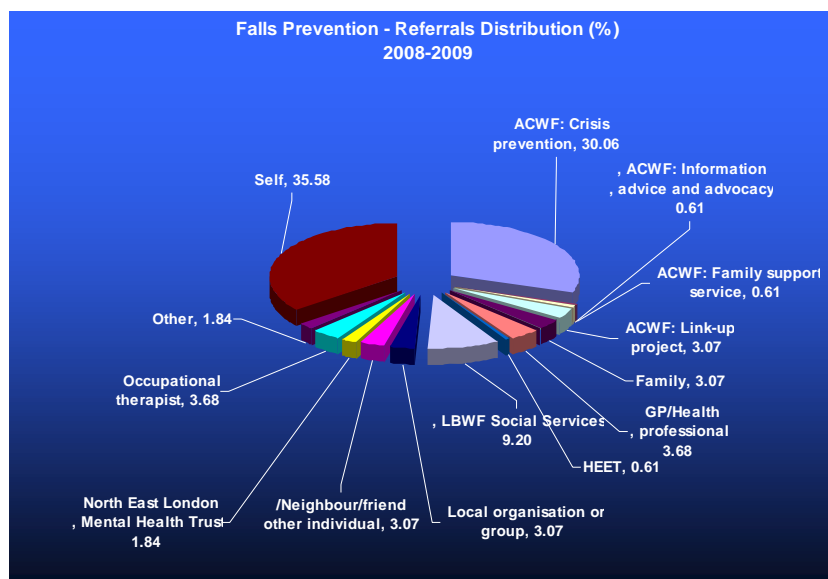
In 2008, 163 referrals were made to the Handyperson. This includes moving furniture, changing curtains & cleaning windows, plumbing repairs, constructing half steps, making walking areas safe from trailing wires etc. The handyperson is also contacted directly by members of the public, and by health & social care workers where people are able to fund the work themselves. Over 35% of all older people referred to the Handyman Scheme in 2008 were self referrals and just over 34% were referred by ACWF services. 9.20% came from LBWF, 3.68 from Occupational Therapists and 3.68% from GPs and Health professionals.

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

Feedback from a social worker following assessment:

*"....did a wonderful job. Was prompt, efficient and friendly.  
Many thanks for the prompt response at short notice".*

*".... we admire his efficiency, honesty and respectfulness.....  
Thank you for your kind attention and support".*



For further information please contact:

### Chris Bateson

Leader: Crisis Prevention

Waltham Forest Older People's Development Programme and Falls Collaborative

Tel: 020 8558 8716

Fax: 020 8558 0383

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

ACWF, Peterhouse Centre, 122 Forest Rise, Walthamstow, London E17 3PW  
Telephone: 020 8558 5512

E-mail: [info@ageconcernwfm.org.uk](mailto:info@ageconcernwfm.org.uk) Website: [www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk)



## THE OLDER PEOPLE'S VOLUNTARY SECTOR PARTNERSHIP (VSP)

The 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 adult and their carers to work in partnership with each other, promoting cross cultural working and developing integral services for older adults to reduce social isolation and engage older adults in community activities.

### The VSP outcomes for 2008/2009

During the financial year of 2008/2009 the VSP worked very hard in achieving its targets outlined by the London Borough of Waltham Forest. The VSP had an increase of 10 groups bringing membership up to 76 groups.

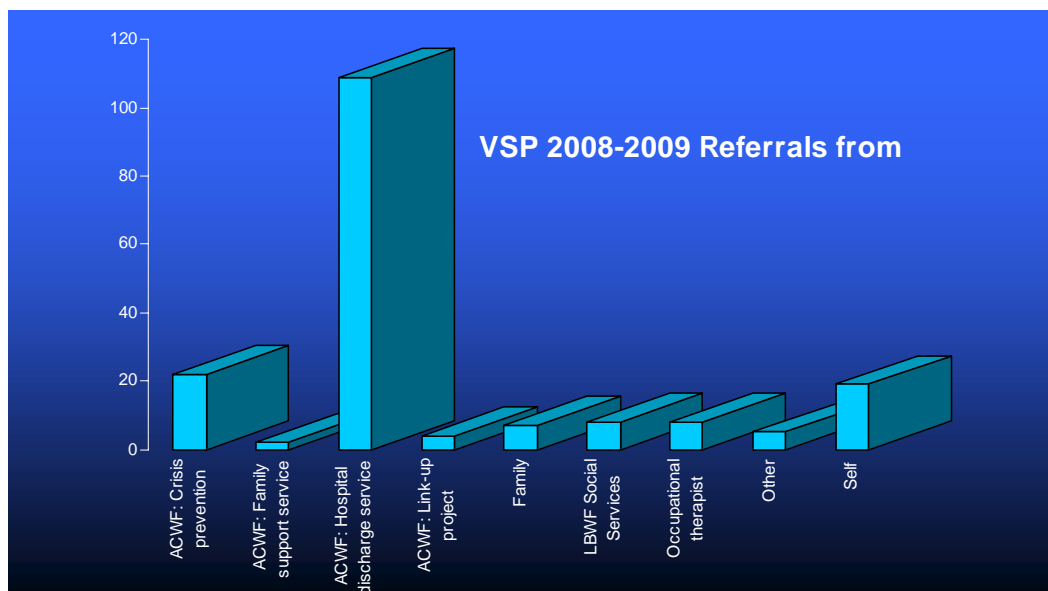
The VSP however did not reach its referral targets this financial year due to changes in the referral structures. However a total of 184 referrals were made to local groups/ organisation.

A total of 4981 leaflets have been distributed to older people.

Successes of the VSP included setting up various activities including BOCCIA sessions, tea dances, and skills sharing sessions which included cooking and gardening activities. The VSP also worked very successfully with Willowfield School in the distribution of Christmas hampers for older people.

### Plans for the future

During 2009, the VSP will be changing to become WellComm, a partnership that will include not only local voluntary sector organisations working for and with older adults but also those working for other vulnerable adults. Our thanks to Waltham Forest Mencap, Disability Action Waltham Forest and Waltham Forest Carers for their support in making this new development a reality.



For further details please contact:

**info@ageconcernwv.org.uk** or write to ACWF, The WellComm Co-ordinator  
Peterhouse, 122 Forest Rise, Walthamstow, London E17 3PW



## Boccia for Older Adults Report

Age Concern Waltham Forest was successful in securing a £1230 grant from the Gannett Foundation to purchase 4 BOCCIA sets. Partnership groups were asked whether they wished to run regular Boccia sessions at their premises

The WF Turkish Association, Senior Citizens Coffee and Chat Afternoon and New Testament Assembly Community Project have responded positively.

The first 3 sets of equipment have been issued and Roger Farrington from the Sports Development Council has given inductions to the groups.

The Senior Citizens Coffee and Chat Afternoon had their induction on the 26<sup>th</sup> January and thoroughly enjoyed the session. An e-mail from the group after the induction said: 'The group really enjoyed the Boccia Game and I think it will be a big hit with us'.

The New Testament Assembly Community Project was introduced to the game on the 28<sup>th</sup> January. The group has several frail older people and older people in wheelchairs and the opportunity arose to use the ramps to play the games. All participants loved the game and had a lot of fun.

The Waltham Forest Turkish Association also has had an introductory session and will hold regular Boccia session from 18<sup>th</sup> February at the Outlook Centre, which has a large hall.

We currently await one more group to agree to incorporate the game into their activities.

It is planned to form links between the groups for them to host competitions.

### Age Concern Waltham Forest

[info@ageconcernwfm.org.uk](mailto:info@ageconcernwfm.org.uk)

Peterhouse

122 Forest Rise,

Walthamstow,

E17 3PW



Senior Citizens enjoying a demonstration and playing Boccia in WF



All participants loved the game and had fun.

## THE WALTHAM FOREST HEALTHY AGEING PROGRAMME

### Background

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.

### Balance Classes

Tai Chi and gentle exercise to music classes have been set up at 11 venues in different parts of the Borough as part of the Falls Prevention Strategy. During last year there were 4992 attendances at the classes.

Balance Classes Statistical Returns	2008 to 2009
Number of classes	443
Attendees	5464
Male	828
Female	4466
White British	2984
Asian/Asian British	504
Afro-Caribbean	1177
Other Ethnic Group	534

### Participants have reported that the balance classes:

- Have improved balance and given them more confidence outside the home
- Have given more opportunities for socialising and meeting other people
- Have helped them to sleep and eat better
- Have helped to lower blood pressure

### 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. Bottles are distributed to individuals, to local groups and at open days and other events.

*In 2008-9, 637 Message in a Bottle were distributed to people in Waltham Forest. A total of 12,216 bottles have been distributed since the scheme began.*



## Expert Patient Programme

The Expert Patients Programme (EPP) 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.

### Three courses were run during 2008 - 2009 Number of attendance

29/04/2008	13
25/09/2008	9
22/10/2008	7

Comments from those that attended included:

*"Thank you for the help that the Expert Patient Programme did for me"*

*"The course was very interesting"*

*"A really helpful course particularly interaction with other members. Course leaders excellent and very approachable"*

*"The course has been very useful and both tutors more than helpful. I will be recommending the course to others"*

## Arts & Culture Survey

Age Concern Waltham Forest was commissioned by Waltham Forest Council's Arts and Events Service to undertake:

- A consultation with older adults and their organisations/groups on their engagement with Arts and Culture in the London Borough of Waltham Forest
- An audit of current creative opportunities for older adults with local providers

The outcomes of the consultation and audit are to inform the development of a 3 year creative learning plan for the improved engagement of older adults in Arts and Events in future years.

Consultation with older adults and their organisations/groups was undertaken through:

- A survey questionnaire
- Consultation with organisations/groups in membership of the Waltham Forest Older People's Voluntary Sector Partnership (WFOPVSP).





The survey questionnaire asked older adults which arts and culture activities they currently take part in, which they were interested in taking part in and what barriers, if any, prevented them from taking part.

Additional feedback was received through a separate consultation with WFOPVSP being undertaken for Waltham Forest Council.

The results of the survey showed:

Activity	Currently take part in	interested in taking part
Singing/choir	13	26
Play an instrument	6	22
Drama	4	16
Creative writing	12	22
Poetry	11	17
Painting/drawing	26	33
Dance	14	32
Visual arts	3	9
Carnival arts	0	1
Crafts	17	37

Respondents made general comments about the need for Arts and Culture Activities for older adults in Waltham Forest as follows:

- This survey is a really good idea as older people are often forgotten by the Council
- I feel more should be provided for older people
- A lot is done FREE for the youth in the Borough and pensioners miss out and get just as bored. They would keep healthier if their minds were more occupied
- Feel it is important to use the mind and body to keep fit for the elderly
- Older generation need something to do as it keeps them away from doctors
- Tea Dances are excellent for keeping fit and mentally alert
- I would like to learn dancing to keep fit
- Would also like to see some proper Tai Chi classes
- I enjoy singing – would like more male voices!
- I would love to be creative as I have plenty of time without a job
- Important to have different interests and share leaning experiences
- Thanks for taking notice and I hope this helps



Little hats for Innocent Smoothie drinks



### Other achievements of the Healthy Ageing Programme

During the year, 29 talks and open days/information events on Healthy Ageing were attended. 117 requests were received for information on healthy ageing and 32 referrals to balance classes were processed. A very successful open day on Winter Warmth was attended by over 100 people. In partnership with the local PCT, 35 people attended a performance of a play to raise awareness of bowel cancer screening

The annual fundraising initiative for raising awareness of keeping warm in winter by knitting little hats for Innocent Smoothie drinks was a huge success and this year we submitted over 6500 hats raising almost £3000. ACWF would like to thank all those people that supported us by knitting the hats for us.

Age Concern Waltham Forest  
info@ageconcernwff.org.uk  
Peterhouse Centre,  
122 Forest Rise,  
Walthamstow, E17 3PW



Waltham Forest   
Primary Care Trust

### Silver Surfers' Partnership

This is a new project that started in April 2008 as partnership with 3 local libraries to teach older people the basics of using a computer. Each course lasts for 10 weeks and covers the basics of using a computer – switching it on and off, using the mouse etc. Students then progress to using the Internet, in particular Age Concern Waltham Forest website, the London Borough of Waltham Forest website and the NHS Choice website – the latter having a dedicated lesson devoted to it. Students are also taught how to send e-mails and write and amend Word documents. All students are encouraged to practise at home or by using the public computers in their local Library.

To date, 11 courses have been run and a total of 108 people have completed the courses.

Some comments from the evaluations:

*"Friendly and very helpful"*  
*"Treated as an individual"*  
*"The staff were very kind and helpful and willing to show you where you went wrong and how well you had done"*  
*"It was taught in language senior citizens can understand"*

It has become apparent from comments received on the evaluation forms that students enjoy the friendly atmosphere and the informal way in which the lessons are structured. The majority of students found learning how to use email and the internet the most interesting part of the course and a large number of students stated that they would like the course to be longer or to have a follow-on or refresher course.

**Emma Tozer**  
Tel. 020 8539 8356  
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E-mail: e.tozer@ageconcernwff.org.uk

Funded By  
City Bridge 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 2008 - March 2009 Number of visits carried out

Link-Up visits	1904
Link-Up support visits	381
Total	2285

### Marie Lenihan

Link-Up Co-ordinator

Tel 202 8558 3404

E-mail [m.lenihan@ageconcernwfw.org.uk](mailto:m.lenihan@ageconcernwfw.org.uk)



Waltham Forest **NHS**  
Primary Care Trust



On the way to the Coffee Morning 8th Jan 2009



Coffee Morning 8th Jan 2009 - Left to Right:

Farida Malik (ACWF Volunteer), Marie Lenihan (Link Up Co-ordinator), Jenny Stembridge, Violet Bourne, Angela Dover and Ethel Jones

## 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 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
- Prevent early re-admission
- 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 175 referrals in 08/09. 125% of annual target achieved. An increase on last year's figures of 70%.

This has been due to the success of our extensive advertising campaign with posters in all wards and attendance at social work, O/T and health professional staff meetings. Data is now collated more efficiently via our new computerised reporting system.

We intend to continue our promotion of all the Hospital Discharge services throughout 09/10 and we are confident of this improvement continuing, with more patients making use of our services.

### 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 2008/9 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 434. 96.5% Of annual target. The shortfall can be explained by the fact that the service was withdrawn from the 1<sup>st</sup> April 2009, so during March there was a winding down of our staff on the wards and in the Discharge Lounge.

### **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 EMC unit 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
- Prevent early re-admissions
- 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, 104 was achieved. 69% of annual target. This shortfall is mainly due to a changeover of nursing staff in A&E and the EMC units being unaware that the service is available. We are actively promoting the escorted discharge through social work team meetings, on wards, through the Deputy Director of Operations and A&E consultants.

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 the 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.

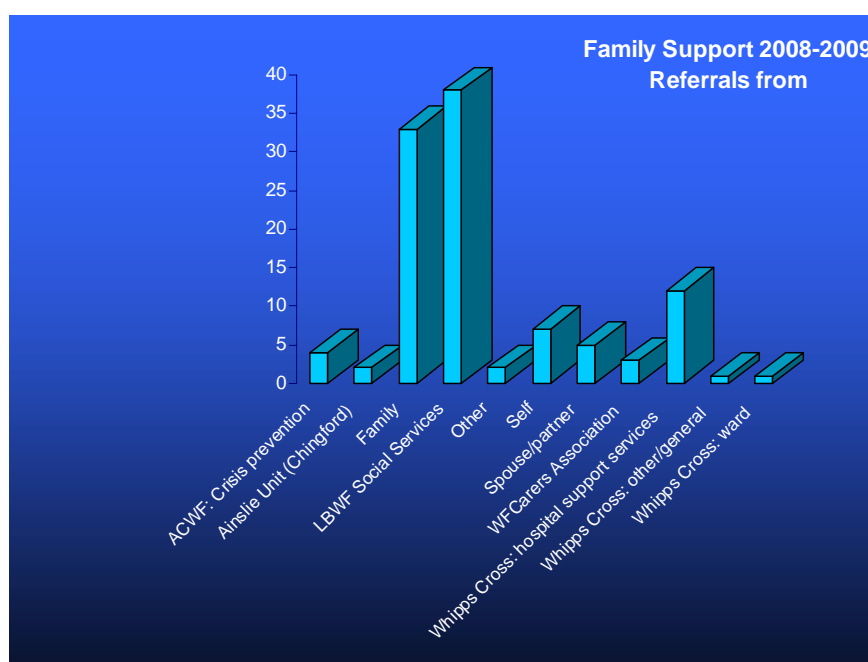
### **Aims of the Service**

- 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 2008/9 we provided 108 clients and families with information on long term care, sheltered and assisted housing, 108% of annual target, and assisted with 46 moves into care/nursing homes, with another 4 which were pending a move. 100% of annual target.

This service is well used and is much valued by professionals and families alike and we receive monetary donations, cards and letters of thanks, in recognition of the quality of service provided by the Family Support Service.

There has been a slight drop in the number of referrals from social workers during 08/09, which we understand has been because they are trying to fill vacancies in local authority homes before offering social services funded clients a wider choice. However, the self funding user numbers seeking support and advice remains constant.



To exceed this year's results we are planning to actively promote the Family Support Service during the coming year, with advertising/posters throughout Whips Cross Hospital, attending social work, O/T and health professionals meetings, in G.P. surgeries and through the Voluntary Sector Partnership.

We hope to continue to provide a first class service in the coming year, whilst increasing our current level of users during 09/10.

For more information on all these services please contact

**Paula Nigliazzo**

Tel. 020 8558 0455

Fax: 020 8558 0383

E-mail: [paulan@ageconcernwf.org.uk](mailto:paulan@ageconcernwf.org.uk)



## **Home Support Service Pilot October 08 – March 09 (Age Concern Waltham Forest in partnership with Partnership of East London Co-operatives Ltd - PELC)**

### **Home Support Service**

The pilot was funded by PELC and the service delivered by partnership working between the Long Term Conditions Service and Age Concern Waltham Forest.

Its purpose is to provide weekly person-centred visits for companionship and practical assistance (excluding personal care) to those living with a long term condition. It also provides motivational, confidence building visits on a regular basis, time-limited daily visits for users experiencing a period of ill-health, and adhoc services perhaps to offer respite to the user's carer.

Access to the service is by referral from PELC's two community matrons. However, anyone can refer to the Long Term Conditions service (which may make them eligible for Home Support) providing they meet certain medical criteria.

### **Aims of the service**

- Provision of weekly person centred visits for companionship, practical assistance and confidence building.
- Provision of time-limited daily visits for users experiencing a period of ill-health.
- Adhoc visits to provide escort to an appointment, or maybe respite to the carer.
- Monitoring the users and reporting back to the Long Term Conditions team to prevent unnecessary hospital admissions.

During the pilot phase we received 63 referrals, of these 24 are receiving regular 2 hourly visits each week, providing companionship, practical support, outings, shopping and respite to carers. 2 users receive an adhoc service and 4 users have stopped the service as they now feel able to cope without our support.

The remainder did not feel that they needed our service at present, but have all been given our contact details should their circumstances change.

Home Support has been so well received by all who use it that at the end of our pilot a contract for a further 12 months has now been put in place, providing approximately 50 hours of support each week.

Because of the favourable reception to the Home Support service and the obvious gap in provision of this type of support, on 1<sup>st</sup> June 2009 we launched the service for paying clients in Waltham Forest. So far the response has been very encouraging and we are looking forward to a successful year ahead.

**For more information please contact Paula Nigliazzo,  
Age Concern Waltham Forest  
Tel: 020 8558 0455  
Fax: 020 8558 0383  
E-mail: [paulan@ageconcernwf.org.uk](mailto:paulan@ageconcernwf.org.uk)**



## NEED RELIABLE AND CARING HELP AT HOME?

Age Concern Waltham Forest Home Support Service is now open to paying clients living in Waltham Forest

We can provide:

- Practical support and respite (but NOT personal care)
- Companionship
- Assistance in getting out to shop or to appointments

You can opt for a regular service or an occasional service in English or Asian community languages.



*"She's caring, a good listener,  
nothing's too much trouble  
and if I had another daughter  
it would be her"*

To find out more, telephone Paula on 020 8558 0455 or email: [paulan@ageconcernwfm.org.uk](mailto:paulan@ageconcernwfm.org.uk)

Visit our website [www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk)

Age Concern is a local organisation, founded by and governed by local people to improve the quality of life of older adults in Waltham Forest.

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## WellComm to launch in 2009

WellComm is a partnership of voluntary organisations/ groups and projects which work with and for all adults of the London Borough of Waltham Forest and which are committed to the aims of Waltham Forest WellComm.

Waltham Forest WellComm is committed to an inclusive and vibrant civil society and aims to be strong, vibrant and sustainable partnership of voluntary sector organisations and groups committed to improving the wellbeing of adults in our diverse community and to challenging discrimination in all its forms. Its aims include;

- Continue to develop a strong effective local partnership of voluntary organisations working for the wellbeing of adults and their carers.
- Advocate on behalf of the most vulnerable adults in the community and seek to ensure the voices of the most excluded are heard by government and statutory service providers.
- Work in partnership with local Council, NHS and other statutory organisations as far as possible.
- Take responsibility as equal partner with Waltham Forest Council and the NHS, for local agendas including Transformation, Healthy Communities, Cohesion and Sustainability.
- Advocate on behalf of the most vulnerable adults in the community and seek to ensure the voices of the most excluded are heard by government and statutory service providers.

For more information and/or to request an application pack to join the WellComm partnership please contact Gabriele Jerome, Wellcomm Coordinator on 0208 539 8356 or e-mail [g.jerome@ageconcernwfm.org.uk](mailto:g.jerome@ageconcernwfm.org.uk)

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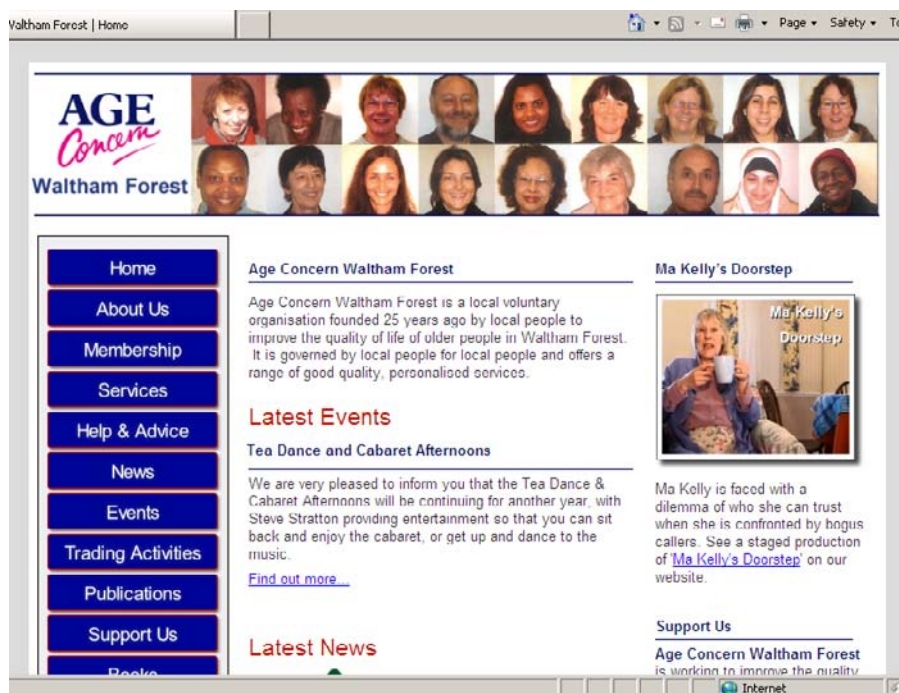
**AGE**  
*Concern*  
Waltham Forest

## PUBLIC INFORMATION SERVICES

During the last year, our website has 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 2500 unique visits each month and is increasingly the first port of call for people looking for information about us and our services.

The WFOP Collaborative Website has been less used than it was initially – this, we believe, may be due to more information being available on statutory sector websites and consequently that the Collaborative Website helpfulness in its present form is past. During 2009, the Collaborative site will merge with the ACWF site as part of a partnership plan for development of a transformation website.

Website maintenance has been successfully out-sourced and we are at present in the process of developing a donation page to our website. Donations make a real difference to our work for older people in Waltham Forest and we will use donations online to help residents directly. This process should be completed by end July 2009



ACWF new website

Further information from:

### ACWF Website & Information

Tel. 020 8558 5512

Fax. 020 8558 0383

E-Mail: [info@ageconcernwf.org.uk](mailto:info@ageconcernwf.org.uk)

Visit our website

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

Donate online now



## REPORT: SKILLS SHARING WORKSHOP

In February 2008 we explored new ways of working in the Score Building hosted by Team Leyton, Age Concern Waltham Forest, HEET and the Hornbeam Centre.

The aim for the day was skill sharing:

- across communities
- across generations
- across activities

Group work highlighted areas of interest in working together were

- gardening and growing organic food
- cooking and preserving food
- arts and crafts
- board games
- DIY and painting
- ICT support and PC recycling

As a result of the workshop 3 pilot schemes, funded by Team Leyton and set up by Age Concern Waltham Forest, HEET and the Hornbeam Centre.

- Good food and cooking cultures
- Arts and Crafts
- DIY for the Credit Crunch

### Good food and cooking cultures

A series of 3 workshops were held to share different flavours and cooking techniques for staple foods and included looking at discussing and cooking with Lentils and Beans and also baking Bread. Participants were members of the Arabic Speaking Women's Association and members of the Hornbeam centre.

The workshop on Lentils had 9 participants of whom 7 had pre-prepared lentil dishes from their country of origin. All participants had the opportunity to taste the dishes and participate in a cooking demonstration. Recipes were collected as a result of the workshop.

Thirteen participants took part in the workshop of tasting and sharing stories of different breads. Participants were from Egypt, Pakistan, Iran, Tunisia, Venezuela, Algeria, Morocco, Germany, Spain and the UK. Home baked bread and recipes were shared among the participants and a cooking demonstration of chapattis and fitir michetat took place with re-prepared dough.

For the cooking with beans workshop, 8 participants brought dishes from Egypt, Pakistan and Lebanon including black eye beans, foul medame from Lebanon, rice and beans with chilli, bean salad, and beans in oil.



Get your books from amazon.... And help Age Concern Waltham Forest

Visit our website at: [www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk)

## Arts and Crafts

A variety of Arts and Crafts were explored in 3 workshops with participants from the Arabic Speaking Women's Association and ladies associated with the Hornbeams Centre and HEET.

In the knitting workshop 7 participants took part in the session bringing knitted items for display, sharing ideas and patterns of their work.

A session with 11 participants was held, many of whom brought their own finished or in-progress projects for display. With the provision of a sewing machine, material scraps, wool and knitting crochet needles, sewing and knitting techniques were explored.

Following a general introduction on environmental concerns, five participants took part in an interactive teaching session on native plants. The participants had the opportunity to plant in containers and hanging baskets and were able to take away their finished products.

## DIY for the Credit Crunch

A two hour session was held in the Hornbeam Centre focusing on small DIY tasks that would enable participants to save money, energy and water whilst improving their home.

Nine people from the Older People's Voluntary Sector Partnership, Hornbeam and HEET attended and choose 3 activities;

- Changing Tap washers
- Draught proofing doors
- Stripping paint , varnish from wood using a piece of glass

The workshops clearly demonstrate that skill sharing work is beneficial to the community and it is a good way for different groups to meet.

Some of this work will be taken forward by the participants of the above workshops.

## ACWF

Feb 2009



## SILVER SOUNDS

In 2008, nine older residents completed a course in radio broadcasting ensuring the community radio station StreetLife FM continues to go from strength to strength. In partnership with Age Concern Waltham Forest, this is the first course Streetlife FM has delivered to older residents as a response to growing interest from this section of the community following a consultation organised by Age Concern Waltham Forest.

Age Concern Waltham Forest is keen to offer more opportunities for older residents to live more active and healthy lives while making a positive contribution to the community. As a result the course participants are all now fully-fledged members of Streetlife FM and had the same opportunities as younger participants to present and record their own shows on air and over the internet.

In 2008, the nine older adults who completed the course formed part of a month-long radio broadcast with StreetLife FM.

Silver Sounder Gill Muir 59, aka, Silverstreet, took the microphone on August 11 with her show, entitled Local Talent, which featured an interview with Leyton singer/songwriter Neech. She said: "Age Concern stressed that the Silver Sounds programme was aimed at the older population. It promotes healthy living – being mentally alert as well as physically."

**Another course will run in 2009 (Bookings now closed).**

### An Exiting Opportunity For Older Adults



&



Friendly and experienced tutors will teach you to create your own shows for Waltham Forest's own community radio station **StreetLife FM** -just like your favourite shows on Capital Gold, Radio 4, Magic FM and Classic FM. You will be taking part in live shows by August!

Do you want to be involved in interviewing, radio drama, music, talking about your community, giving local information? Do you have an interest in gaining some new technical skills? If you do, this is the perfect course for you.

You'll leave with experience, a CD of your broadcast and the skills to become a volunteer with StreetLife FM, joining the older adults who completed a beginner's course last year and the young people they work alongside.

Why not come to a taster session before the course starts to find out more?

**To get more information and enrol on the course:**

**Telephone Arlene** 020 8558 5512

Or email [a.williams@ageconcernwf.org.uk](mailto:a.williams@ageconcernwf.org.uk)

**Silver Sound 2009**

*Funded by Waltham Forest Council*





## RAISING FUNDS FOR THE CHARITY'S WORK

### Trading

Age Concern Waltham Forest continues to treat older adults fairly by offering them high quality products and services in an increasingly competitive market. Most of our products are performing better in spite of the financial crisis. The year has been action packed in terms of new product and service launches, including Life Book and the Age Concern Holidays. We have succeeded in improving the quality of service for our customers.

### Home and Contents

This year we sold 88 policies and renewed 954 policies which generated commission £16335.90.

### Travel Insurance

We sold 93 new policies and renewed 25 generating £1009.06 commission. This is on a par with last year's performance.

### Motor Insurance

Despite facing stiff competition again, we still able to achieve new business this year, we renewed 86 motor insurance and sold 19 new policies and achieved £940.68.

### Motor Breakdown

Consistent with last year, renewed 22 and sold only one Commission £133.60.

### Funeral Plans

This year we sold 37 policies, compared to 28 in the previous year. Income has increased and we earned £1416.79 commission.

### Energy

Due to competition it has been difficult to provide better saving for our customers. We have still managed to achieve £2355 in commission.

### Aid –Call Alarm

We sold 37 this year and earned £367.00 commission. See the website for more information.

### Gaming (Lottery).

We performed well this year and earned £1591.09 commission.

### Charity Flowers

We sold 7 giving us commission £9.28.

### Aims

The last year has been action packed in terms of new product and service launches, and one of the toughest years that we have been through for sometime and we still have some way to go to make up the losses we have suffered. Age Concern Enterprises have improved technology, the new motor EPOS system and sales techniques. We hope next year we will meet our targets.

### Impact

With the commitment of everyone in Age Concern Enterprises to continue 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 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 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. Maintain an on going promotion schedule to increase customers awareness by organising more events for products and services, visiting sheltered homes, day care centres as well as merchandising information packs to all customers, libraries, churches, local clubs and health centres and medical centres.

## Aslam Syyed

Trading Co-ordinator

Telephone 020 8556 4958

Email trading@ageconcernwv.uk

## GRANTS FOR COMMUNITY ACTIVITIES

### Small Grants 2008/2009

These Grants are allocated by Age Concern Waltham Forest through the Older People's Voluntary Partnership to support healthy ageing and tackle social isolation. A total of £2003 was approved by the Board to fund services and or activities that aims to meet priorities such as;

- promoting healthy ageing and / or falls prevention
- supporting independent living and / or social inclusion
- promoting cross-cultural working or awareness raising

### Or

- purchase of ICT equipment and / or training to enable information giving using the Waltham Forest Older People's Collaborative Website and other websites

Small Grants Organisation	Amount	Activities
Live Ability	£750	Social activities
African Heritage	£188	Printer
WF Gujarati Mandal	£750	Social Inclusion
Highams Park 60+ Club	£157.50	Liability Insurance
Badminton & Short tennis 50+	£157.50	Liability Insurance
Total	£2,003	

## The Health and Social Care Grants Scheme 2008/09

In 2008, the London Borough of Waltham Forest allocated £ 19.651 to be commissioned out to partners in the Waltham Forest Older People's Voluntary Sector Partnership for projects for older adults. Grant priorities for 2008/09 were to fund or part fund a service or activities that aims to meet priorities such as;

a) 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**

b) purchase of ICT equipment and / or training to enable information giving using the Waltham Forest Older People's Collaborative Website and other websites.

Health & Social Care Grants Grants awarded 2008/09		
	Amount awarded	Purpose of Grant
Basantu Outreach Project	£1,660	Social inclusion
WF Turkish Association	£2,900	Healthy Ageing
Wellspring Wisdom Group	£2,500	Healthy Ageing, Social Inclusion
WF Cameroonian & Friends Association	£960	ICT equipment
WF Turkish Association	£2,195	BOCCIA
Senior Citizens & Chat Afternoon	£2,100	BOCCIA
Senior Citizens Asian Group	£1,664	Social inclusion
<b>Total</b>	<b>£13,979</b>	

Remaining funds have been carried forward for allocation in the next financial year.

### ACWF

Tel 020 8558 5512

Fax 020 8558 0383

E-Mail: [info@ageconcernwf.org.uk](mailto:info@ageconcernwf.org.uk)



ACWF Admin Team (left to right): Arlene, Anne, Emma

Bernard Aarons  
Home Support

Linda Spillman  
Hospital Discharge

Dawn Dobson  
Home Support

Peter L'Eveille  
Link-Up

Paula Nigliazzo  
Leader, ACWF

## VOLUNTEER AWARDS

### Long Service Awards 2007 - 2008

2 Years	Project
Sara Bahadoor	<a href="#">Link Up</a>
Dorry Ender	<a href="#">Link Up</a>
Danielle Germaine	<a href="#">Link Up</a>
Iris Gillet	<a href="#">Link Up</a>
Terri Goddard	<a href="#">Link Up</a>
Valdenice Loizou	<a href="#">Link Up</a>
Brigid McKettrick	<a href="#">Link Up</a>
Farkhanda Mirza	Information & Advice
Merle Pierre-Davis	<a href="#">Link Up</a>
A H M Aminur Rahman	Trading
Fabienne Simpson	<a href="#">Link Up</a>
Linda Smith	<a href="#">Link Up</a>
Layla Tarsoo	<a href="#">Link Up</a>
Girda Thomas	<a href="#">Link Up</a>

5 Years	Project
Bernard Aarons	<a href="#">Link Up</a>
Christine Adams	<a href="#">Link Up</a>
Veline Allen	<a href="#">Link Up</a>
Delores Brown	<a href="#">Link Up</a>
Martin Crane	Intergen
Normagene Peart	<a href="#">Link Up</a>
Alan Riddel	Intergen
Nicola Twinn	<a href="#">Link Up</a>

10 Years	Project
Rose Lynch	<a href="#">Link Up</a>

### Volunteer of the Year Awards 2007/2008

Akhtar Butt	WF Asian Disabled Association
Akram Butt	Senior Citizens Asian Group
Malcolm Marchant	Trinity Luncheon Club

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

#### 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.

**Thank You**

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### Sessional Staff Member of the Year Awards 2007/2008

Sarah Butler	I & A
Felicity Weitzel	<a href="#">Link Up</a>

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

# STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2009

	Notes	Unrestricted funds £	Restricted funds £	Total 2009 £	Total 2008 £
<b>Income and expenditure</b>					
<b>Incoming resources</b>					
Incoming resources from generated funds					
. Voluntary income	1	14,797	64,381	<b>79,178</b>	47,125
. Activities for generating funds	2	28,819	—	<b>28,819</b>	39,139
. Interest receivable		2,025	—	<b>2,025</b>	3,416
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	619,028	—	<b>619,028</b>	581,082
Other incoming resources		1,275	—	<b>1,275</b>	1,940
<b>Total incoming resources</b>		<b>665,944</b>	<b>64,381</b>	<b>730,325</b>	672,702
<b>Resources expended</b>					
Cost of generating funds					
. Cost of generating voluntary income	4	29,969	—	<b>29,969</b>	22,241
. Fundraising trading: cost of goods sold and other costs	5	15,556	—	<b>15,556</b>	44,303
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	8	572,622	42,015	<b>614,637</b>	640,793
Governance costs	10	13,127	—	<b>13,127</b>	19,460
<b>Total resources expended</b>		<b>631,274</b>	<b>42,015</b>	<b>673,289</b>	726,797
<b>Net incoming (outgoing) resources before transfers</b>		<b>34,670</b>	<b>22,366</b>	<b>57,036</b>	(54,095)
<b>Transfer between funds</b>		<b>3,145</b>	<b>(3,145)</b>	<b>—</b>	<b>—</b>
<b>Net movement in funds i.e. net income (expenditure)</b>	12	<b>37,815</b>	<b>19,221</b>	<b>57,036</b>	(54,095)
<b>Fund balances brought forward at 1 April 2008</b>		<b>114,028</b>	<b>20,306</b>	<b>134,334</b>	188,429
<b>Fund balances carried forward at 31 March 2009</b>		<b>151,843</b>	<b>39,527</b>	<b>191,370</b>	134,334

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 23/07/2008, 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 31)

## BALANCE SHEET

### At 31 March 2009

	Notes	2009 £	2009 £	2008 £	2008 £
<b>Fixed assets</b>					
Tangible assets	15		2,693		1,916
Investments	16		2		2
			<u>2,695</u>		<u>1,918</u>
<b>Current assets</b>					
Debtors	17	3,575		3,551	
Cash at bank and in hand		<u>238,646</u>		<u>248,612</u>	
		<u>242,221</u>		<u>252,163</u>	
<b>Creditors: amounts falling due within one year</b>	18	<u>(53,546)</u>		<u>(119,747)</u>	
<b>Net current assets</b>			<u>188,675</u>		<u>132,416</u>
<b>Total net assets</b>			<u>191,370</u>		<u>134,334</u>
<b>Represented by:</b>					
<b>Funds and reserves</b>					
Income funds					
· Restricted funds	19		39,527		20,306
· General funds			<u>151,843</u>		<u>114,028</u>
			<u>191,370</u>		<u>134,334</u>

Approved by the Trustees  
and signed on their behalf by:

Trustee 

Approved on: 23 July 2009

(Continued from page 30)

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

We have examined the summarised financial information set out on pages 30 and 31.

#### 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 30 and 31 is consistent with the full financial statements and the trustees' annual report of Age Concern Waltham Forest for the year ended 31 March 2009.

Buzzacott LLP, 12 New Fetter Lane, London EC4A 1AG.  
30/08/2009



# 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*
- donations, large and small
- joining Age Concern Waltham Forest
- remembering us in your will
- volunteering.



**For further information on how to support us  
visit our website:**

[www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk)

Or contact

[info@ageconcernwfm.org.uk](mailto:info@ageconcernwfm.org.uk)





## SUPPORT US

### 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.ageconcernwff.org.uk](http://www.ageconcernwff.org.uk)

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

#### AGE CONCERN WALTHAM FOREST

Peterhouse Centre, 122 Forest Rise, Walthamstow, London E17 3PW

Tel 020 8558 5512 Fax 020 8558 0383

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### 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](http://www.ageconcernwff.org.uk)

## Donations



Donations are vital for our work with older people as they allow us to provide services and help that would not be possible otherwise.

There are several ways you can donate to Age Concern Waltham Forest:

- Cheque
- Donate Online or by phone
- Legacies
- In Memoriam Donations

*Please note that we can only accept donations in UK currency.*

### Cheque

Just make your cheque payable to “Age Concern Waltham Forest” and post it to at:

Age Concern Waltham Forest  
Peterhouse Community Centre  
122 Forest Rise  
Upper Walthamstow  
London E17 3PW

### Donate Online

If you would like to make a donation online, please go to our website [www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk) and click on “**Support Us**” and then click on the “**Donate Online Now**” button

**DONATE ONLINE NOW**

### More Information

If you would like more information about donations and how they help us, our contact details are available on the Contact Us page, or e-mail us at [info@ageconcernwfm.org.uk](mailto:info@ageconcernwfm.org.uk)

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## 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 sent 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, Peterhouse Community Centre, 122 Forest Rise,  
Upper Walthamstow, London E17 3PW

Tel 020 8558 5512 Fax 020 8558 0383

## Age Concern Waltham Forest Trading Activities

Age Concern Waltham Forest is your local agent for the services offered by Age Concern Enterprises. Age Concern Enterprises was set up to provide insurance and financial and other services for people aged 50 and over. It is authorised and regulated by the Financial Services Authority and any profits it makes are shared between local Age Concerns and Age Concern England.

More information about Age Concern Enterprises' services is available from our Trading services or the Age Concern England website.

As an accredited representative of Age Concern Enterprises we offer the following services:

- Aid Call (personal alarm)
- Independent Financial Advice
- Gas and Electricity
- Legal Services
- Car Insurance
- Life Book (record the practical details of your life)
- Charity Flowers
- Life Cover
- Funeral Plan
- Motor Breakdown
- Holidays
- Travel Insurance
- Home Insurance
- Weekly Lottery

### Our trading policy

We:

- Only do business with companies and agencies which we believe are sound and responsible
- Do not do business with companies dealing in arms, or whose practices exploit children, women or other disadvantaged communities
- Do not compete with other Age Concern trading services if this is likely to damage the Age Concern Federation
- Have agreed standards, including safety standards, for services we provide directly and monitor our performance against these standards
- Are an equal opportunities organisation.

### To contact us

We are open Monday, Tuesday, Thursday and Friday 9:30 am - 1:30pm. Our office is at:

ACWF (Trading) Ground Floor, Zenith House, 210 Church Road, Walthamstow, London E10 7JQ.

Tel. 020 8556 4958

Email: [trading@ageconcernwf.org.uk](mailto:trading@ageconcernwf.org.uk) Website: [www.ageconcernwf.org.uk](http://www.ageconcernwf.org.uk)



Be sure to get our next Annual Report

**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**

Peterhouse Centre, 122 Forest Rise,  
Walthamstow , E17 3PW

Tel. 020 8558 5512

Fax: 020 8558 0383

**Email** [info@ageconcernwfm.org.uk](mailto:info@ageconcernwfm.org.uk)

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

**Age Concern Waltham Forest**

Aims to improve the quality of life of older adults 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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Age Concern Waltham Forest at Peterhouse