



Waltham Forest



Working for Older Adults in Waltham Forest



Age Concern Waltham Forest

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April 2009 - March 2010



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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 2009 - 2010

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CHIEF EXECUTIVE'S MESSAGE

Age Concern Waltham Forest has continued to provide high quality services despite continued uncertainty about future funding for any of the work we undertake that is currently funded by Waltham Forest Council or NHS Waltham Forest. This on-going situation is now being exacerbated by the recession and the impending cuts to public sector funding.

The Board Members and staff are working hard to try to ensure the survival of the organisation and its future ability to provide help and support to older adults in Waltham Forest and to represent their needs. Volunteers and supporters continue to help us meet the needs of older people, to raise funds and to undertake a myriad of tasks over the course of each year.

We believe passionately about the unique and valuable work of local voluntary sector organisations and know from experience that we will be the safety net for local residents in the difficult months ahead. Consequently, my message this year is that we need your help to ensure older people do have an organisation to come to as money becomes tighter and services retract.

Could you raise funds for us? Could you provide a free venue for a few hours each week? Would you consider giving your time and skills by becoming a volunteer? Do you have any low-cost ideas as to how we might support the most frail older people or how we could help older adults keep fit and healthy? If so, please let me know.

Sheena Dunbar
Chief Executive

*Front Cover: Top Row Left to Right - Badminton & Short Tennis 60+ Club, Intergenerational Event WF, Victoria Davies & Nora Traish.
Lower Row: Eileen Chapman & Melissa Waters, Asian Dancing Group WF.*

CHAIR'S REPORT

The year has been very difficult financially. The uncertainty of further funding from statutory authorities has caused great stress for staff, and users of the services provided by A.C. The Board have taken steps as far as possible to ensure the long term funding.

On behalf of the Board may I thank the staff and volunteers who have worked so diligently under difficult circumstances.

Jeffrey Blay
Chair of Trustees

FINANCIAL REPORT

As part of the Board's cost-saving review, our finance function was outsourced to Charity Business during 2009.

Total incoming resources for the Charity were £770,906 (2009 - £730, 325) – an increase of £40,581 from last year.

The revenue generated from our trading services was £25,479 (2009 - £24,702). However, costs relating to the provision of the trading services increased by £5,458 reducing the net surplus by £4,681 compared to last year.

Expenditure for the year totalled £744,668 (2009 - £673,289). The increase is due in part to our move to the Peterhouse Community Centre.

The reserves of the charity increased by £26,238. The balance carried forward totalled £217,608 (2009 - £191,370) of which £54, 483 (2009 - £39,527) is restricted and £163,125 (2009 - £151,843) is unreserved or general funds.

The reserves are in line with the Charity Commission's regulations and expectations.

Age Concern Waltham Forest ensures sound financial planning, central control and utilisation of resources. However, planning has become increasingly difficult as our main contract has continued to be rolled over every 3 or 6 months since April 2009.

We continue to rely on our funders, supporters, staff and volunteers in order for us to provide services of high quality to improve the lives of older adults in the borough.

Shaukat Khan
Hon. Treasurer

THE WALTHAM FOREST MODEL OF PREVENTION AND HEALTHY AGEING

THE INFORMATION AND ADVICE SERVICE

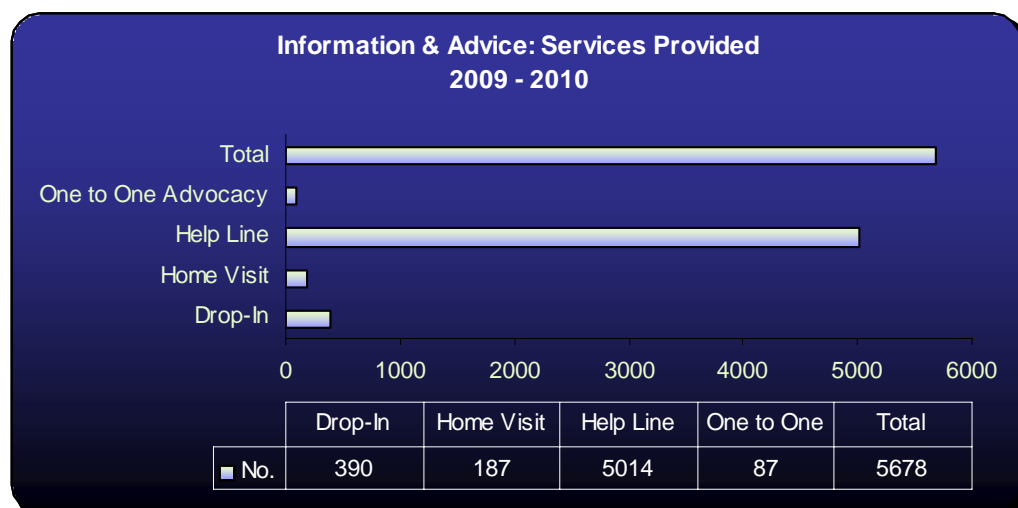
The service provides free independent and confidential information and advice to older adults and their carers on a wide range of issues, (excluding legal and medical advice.) It is funded by the London Borough of Waltham Forest. We have Information and Advice drop in sessions in Leyton and Walthamstow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

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 169 referrals from the 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 20th April 2010 and focussed on Pension Credit, Housing Benefit and Council Tax Benefit. We have also planned to do further sessions throughout the year as follows:

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 **5678** people this year 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. This is dependent on the recruitment of more volunteers.

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

"Thanks to Age Concern who helped me with my weekly benefit" – Mr Y

For more information please contact:

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



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. These are wide ranging and are chosen by the older people themselves, ranging from Welfare Benefits to residential care.

The sessions attract people from a cross section of older community 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 394 (self help) and 87 (One to One sessions).

For more information please contact:

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



CASE FINDING & FALLS PREVENTION

Since 2003 when Case Finding was mainstreamed we have been able to work with 16 surgeries across the borough covering the north, south and central areas.

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 2009 – 2010 1798 questionnaires were sent out, an increase of 22.56% from the previous year.

Statistical Returns - Case Finding (April-March)						
2009-2010	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	Total
Total questionnaires sent out	1239	1142	1206	1467	1798	6852
Total questionnaires returned	505	497	499	734	831	3066
Falls 01 (fallers)	17	35	29	36	67	184
Falls 02 (at risk of falls)	82	120	126	140	215	683
Functional decline	46	74	79	84	142	425
Continence	47	62	51	54	75	289
Memory	89	104	89	110	193	585
Depression	21	20	13	15	24	93
Social interaction	175	186	174	221	333	1089
Total conditions identified	477	601	561	660	1049	3348
Assessment carried out	168	314	309	339	293	1423
Older people over 65 years of age (2009)						23700
Percentage of OP sent questionnaires (of total population)						29.00
Percentage of OP referred for single assessment						10.00

Feedback from older people (Case Finding)

"As an older carer I must write to thank you and Age Concern Waltham Forest for all the help and support.....the practical support has been invaluable.

"Equipment was speedily supplied and fitted and has been most usefulespecially the grab rail at the top of the stairs which has already prevented a nasty fall. All the other agencies which you recommended have turned up trumps. P now has a taxi card, two new smoke alarms and advice on the heating....."

".....We have got the stair rail, newel post rail, jar opener & universal opener. Your Information and Advice lady from Age Concern came and completed the Attendance Allowance form – what a nice young lady, put me at ease....."

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 Website: www.ageconcernwfm.org.uk



*"I can now confirm that the central heating has been installed.....
On behalf of Mrs B & LBWF I wish to thank you (HEET) ...
and Age Concern Waltham Forest who have tirelessly endeavoured to
promote Mrs B's well being and continuously provided her with invaluable
assistance."*

Asian Speaking Assessor

From April 2009-March 2010 47 assessments were carried out, an increase of 9.3%. We continue to use the GP lists to identify Asian elders who may benefit from an assessment through telephone contact.

Feedback from Asian elders

"...my main struggle is in the bathroom. I met the assessors at a display held at the surgery and I asked about aids...they said they could send someone to assess me. S. was just wonderful...so much help and full of kindness and advice. She took time to explain everything ..."

"...to record my appreciation of S courtesy and professional expertise with which she carried out the assessment, taking trouble to explain help available to ease daily life..."

Other Achievements

During the year we visited 15 groups/clubs and other organisations to promote Falls Prevention awareness and Age Concern Waltham Forest's services.

"....thank you. The residents were very pleased with the aids and information you gave them yesterday.....We now feel fully assured there is always help at hand...."

We also held an information stall at one of the surgeries on 'Flu Jab day' to promote Case Finding and offer information and advice.

Working in partnership with the Crime Prevention Team, there were 3 showings across the borough of 'Ma Kelly's Doorstep', this is a production of how to beat 'Bogus Callers' and is available to view in our website – www.ageconcernwf.org.uk

We also assisted at the annual 'Summer & Winter Crime Prevention Weeks' which takes the Metropolitan Police Bus to various venues to advise on personal & home security.

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@ageconcernwf.org.uk



Handyperson

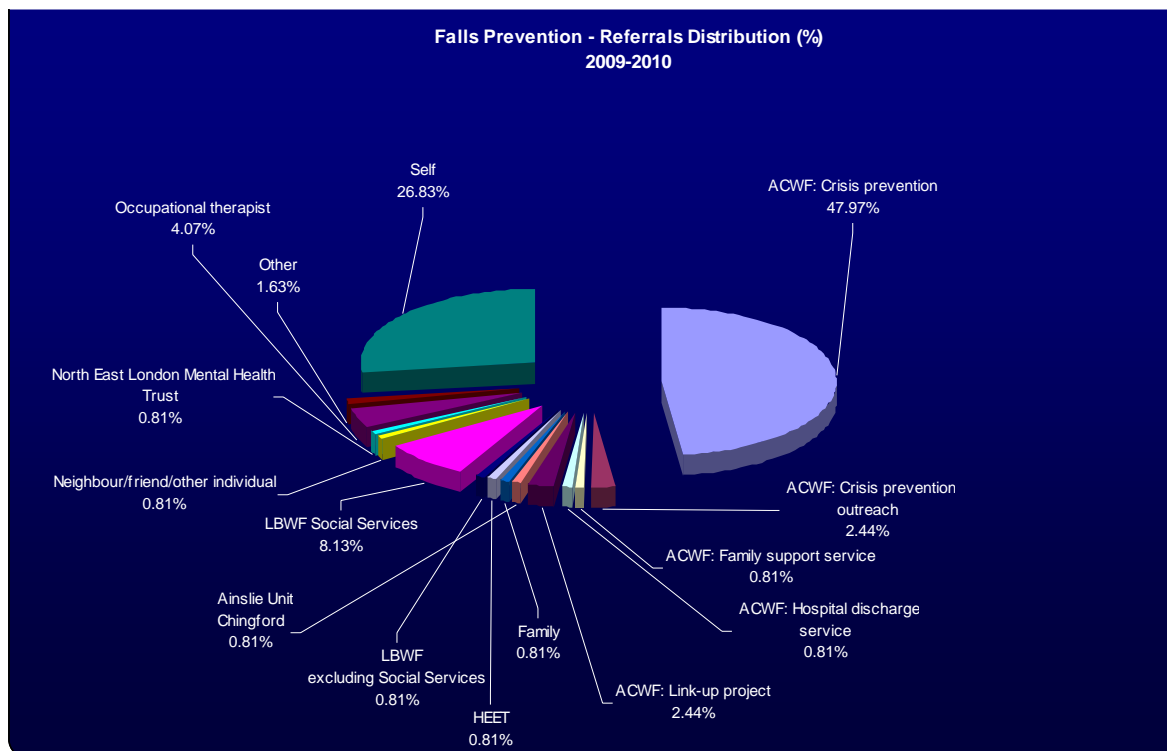
From April 2009 to March 2010, 123 referrals were made through the handyperson scheme. This was a 24.54% reduction from the previous year as funding was limited and people were encouraged to pay where at all possible.

Many more people contacted the handyperson directly for work they are able to fund themselves.

Feedback from older people:

"R did a wonderful job...prompt, efficient and friendly and at short notice"

"...very able handyman....putting up shelves, repairing flooring and installing a cabinet around the boiler and pipes...We admire his efficiency, honesty and respectfulness..."



For further information please contact:

Chris Bateson

Leader: Crisis Prevention

Waltham Forest Older People's Development Programme and Falls Collaborative

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Fax: 020 8558 0383

E-mail: c.bateson@ageconcernwfm.org.uk



ACWF Crisis Prevention (Case Finding & Falls Prevention) Team, 2009-2010

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

WALTHAM FOREST WELLCOMM

In September 2009 the Waltham Forest Older People's Voluntary Sector Partnership changed its name to the Waltham Forest WellComm and membership was extended. By 31st March 2010 the Waltham Forest WellComm had a membership of 49 organisations / groups and further applications are being processed.

Aims of the service

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

Outcomes of the service

In the 6 month that Waltham Forest WellComm has been operational, it had a number of successes and initiatives, which include the launch of WellComm on the 10/3/2010 at the Chingford Assembly Hall with many of the groups/ organisation providing information stalls and activities for older adults

By March 2010 a total of 54 older adults have been referred or signposted to services and a total of 1858 leaflets has been distributed to groups/ organisations and/ or older adults.

The WellComm Website has been designed and aiming to be operational by mid 2010.

The Waltham Forest Wellbeing Forum has been set up and regular meetings are being held to discuss current local issues.

A number of joined up activities have been facilitated, for example;

- The Barbican Arts Group and the Rainbow Project did 3 sessions of Sketch classes in Baytree House, which is sheltered accommodation. Residents enjoyed the project and 3 residents from Nicholson Court took also part. The art sessions were so well perceived that the organisers looking at funding opportunities to continue this work
- The Good Life Club and the Afro Caribbean Elder Association took part in a Community workshop in October 2009 looking at Cinemas in Waltham Forest. A total of 7 sessions were facilitated by Penny Cliff and a display was created at the end of the sessions to showcase the work.
- The Big Blue Fence (Fence from the Olympic site) was exhibited in the local Libraries.
- Willowfield School pupils and WF Crest worked on a history project together. The pupils visited the group and interviewed the older adults about experiences of the World War 2 and the Cold War. The project was immensely enjoyed by both the pupils and older people.
- Humanities for All collected 90 non perishable hampers for distribution to older adults. The Hampers have been distributed among socially isolated older adults across the WellComm groups and sheltered accommodations.

Waltham Forest WellComm has also started fundraising and has initiated a jewellery fundraising campaign and by the end of March 2010 a total of £49 pound has been raised. This initiative is ongoing and more opportunities will be explored to fundraise.

Also a recruitment advert for volunteers to support local groups has been started and a total of 54 applications have been send out, with 20 being returned and up to date 16 volunteers have been placed.

Plans for the future

During the financial year of 2010/11 every effort will be made to increase the membership of WellComm and increase numbers of referrals and mail out of leaflets. New opportunities will be sought and explored to further the development of Waltham Forest WellComm and support older adults in Waltham Forest.

For more information please contact:

Gabriele Jerome

Programm Co-ordinator

Tel.: 0208 539 8356

Fax: 0208 558 0383

Monday to Thursday 9am to 4.30pm and Fridays 9.30am to 5 pm

E-Mail: g.jerome@ageconcernwfm.org.uk

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 easy found in an emergency. Bottles are distributed to individuals, to local groups and at open days and other events.

In 2009-2010, 900 Message in a Bottle were distributed to people in Waltham Forest. A total of 13,116 bottles have been distributed since the scheme began.

For further details please contact

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Christmas Hampers 2009

For 3 years Age Concern Waltham Forest and Willowfield School in Walthamstow have been working together to deliver Christmas hampers to older people within Waltham Forest.

This year we concentrated on delivery to vulnerable older people who were isolated and had no family. We worked with the Walthamstow Blind Club, ACWF Family Support Project, and Contact the Elderly.

A total of 45 Christmas Hampers were distributed across the projects.

BALANCE CLASSES

Balance Classes 2009 - 2010

One significant problem of old age is loss of independence. Reducing the risk of falls, exercising regularly and attaining a reasonable degree of physical fitness would help an older person meet the demands of their daily routine.

In order to encourage older people to take part in exercise programmes, Age Concern Waltham Forest, in partnership with the Waltham Forest Primary Care Trust has funded a number of classes throughout the Borough. Tai Chi and gentle exercise to music classes originally began in 2002 as part of the Healthy Ageing Programme and now run in 11 venues in different parts of the Borough.

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 and helped to lower blood pressure.

During last year there were 6344 attendances at the classes

Statistical Returns	2009 to 2010
Number of classes	459
Attendees	6344
Male	1008
Female	5336
White British	3971
Asian/Asian British	605
Afro-Caribbean	1079
Other Ethnic Group	689

Some comments from Participants:

I look forward to the classes each week

Since starting regular exercise my back is more flexible and, therefore, health in general has improved.

Tai Chi has done a lot for me. I feel more confident and stronger in mind and body

Waltham Forest Balance/Exercise Classes: Evaluation 2009 – 2010 — Please see next page

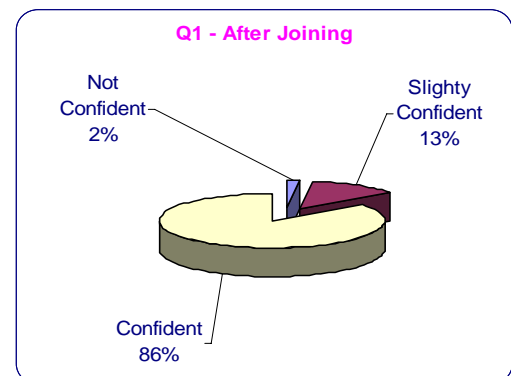
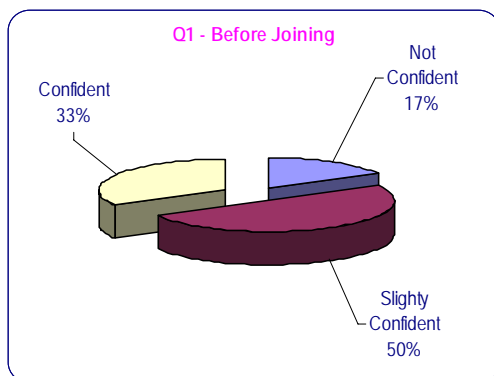


Waltham Forest Balance/Exercise Classes: Evaluation 2009 – 2010

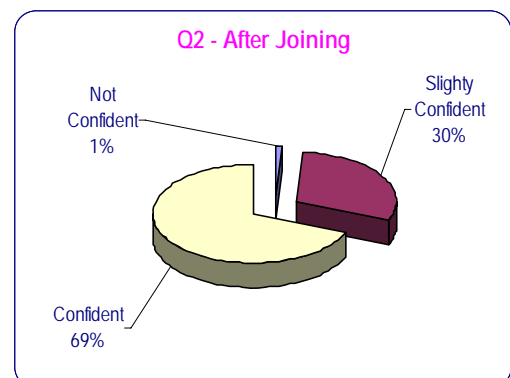
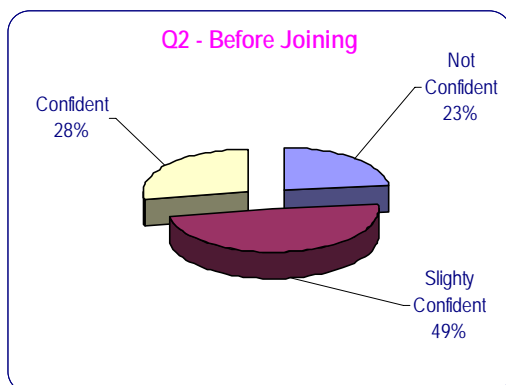
To evidence that exercise helps people stay steady on their feet in later years, when diminished balance can put older adults at risk for falls, Age Concern Waltham Forest undertook a survey in 11 Venues administered by ACWF across the Borough. The survey consisted of 7 questions, measuring before and after joining the balance classes.

Here are the results of the evaluation:

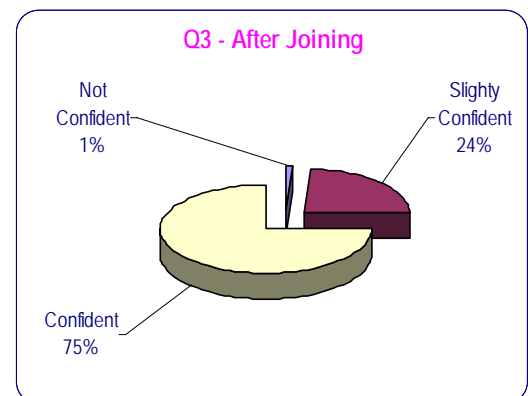
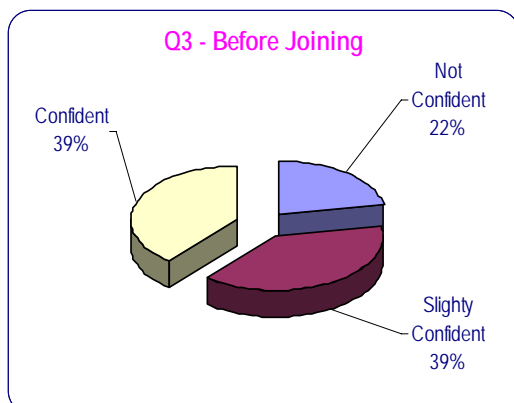
1. How confident are you that you can get up out of a chair without losing your balance?



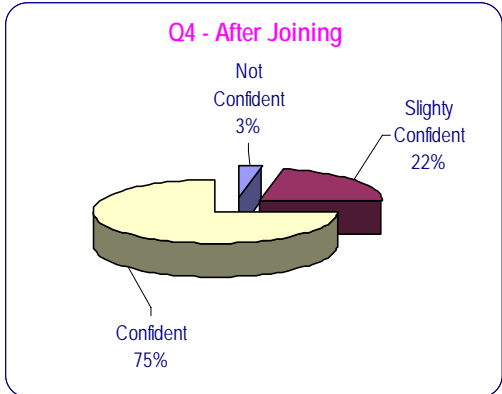
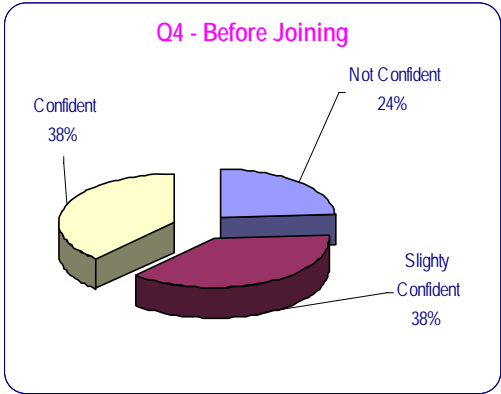
2. How confident are you that you can pick something up off the floor without losing your balance?



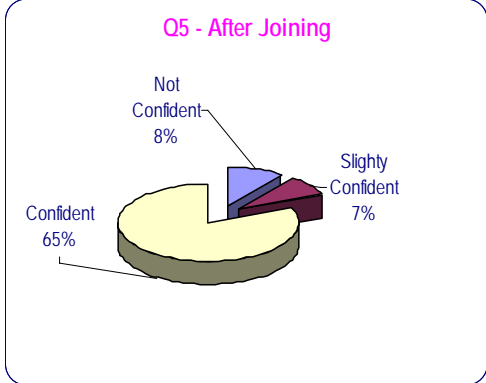
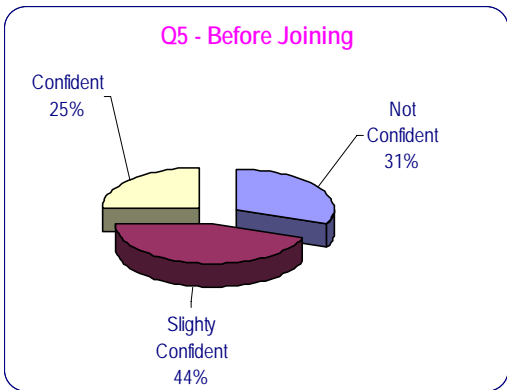
3. How confident are you that you can stand with your walking aid for about 5 minutes without losing your balance?



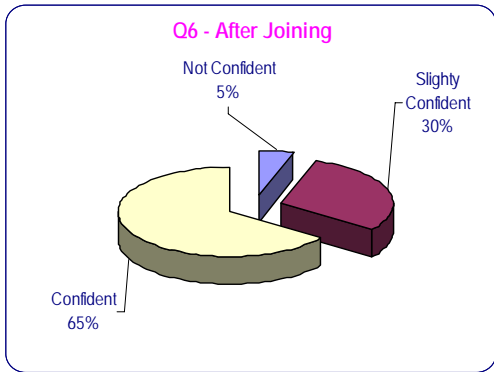
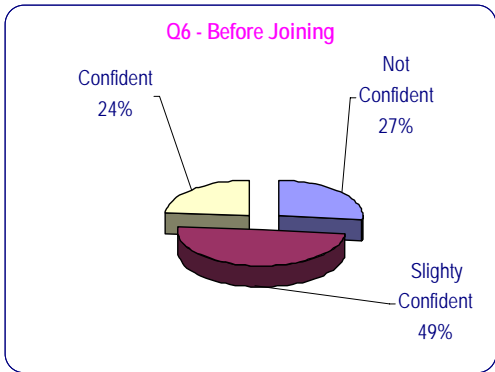
4. How confident are you that you can walk for about ten yards using your walking aid without losing your balance?



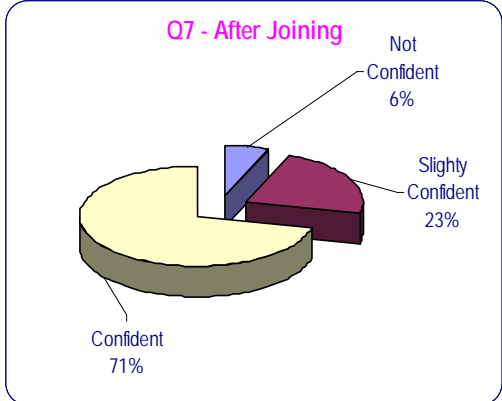
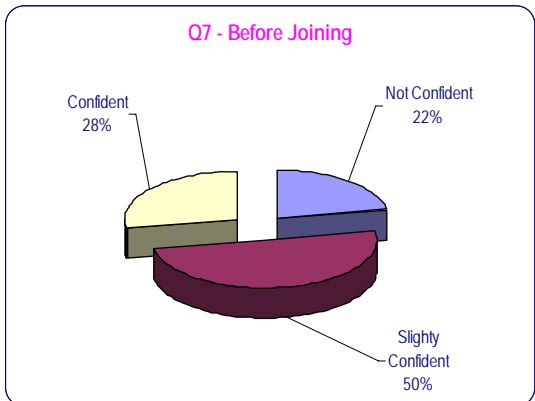
5. How confident are you that you can walk over an uneven pavement without losing your balance using your walking aid if necessary?



6. How confident are you that you can go down stairs indoors without losing your balance?



7. How confident are you that you can go upstairs without losing your balance?



Other comments received from respondents:

- My shoulder and knee pain gets better after joining exercises class.
- I have arthritis. After coming to exercise I feel much better.
- Excellent teacher and thank you for the exercise, please don't take them away from us.
- This exercise class has really done a lot of good for me, I always look forward to it.
- My breathing is better and my balance is better even though I have had a hip replacement, and my blood pressure has improved.
- I have ME and one of my symptoms is balance problems, I can not stand unsupported for more than a few minutes – I need to be in contact with a support. When I focus on Tai Chi I can maintain my balance, the deeper aspects of Tai Chi have helped me cope with my limited energy and the way I tackle tasks.

Emma Tozer

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Waltham Forest **NHS**
Primary Care Trust

Silver Surfers' in Partnership with the Library Service

This project started in April 2008 as a 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, 20 courses have been run and a total of 167 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.

Other achievements of the Healthy Ageing Programme

The annual fundraising initiative in conjunction with Innocent Drinks for raising awareness of keeping warm in winter by knitting little hats for Smoothie drinks and Warmers for Veg Pots raised over £760. ACWF would like to thank all those people that took part.

Emma Tozer

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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 supporting them to access the community independently and to provide emotional support.

Volunteer Home Visiting Service

We have 43 volunteers providing weekly visits to housebound, isolated older adults in the community. However, the demands for this service continues to rise and we are always in need of more volunteers to come forward.

Training/Induction has been schedule to take place for all Volunteers again in October/November 2010.

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. We intend to increase the numbers of groups from four to six from 2011.



*Top row left to right: Amy Ridout & Dorothy Rumble, Pearl Carter & Unaisha Khan
Lower Row: Elsie Tinsley & Abdulsattar Saifullah, Doris Paterson & Magdalena Joseph*

Marie Lenihan
Link-Up Co-ordinator
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Waltham Forest **NHS**
Primary Care Trust

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
- Prevent early re-admission
- Assist with practical tasks
- Promote the older adults independence
- Address any concerns an older person might have
- Signpost to services where necessary

The annual target of the Welcome Home Service was to visit 140 older adults upon discharge from hospital. The service achieved 148 referrals in 09/10. 106% of annual target achieved.

We intend to continue our promotion of all the Hospital Discharge services throughout 10/11 as staff are changing all the time at Whipps Cross. We are confident that this will ensure as many older patients as possible are able to make use of our services.

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, 99 was achieved. 66% of annual target. This year has seen reduced ACWF staffing levels in Whipps Cross Hospital Discharge Lounge and wards, coupled with the constant changeover of nursing staff in A&E and the EMC units who have been 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. As a result of this, we have now extended the Escorted Discharge service to patients going home from wards and we are confident that this will result in a much greater take up over the coming year. Whipps Cross believe that this service is very valuable in preventing unnecessary re-admissions, but needed a change of emphasis.

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.

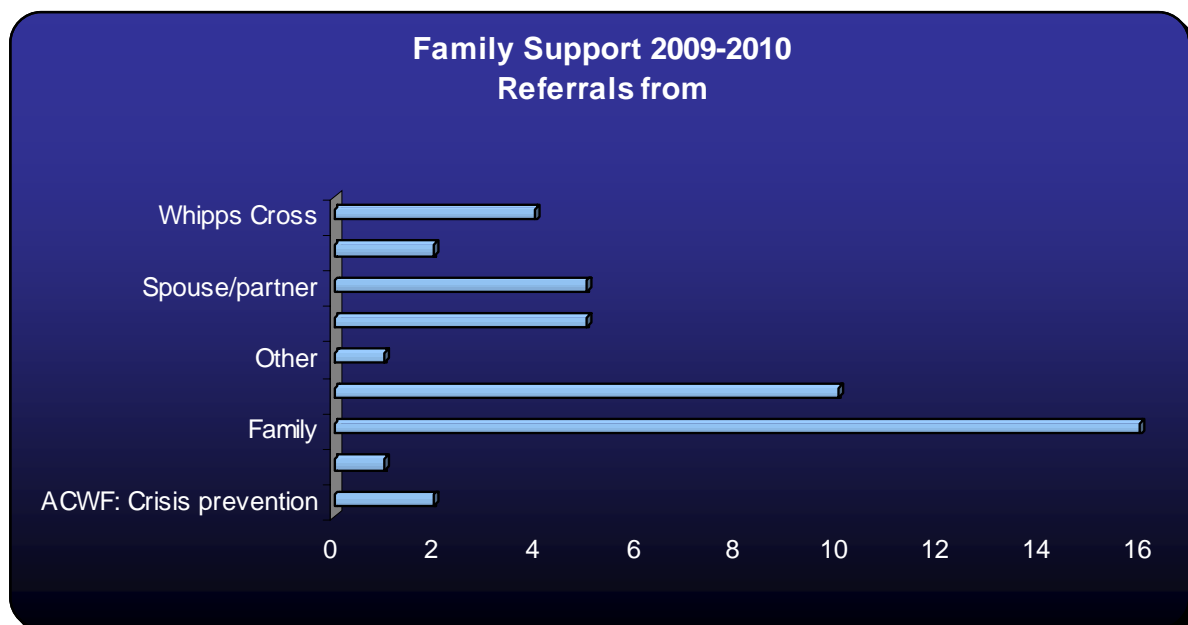
It also provides support, information, advice and advocacy on the move into residential/nursing care and supported living.

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 where transport is 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 2009/10 we provided 56 clients and families with information on long term care, sheltered and assisted housing, on a face-to-face basis and by telephone. We have only been able to record telephone advice accurately on computer in the last few months and therefore we would expect to see a considerable increase in the numbers of clients provided with information/advice going forward.

We assisted with 24 moves into care/nursing homes, with another 4 which were pending a move. Numbers this year have considerably reduced, but cases are becoming more complex and time consuming as clients/families appeal NHS and Social Services decisions not to offer continuing care, or long term placements. The numbers also reflect the local authority's policy to shift away from residential care to "person centred" care in the community and the move towards Personalisation. Advice around the provision of suitable care packages to support clients being sent home from hospital continues to increase and we anticipate this trend will be ongoing. During the first quarter of 2010 we supported and advised on 4 appeals re long term care/continuing care and 7 clients/families were assisted with the provision of adequate/suitable care packages to support them on leaving hospital.

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

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

For more information on all these services please contact

Paula Nigliazzo

Tel. 020 8558 0455

Fax: 020 8558 0383

E-mail: paulan@ageconcernwff.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.

To find out more, telephone Paula on 020 8558 0455 or email: paulan@ageconcernwff.org.uk

Visit our website www.ageconcernwff.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.



Home Support Service Pilot April 09 – March 10 (Age Concern Waltham Forest in partnership with Partnership of East London Co-operatives Ltd - PELC)

Home Support Service

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

Its purpose was to provide weekly person-centred visits for companionship and practical assistance (excluding personal care) to those living with a long term condition. It also provided 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 was by referral from PELC's two community matrons. However, anyone could refer to the Long Term Conditions service (which may have made 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 particularly 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.

24 users received regular 2 hourly visits each week, providing companionship, practical support, out-ings, shopping and respite to carers and 2 users received an adhoc service, amounting to 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 1st June 2009 we launched the service for paying clients in Waltham Forest.

From 1st April 2010 the service has been wholly self-supporting financially as no more funding was available from PELC.

13 ex PELC clients have now become paying clients, as well as approximately 25 new clients and we are providing in excess of 60 hours per week support, with the numbers growing steady.

We are looking forward to a successful year ahead serving the people of Waltham Forest.

The service provides: shopping, collection of pensions and prescriptions, paying bills, assistance in dealing with official documents/mail, housework/spring cleaning, changing curtains/bedding, laundry, confidence building, including escorting clients on short outings, escort to Doctor's and hospital appointments, preparing meals, companionship and respite for carers.

We currently do not provide any Personal Care.

Continuity of support worker is extremely important in building friendship and trust into the delivery of the service.

For more information on all these services please contact

Paula Nigliazzo

Tel. 020 8558 0455

Fax: 020 8558 0383

E-mail: paulan@ageconcernwfm.org.uk

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 3000 unique visits each month and is increasingly the first port of call for people looking for information about us and our services.

In 2009 the WFOP Collaborative site merged with the ACWF site as partnership plan for development of a transformation website. During this period ACWF also developed 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.

Further information from:

ACWF Website & Information

Tel. 020 8558 5512

Fax. 020 8558 0383

E-Mail: info@ageconcernwfm.org.uk

RAISING FUNDS FOR THE CHARITY'S WORK 2009-2010

Trading

Age Concern Waltham Forest Trading continues to serve older adults by offering them a range of high quality services and by giving them enough information to be able to make an informed decision regarding our products and services. Last year was both a difficult and exciting time for Trading with the effects of the recession and significant change for the wider charity and for our own business.

Household

This year we sold 65 policies and renewed 867 which generated commission of £15,609. 41

Motor Insurance

Despite facing stiff competition again, we have still been able to achieve new business this year. We renewed 83 motor insurance policies and sold 25 new policies and achieved £1049.78 commission.

Motor Breakdown

We sold 9 policies and renewed 21 this year and earned £165.84 commission.

Travel

We sold 83 new policies and renewed 25 and generated £921.78 commission. This is on par with last year's figures.

Funeral Plan

This year we sold 55 new policies and earned commission of £1824.24

Visit our website

www.ageconcernwfm.org.uk

[Donate online now](#)



Utilities (Electric & Gas)

Due to tough competition, it has been difficult to provide a competitive service for our customers. We have still managed to achieve £2252.50 commission by selling 46 gas and 42 electric policies and renewing 412 electric and 373 gas policies.

Aid Call

We sold 17 this year and earned £260.00 commission.

Gaming (Lottery)

We performed well this and earned £1607.32 commission and saw 109 new customers join our lottery.

Charity Flowers

We sold 7 giving us a commission of £9.67.

Aims

The last year has been action packed in terms of planning the launch of the new national brand and one of the toughest year's we have been through for some time and we still have some way to go to make up the losses we have suffered. As we begin the new financial year, we look forward to even more challenges and initiatives in our Trading and sales activities. A key challenge will be embedding the new sales structure and meeting our goals.

Impact

Without a doubt, the national branch launch has had a huge positive impact on the public which generated an exceptional number of enquiries. We will aim to achieve the best sales figures this coming year with the growth of customer interest and as positive customer experiences continue to improve.

Plan for the future

We will continue to deliver and build upon our excellent customer services in order to maintain and improve profitable growth. We will achieve this through robust marketing and promotion to increase customer awareness and by organising more events outlining our products and services. We will increase our visits to sheltered homes, day centres, and provide merchandising information packs to customers via local community venues and events.

Aslam Syyed

Trading Co-ordinator

Telephone 020 8520 9919

Email: trading@ageconcernwf.org.uk

SUPPORT ACWF

Donate Online

If you would like to make a donation online, please go to our website www.ageconcernwf.org.uk and click on "Support Us" and then click on the "Donate Online Now" button

You could also help raise funds for Age Concern Waltham Forest

Just Giving make it easy to help us raise funds to assist us in our work amongst the elderly and vulnerable in Waltham Forest. Or you can donate via **Just Giving**. For further information please visit our website.

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@ageconcernwf.org.uk

GRANTS FOR COMMUNITY ACTIVITIES

The Health and Social Care Grants Scheme 2009/10

In 2009/2010 the London Borough of Waltham Forest provided £19,241 for grants to members of the Waltham Forest WellComm. Remaining funds of £ 6,955 from the previous financial year were added, making the total funds available for allocation £ 26,196. Grant priorities for 2009/2010 were to fund / or part fund a service that aims to meet the following criteria;

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
- getting together across cultures

OR

b) purchase of ICT equipment (computer, printer e.g.) or/and broadband link to enable information giving using ACWF Website and other websites.

OR

c) Purchase of Liability Insurance

Health and Social Care Grant awarded	Amount awarded	Purpose of Grant
Arabic Speaking Women's Association	£3,000	Cooking/ Arts & Craft
Fifty Plus Asian Elderly Group	£2,340	Exercise and Health workshops
Pakistani Women's Welfare Association	£1,900	Exercise and Health workshops
Whittingham Roots and Shoots	£1,300	Gardening show
WF Asian Disabled Association	£1,530	Exercise and Health workshops
Chakwal PAK Welfare Association	£1,860	Social Activities
Highams Park 60+	£560	Social Activities
WF Gujarati Mandal	£1,865	Exercise and Health workshops
Total	£14,355	

Monies remaining will be carried forward for allocation in 2010/2011.

Gabriele Jerome

Tel.: 0208 539 8356

E-Mail: g.jerome@ageconcernwfm.org.uk

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.ageconcernwfm.org.uk

amazon

Get your books
and stuff from
amazon ...

And help Age
Concern Waltham
Forest too

VOLUNTEER AWARDS

Long Service Awards 2008/2009

2 Years

Lucille Onyema
Melissa Waters

Project

Link Up
Link Up

5 Years

Christine Adams
Valerie Codling
Abdulsattar Saifullah

Project

Link Up
Link Up
Link Up

10 Years

Marian Bedding

Project

Intergenerational

Volunteer Awards

Dolly Skinner
Raja Akhtar
Joan Hales
Silma Cobham
Mohammad Khan

Project

Age Concern Waltham Forest
Senior Citizens Asian Group
60+ Keep Fit Club
African Women's Development Centre
Asian Elders Services

Sessional Staff Awards

Dawn Dobson
Sylvia Hearn

Project

Home Support Service
Link Up

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. 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



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

STATEMENT OF FINANCIAL ACTIVITIES

Year to 31 March 2010

	Notes	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Income and expenditure					
Incoming resources					
Incoming resources from generated funds					
. Voluntary income	1	14,656	64,151	78,807	79,178
. Activities for generating funds	2	29,487	—	29,487	28,819
. Interest receivable		614	—	614	2,025
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	659,587	—	659,587	619,028
Other incoming resources		2,411	—	2,411	1,275
Total incoming resources		706,755	64,151	770,906	730,325
Resources expended					
Cost of generating funds					
. Cost of generating voluntary income	4	39,085	—	39,085	29,969
. Fundraising trading: cost of goods sold and other costs	5	21,716	—	21,716	15,556
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	7	642,219	31,625	673,844	614,637
Governance costs	9	10,023	—	10,023	13,127
Total resources expended		713,043	31,625	744,668	673,289
Net (outgoing) incoming resources before transfers		(6,288)	32,526	26,238	57,036
Transfers between funds	18	17,570	(17,570)	—	—
Net movement in funds i.e. net income	11	11,282	14,956	26,238	57,036
Fund balances brought forward at 1 April 2009		151,843	39,527	191,370	134,334
Fund balances carried forward at 31 March 2010		163,125	54,483	217,608	191,370

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 23/07/2009, 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 25)

BALANCE SHEET

At 31 March 2010

	Notes	2010 £	2010 £	2009 £	2009 £
Fixed assets					
Tangible assets	14		1,675		2,693
Investments	15		2		2
			<u>1,677</u>		<u>2,695</u>
Current assets					
Debtors	16	9,257		3,575	
Cash at bank and in hand		<u>247,698</u>		<u>238,646</u>	
		256,955		242,221	
Creditors: amounts falling due within one year	17	(41,024)		(53,546)	
Net current assets			<u>215,931</u>		<u>188,675</u>
Total net assets			<u>217,608</u>		<u>191,370</u>
Represented by:					
Funds and reserves					
Income funds					
. Restricted funds	18		54,483		39,527
. General funds			<u>163,125</u>		<u>151,843</u>
			<u>217,608</u>		<u>191,370</u>

Approved by the Trustees
and signed on their behalf by:


Trustee

Approved on: 26-7-10

(Continued from page 24)

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

We have examined the summarised financial information set out on pages 24 and 25.

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 24 and 25 is consistent with the full financial statements and the trustees' annual report of Age Concern Waltham Forest for the year ended 31 March 2010.

Buzzacott LLP, 12 New Fetter Lane, London EC4A 1AG.

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.

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

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

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. There are 23,700 older adults in the Borough.

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.

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

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)

*Members of Waltham Forest WellComm are automatically eligible for membership of
Age Concern Waltham Forest*

For an application form please contact:

**The Chief Executive
Age Concern Waltham Forest**

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

Tel. 020 8558 5512

Fax: 020 8558 0383

Email info@ageconcernwf.org.uk

Website www.ageconcernwf.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, is privileged to and consults with older adults from across the diverse community of Waltham Forest



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