

Annual Report 2010 –2011

Age UK Waltham Forest



Age UK Waltham Forest

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(Co-optee)

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Age UK Waltham Forest Annual Report 2010 - 2011

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CHIEF EXECUTIVE'S MESSAGE

Age UK Waltham Forest (previously Age Concern Waltham Forest) has continued to provide high quality services despite uncertainty throughout the year about future funding for any of the contracted work we undertake. I thank all staff and volunteers for their high level of commitment to the organisation and older people in the borough during this period.

Board Members and staff continue to work hard to ensure Age UK Waltham Forest can continue to provide help and support to older adults in Waltham Forest and to represent their needs in future years.

We are profoundly thankful to have been awarded a grant from the Government's Transition Fund, delivered on behalf of the Government by the BIG Fund, the non-Lottery funding arm of the Big Lottery Fund to enable us to reposition the organisation for the future.

We believe passionately about the unique and valuable work of the local voluntary sector and will work with local partners to ensure this work can continue.

Sheena Dunbar
Chief Executive

CHAIR'S REPORT

The year has been a very difficult time for the Board and for members of staff.

Waltham Forest Council has decommissioned all services previously provided by Age UK Waltham Forest. This has meant staff redundancies and reduced salaries and conditions of employment for those remaining.

Nevertheless we have taken steps to ensure the organisation's survival and to uphold the high standards of those services that we can offer to older people in the borough.

We have, and will continue to, cooperate with local voluntary organisations for the good of our community.

May I take this opportunity to thank all Age UK Waltham Forest volunteers for helping their fellow human beings in so many ways.

Jeff Blay
Chair

Front cover: Station Rd. Chingford

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 Social Services department. 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 once weekly session, at Peterhouse, which has made the sessions very accessible. These sessions are available for Asian language speakers.

We extended the Information and Advice service to Whipps Cross Hospital in February 2002. We have received 165 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.

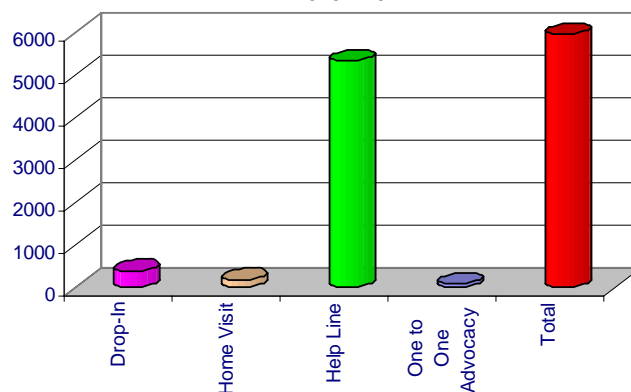
June / July	Carers Benefit
August / September	Attendance Allowance and Disability Living Allowance
October / November	Help with heating costs
December / January	Help with health costs
February / March	Managing your money

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 5165 people on a variety of issues which affect them and their carers.

In the coming year we hope to continue to provide information and advice. This is dependent on the recruitment of more volunteers.

Information and Advice Services Provided 2010—2011



Summary	Total
Drop-In	376
Home Visit	170
Help Line	5353
One to One Advocacy	64
Total	5963

This service was decommissioned in April 2011

Ghulam Minhas

Leader Advocacy and Information Services

Tel: 020 8558 5512

Fax: 020 5225 0383

Email: g.minhas@ageukwalthamforest.org.uk



Advocacy Service

This service is funded by the London Borough of Waltham Forest Social Services department. 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 409 (self help) and 64 (One to One sessions).

This service was decommissioned in April 2011

Ghulam Minhas

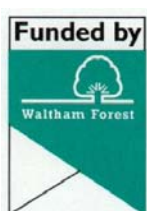
Leader Advocacy and Information Services
Tel 020 8558 5512 Fax 020 5225 0383
Email g.minhas@ageukwalthamforest.org.uk

409 older were provided with
group self-advocacy sessions
(last year 394)

64 older adults received
one-to-one advocacy
(last year 87)

9,196 older adults and local
organisations were provided
with information and advice
(last year 7,318)

170 advocacy home visits
were made
(187 last year)



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 Sherbrook Postal questionnaire (Herbert et al, 1996). The programme focuses initially on GP's lists of patients aged 65 and over.

Achievements

Continues to be successful in 2010-2011, 1,896 questionnaires have been sent out, an increase of 5.17 % from the previous year.

Feedback from older people (Case Finding)

"we are very pleased with the rail you put on our drive...we can hold onto it and prevent us from falling...."

"Thanks for arranging the installation of rails... with such speed and efficiency"

"..... thank you for your help and courteous attention to my problems..... I am very pleased and thankful to say that your suggestions re a toilet seat and bath step were followed up promptly two days after the assessment...."

Asian Speaking Assessor

We continue to try and reach the Asian Communities through our outreach work. 60 Assessments were carried out, an increase of 95.0 %

Feedback from Asian Elders

"the assessor was just wonderful, she gave me so much help and was full of kindness and advice"

Statistical Returns - Case Finding (April-March)							
2010-2011	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	Total
Total questionnaires sent out	1239	1142	1206	1467	1798	1896	8748
Total questionnaires returned	505	497	499	734	831	935	4001
Falls 01 (fallers)	17	35	29	36	67	71	255
Falls 02 (at risk of falls)	82	120	126	140	215	244	927
Functional decline	46	74	79	84	142	156	581
Continence	47	62	51	54	75	94	383
Memory	89	104	89	110	193	240	825
Depression	21	20	13	15	24	18	111
Social interaction	175	186	174	221	333	329	1418
Total conditions identified	477	601	561	660	1049	1152	4500
Assessment carried out	168	314	309	339	293	442	1865
Percentage of OP sent questionnaires (of total population)							29.00
Percentage of OP referred for single assessment							10.00

Other Achievements

Students

During this year we have offered work experience to 6 students from Sir George Monoux 6th Form College and Kelmscott Secondary School. We offer a wide experience of work to these students with contact to the older people of Waltham Forest.

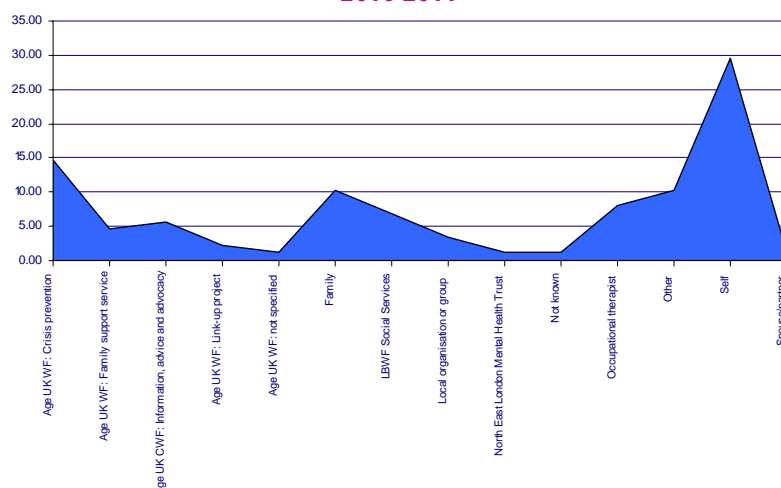
Talks/Presentations

12 talks to various groups/statutory bodies about our services /and or falls prevention.

Feedback from a group

"thank you for coming toEveryone enjoyed your visit and found the information absolutely brilliant. Many folk felt you pitched the talk just right....."

Case Finding: Referrals from (%)
2010-2011



442 overview single assessments have been made
(last year 293)

Events

We have had stalls at various events promoting the work of Age UK Waltham Forest with MacMillan Services and 4 Patient Safety Days at Whipps Cross Hospital

3 Fuel Poverty events were held across the borough.

As part of our Crime Prevention work we assisted at summer and winter events across the Borough raising awareness to the people of Waltham Forest.

For further information please contact:

Chris Bateson
Leader: Crisis Prevention

Tele: 020 8558 8716

Fax: 020 8558 0383

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1,896 Cardiff-Newport
Questionnaires were
distributed in 2010 and
appropriate referrals
made and information
provided
(last year 1798)

Conditions Identified Through Case Finding

Continence	94
Depression	18
Falls	71
Falls Risk	244
Functional Decline	156

Handyperson

In 2010 – 2011 64 referrals were made to the handyperson for people who needed small home maintenance work carried out but were unable to pay.

We continue to encourage people to pay for this work wherever possible.

4 patient safety days were held at Whipps Cross Hospital and a 'Get Up and Go' event was held during Falls Prevention Week promoting a wide range of physical activities.

Feedback from older people

*"thank you for your help in getting mum's
heating working. I'm very grateful."*

For further information please contact:

Chris Bateson
Lead: Crisis Prevention

Tele: 020 8558 8716

Fax: 0208 558 0383

E-mail c.bateson@ageukwalthamforest.org.uk

Falls Prevention Referrals Distribution (%) 2010-2011

Referral From	Total
Age UK : Crisis prevention	29.69
Age UK WF: Information, advice and advocacy	1.56
Age UK WF: Link-up project	12.50
Family	4.69
GP/Health professional	1.56
HEET	1.56
LBWF Social Services	10.94
North East London Mental Health Trust	1.56
Occupational therapist	14.06
Self	21.88
Total	100.00

67 older people have
received a free handyperson
services (last year 123);
older people able to pay also
received this service

wfWellComm

In 2010/11 wfWellComm increased its membership to 53 organisations/ groups and has gone from strength to strength.

Aims of the service

wfWellComm is committed to an inclusive and vibrant civil society and 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

During the last financial year wfWellComm has had a number of initiatives and successes. 3467 leaflets have been distributed to organisations/ groups and or older adults.

The wfWellComm website was opened and has had 1000 hits in the last financial year.

wfWellComm continued to participate in a number of consultation events and initiatives throughout the year and these included;

- Age UK Consultation with a Difference (how to consult)
- Cut Cake not Care
- Carers Focus Groups
- Health Commission Surgeries
- Healthy Living Questionnaires
- Older Carers Campaign
- Women's Health Promotion
- Mental Health Awareness

Some wfWellComm groups participated in a national Age UK photo shoot. One group has subsequently featured in the Age UK publication 'Promoting Mental Health and Well-being in Later Life'.

Volunteers from wfWellComm groups participated in Readers Groups for the LBWF, while they were reviewing all their strategies to ensure that they were easy to comprehend and written in plain English.

Work continued to be built with local schools. Willowfields School again donated Christmas hampers for older adults in the borough. St. Saviours and Giggles Childcare also donated non perishable items for older adults.

South Grove Primary School donated a hand crafted blanket for an older person.

We were also successful in working with the Christian Hope Church which donated 33 food parcels for older adults.

A special mention has to go to the Connaught Opera who donated 2 free events to wfWellComm to entertain older adults and give them a memorable experience.

Fundraising

wfWellComm participated in a number of fundraising activities such as Jewellery and Coin collection and Bobble day and raised £370.

Message in the Bottle

The Message in a Bottle scheme was launched in 2003. A simple idea designed for older people living on their own to keep their basic Information and medical details on a standard form and in a common location where it can be easily found by emergency services. During 2010/11 a further 287 Message in the Bottle has been distributed, bringing the total to 13403.

Citizenship Project

In 2010 Age UK Waltham Forest secured a grant enabling us to set up the Citizenship Project from Lloyds TSB – Foundation for England & Wales to recruit volunteers for wfWellComm members and to support older people to be involved in consultations at local, regional and national level.

11 volunteers have been recruited of which 9 volunteer on a regular basis with wfWellComm groups/ organisations. Their remits include empowering people to participate in groups' activities, prevention of social isolation and arranging group activities. The volunteers reach over 130 people on a weekly basis. Another volunteer has been trained to assist with giving older adults information and advice and another to assist older adults with local events and escorting to and from consultation events, ensuring older people are able to participate and their voices are heard.

Older People from wfWellComm and the local community were involved in the consultation event.

Others events include:

- Consultation on the Extra Care Strategy with the LBWF
- WF Joint Carer's Strategy consultation
- WF LINKs consultation
- Know your Pulse Training
- Macmillan Cancer Care

Over 300 older adults participated and benefited from having their voices heard at the consultation events.

Skills for Care Pilot

In the summer of 2010 we were approached by Skills for Care to deliver a pilot training program for voluntary organisations on their 'Common Core Principle in Self Care', related to personalisation. 3 two day training sessions were delivered with 19 people attending and completing the course. Attendees were staff and volunteers from wfWellComm members and feedback was positive. A report on the Skills for Care Pilot is now being prepared for publication.

wfWellComm was decommissioned in April 2011

Gabriele Jerome

E-mail: info@ageukwalthamforest.org.uk

114 referrals have been made to
wfWellComm Members
(last year 54)

3467 leaflets have been distributed to
organisations/ groups and or older adults.

During 2010/11 a further 287 Message in
the Bottle has been distributed, bringing
the total to 13403.

wfWellComm Referrals from

Crisis prevention	5.26
Crisis prevention (outreach)	39.47
Family support service	7.02
Hospital discharge service	2.63
Information, advice and advocacy	2.63
Link-up project	18.42
Ainslie Unit (Chingford)	1.75
Family	9.65
Neighbour/friend/other individual	0.88
Occupational therapist	2.63
Other	0.88
Self	7.89
Whipps Cross: accident and emergency	0.88
Total	100.00

Age UK Waltham Forest
Other

Balance Classes

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 UK Waltham Forest, in partnership with Waltham Forest Council 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.

From April 2010 to February 2011 there were 7083 attendances at the classes

Statistical Returns	April 2010 to February 2011
Number of classes	431
Attendees	7083
Male	911
Female	6125
White British	4700
Asia/Asian British	422
Afro-Caribbean	1370
Other Ethnic Groups	1913

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

7,083 sessions were attended by older adults. These classes were provided in partnership with wfWellComm Members (last year 6,344 attendances at sessions)

Silver Surfers' Partnership

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 UK 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, 25 courses have been run and a total of 268 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.

Age UK Waltham Forest and Waltham Forest Youth Offending Service Partnership

In spring of 2010, Age UK WF and the Waltham Forest Youth Offending Service agreed for the delivery of a pilot programme to teach and enhance the IT skills of people who had already undertaken the Silver Surfers Beginners Computer Course. The pilot course was held at the Youth Offending Service offices in Leytonstone, with young offenders giving one-to-one lessons to the older adults.

The aim of the project extended beyond the transferring of knowledge and served to bridge the gap between generations. In short, the pilot had the following aims:

1. To enhance and expand the participants IT skills;
2. To provide an environment where the interaction between the two generations would reduce the perception of the fear of crime held by older people towards young offenders;
3. That both groups would become more confident in interacting with each other in the daily course of community life.

The pilot was very successful, with the Silver Surfers gaining more IT skills according to their individual needs and an increased level of community cohesion.

Other achievements

Family History Event

As part of Itea and Biscuits week, an Introduction to the World of Family History event took place on 8th October 2010. 65 people attended to hear a presentation given by Else Churchill from the Society of Genealogists. The presentation covered the basics of what skills were required to start building a family tree, what type of records are available and how to use them.

Anyone who wished to research their family tree further after the event could arrange to use the facilities at the Society of Genealogists free of charge. No previous computer experience was necessary as Ashley Young, Community Officer at SoG helped beginners who wanted to start their family tree but have not used the on-line indexes before.

The Big Knit

The annual fundraising initiative in conjunction with Innocent Drinks for raising awareness of keeping warm in winter by knitting little hats for Smoothie drinks raised £1550. Age UK WF would like to thank all those people that took part.

Emma Tozer

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Funded By
City Bridge Trust



Waltham Forest Primary Care Trust

Link-Up

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 38 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 UK 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 increased the numbers of groups from four to six from 2011.

Marie Lenihan

Link-Up Co-ordinator

Tel. 020 8558 3404

E-mail: info@ageukwalthamforest.org.uk

Waltham Forest Primary Care Trust



329 visits have been made to
older people diagnosed with a
terminal illness
(last year 281)

1,728 visits have been made to
isolated/housebound older people
(last year 1,688)

Age UK Waltham Forest provided a range of services for older people being discharged from hospital.

Welcome Home

The Welcome Home Service provided assistance to older adults in the London Borough of Waltham Forest on discharge from Whipps Cross University Hospital. A group of dedicated sessional staff were available to assist an older adult upon discharge from hospital. Staff assisted with shopping, pension and medication collection and practical tasks if necessary. The service provided was a one-off visit to the older adult on the day of discharge, but a second visit could be made if there were 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 and 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 152 referrals in 10/11. 108% of annual target achieved.

This service was decommissioned in April 2011

A&E Escorted Discharge Services

This service provided transport and an escort for older adults in the London Borough of Waltham Forest who were being discharged from Whipps Cross Hospital A&E, the EMC unit and Endoscopy who would normally have been 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, 132 was achieved. 88% of annual target.

This service was decommissioned in April 2011

Family Support Service

The service provided clients and their families/carers, living in Waltham Forest, who were identified as needing residential/nursing care, or supported living, with assistance in making a choice of home. It also provided support, information, advice and advocacy on the move into residential/nursing care and supported living. We arranged escorted visits to view the homes of the client's choice, providing suitable transport, where this was a problem. We also escorted clients between homes and facilitated visits, perhaps where partners were separated and again transport may have been 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 2010/11 we provided 51 recorded clients and families with information on long term care, sheltered and assisted housing, on a face-to-face basis and by telephone.

We assisted with 16 moves into care/nursing homes. Numbers this year have considerably reduced, but cases have become 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.

This service was decommissioned in April 2011.

Paula Nigliazzo

NEED RELIABLE AND CARING HELP AT HOME?



Age UK 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 Monica Paslaru on 020 8558 0455 or email:

m.paslaru@ageukwalthamforest.org.uk

Visit our website

www.ageukwalthamforest.org.uk

Age UK Waltham Forest is a local organisation, founded by and governed by local people to improve the quality of life of older adults in 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 3500 unique visits each month and is increasingly the first port of call for people looking for information about us and our services.

During this period Age UK Waltham Forest 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:

Age UK Waltham Forest Website & Information

Tel. 020 8558 5512

Fax. 020 8558 0383

E-Mail: info@ageukwalthamforest.org.uk

Visit our website

www.ageukwalthamforest.org.uk

TRADING

Age UK Waltham Forest Trading continued 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 throughout the year.

£24,255 was generated through commission for the sale of Insurance, Funeral Plans, Utilities, Aid Call, Charity Flowers and our Lottery. This was a slight decrease from 2009/10 (£25,479) due in part to an office move and staff changes early in the financial year.

Plan for the future

From April 2011, Age UK Waltham Forest ceased trading as a separate entity when we joined a Pan-London trading enterprise which aims to earn more commission to provide funds for the charities work in future years. Age UK Waltham Forest will continue to earn commission from sales of our products in Waltham Forest and one of the 3 London offices is to be located within Waltham Forest.

Christian Antoinette
Trading Co-ordinator

"Please mention Age UK Waltham Forest in your will"

Age UK Waltham Forest is working to improve the quality of life and enhance the status and influence of older people in Waltham Forest.

As a charity we rely upon support and donations from you to carry out our valuable work and help older adults get their voices heard.

Any donation to or mention of **Age UK Waltham Forest** in your will, however small, could make a big difference to our work.

More information is available on our website, or please contact us.

www.ageukwalthamforest.org.uk

FINANCIAL REPORT

This year has seen a reduction in total incoming resources for the Charity to £707,157 (2010 - £770,906). However, tight controls has ensured expenditure has also reduced to £656,997 (2010 - £744,668).

Moreover, all staff agreed to reductions in their salaries, pension contributions and rates of travel expenses in recognition of the financial difficulties being faced by Age UK Waltham Forest and the older people of Waltham Forest.

The revenue generated from our trading services was £24,255 (2010 - £25,479).

The reserves of the charity increased by £50,160. The balance carried forward totalled £267,768 (2010 - £217,608) of which £33,855 (2010 - £54,483) is restricted and £233,913 (2010 - £163,125) is unreserved or general funds.

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

Age UK Waltham Forest ensures sound financial planning, central control and utilisation of resources.

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.

Mohammed Ilyas
Hon. Treasurer



In 2010/2011 the London Borough of Waltham Forest commissioned grants to members of wfWellComm. Grant priorities for 2010/2011 were to fund / or part fund a service that aims to meet the following criteria:

- a) service or activity that develops new volunteering opportunities through the setting up of an activity or activities that
- encourages Healthy Lifestyles
 - promotes and supports Citizenship
 - prevents isolation of housebound, disabled or frail adults

OR

- b) the development of a new intercultural or intergenerational activity

OR

- c) Payment for CRB checks or for Liability Insurance

Health and Social Care Grant awarded	Amount awarded	Purpose of Grant
60 + Keep Fit Group	1730.00	Keep Fit, Rent
WF Gujarati Mandal	1970.00	Keep Fit, Rent, Insurance
Hydro Forest	2180.00	CRB, liability insurance, Microsystems, rent
Highams Park 60+	420.00	CRB, Liability insurance, Rent
Asia Link Network	2500.00	Activities, coordinator, Project worker, CRB, Liability Insurance
Fifty Plus Elderly Asian Club	2400.00	Keep Fit, Insurance, Health Workshops
Rainbow Project	2500.00	Music activities
Pakistani Women's Welfare Ass	2320.00	Keep Fit, Health Awareness sessions
Afro Caribbean Elder Ass	954.00	Keep Fit, CRB, Insurance
WF Blind Ass	1500.00	Staff, Volunteer cost
Wellspring Wisdom Group	300.00	Boccea set
Total	18774.00	

This scheme was decommissioned in April 2011

Gabriele Jerome

E-mail: info@ageukwalthamforest.org.uk

In November 2010 Age UK staff organised a Christmas Fundraising Ball. Our thanks to the many local businesses who donated prizes. The evening was a huge success and much enjoyed by those who attended. £2282.50 was raised.



We were fortunate in this year to receive many unsolicited donations from both individuals and organisations. A special mention must be Noor UI Islam who made a generation donation towards the development of services for adults with dementia. Moreover, Waltham Forest Housing Association staff raised over £1,500 for Age UK Waltham Forest by 'walking the world'.

Our thanks to all

Recycling Across Generations

Children of South Grove Primary School in Walthamstow handcrafted a blanket from old jumpers and donated it to Olive Twitchett, indentified for the school by Age UK Waltham Forest, (previous Age Concern Waltham Forest) on the 20 October 2010.

Each child worked on a square to go in the blanket and participated in sewing up the blanket.

The Blanket was then handed over to Olive Twitchett who is 90 and partially blind by 6 schoolchildren.

Mrs Twitchett was very pleased with the donation and could not thank the children enough. As a thank you she presented the youngsters with a tin of chocolates.

Many thanks South Grove Primary School

Long Service Awards 2009 / 2010

5 Years

William Borg

Johanna Dowsett

Project

Link Up

Link Up

10 Years

Magdalena Joseph

Imelda Spinner

Project

Link Up

Link Up

Volunteer of the Year

Laila Ismail

Parveen Muzammal

Mohammed E Mayet

Hyacinth Rhooms

Ann Sizer

Patricia Crawford

Project

Arabic Speaking Women's Association

Waltham Forest Disabled Association

Waltham Forest Asian Seniors

Afro-Caribbean Elders Association

Drop In Walthamstow

Parkinson's UK

Sessional Staff Awards

Linda Spillman

Annita Reid

Project

Home Support

Home Support



Pictured on the far right is our gallant Link-Up Volunteer Suzanne Trotter running the Berlin Marathon in September 2010. Suzanne raised over £800 for Age UK Waltham Forest.

Thank You

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 **Five 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 Age UK Waltham Forest 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

Thanks to Students at Heathcote School!

Year 11 students from Heathcote School, in partnership with the Youth Trust, have planned and staged a 'Heathcote Got Talent' show in aid of Age Concern Waltham Forest. The event took place on 20th July and a number of students performed an act on stage for fellow students, teachers and guests. As part of the day a coffee afternoon was held for older adults. It was a fun packed event with Max winning the contest with his rapping 'I can ride my bicycle without handlebars'. A total of £100 was raised for Age UK Waltham Forest.

Many thanks, Heathcote!

Statement of financial activities Year to 31 March 2011

	Notes	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Income and expenditure					
Incoming resources					
Incoming resources from generated funds					
. Voluntary income	1	17,275	42,268	59,543	78,807
. Activities for generating funds	2	29,400	—	29,400	29,487
. Interest receivable		733	—	733	614
Incoming resources from charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	3	615,492	—	615,492	659,587
Other incoming resources		1,989	—	1,989	2,411
Total incoming resources		664,889	42,268	707,157	770,906
Resources expended					
Cost of generating funds					
. Cost of generating voluntary income	4	33,001	—	33,001	39,085
. Fundraising trading: cost of goods sold and other costs	5	21,354	—	21,354	21,716
Charitable activities					
. Improving the lives of older people in the London Borough of Waltham Forest	7	561,521	32,860	594,381	673,844
Governance costs	9	8,261	—	8,261	10,023
Total resources expended		624,137	32,860	656,997	744,668
Net (outgoing) incoming resources before transfers		40,752	9,408	50,160	26,238
Transfers between funds	18	30,036	(30,036)	—	—
Net movement in funds i.e. net income (expenditure)		70,788	(20,628)	50,160	26,238
Fund balances brought forward at 1 April 2010		163,125	54,483	217,608	191,370
Fund balances carried forward at 31 March 2011		233,913	33,855	267,768	217,608

All of the charity's activities during the above two financial periods derived from continuing operations with the exception of the following projects and services, which were all decommissioned from April 2011: Information, Advice and Advocacy; Welcome Home Service; Escorted Discharge; Family Support Service; and Waltham Forest Council Health and Social Care Grants Scheme.

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 18)

Balance sheet 31 March 2011

	Notes	2011 £	2011 £	2010 £	2010 £
Fixed assets					
Tangible assets	14		836		1,675
Investments	15		2		2
			<u>838</u>		<u>1,677</u>
Current assets					
Debtors	16	10,611		9,257	
Cash at bank and in hand		<u>285,183</u>		<u>247,698</u>	
		295,794		256,955	
Creditors: amounts falling due within one year	17	<u>(28,864)</u>		<u>(41,024)</u>	
Net current assets			<u>266,930</u>		<u>215,931</u>
Total net assets			<u>267,768</u>		<u>217,608</u>
Represented by:					
Funds and reserves					
Income funds					
. Restricted funds	18		33,855		54,483
. General funds			<u>233,913</u>		<u>163,125</u>
			<u>267,768</u>		<u>217,608</u>

Signed on behalf of the board of directors by:



Trustee

Age UK Waltham Forest, Company Limited by Guarantee
Registration Number 02334459 (England and Wales)

Approved by the board on: 14 July 2011

Volunteering

Volunteering for Age UK 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 UK WF, please **download** and complete an application form and equal opportunities monitoring form and return them to us. Our website:

www.ageukwalthamforest.org.uk

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

AGE UK WALTHAM FOREST

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

Tel 020 8558 5512 Fax 020 8558 0383

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 UK 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 UK Waltham Forest” and post it to at:

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

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 UK books and other products from Amazon (visit our website)
- donations, large and small
- joining Age UK Waltham Forest
- remembering us in your will
- volunteering.

Would you like to help raise funds for Age UK 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.

If you wish, you can donate to Age UK Waltham Forest via **Just Giving** too. Please go to our website

www.ageukwalthamforest.org.uk

And Click on

DONATE ONLINE NOW

Or



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 UK Waltham Forest**

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

***Members of wfWellComm are automatically eligible for membership of
Age UK Waltham Forest***

For an application form please contact:

**The Chief Executive
Age UK Waltham Forest**

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

Tel. 020 8558 5512

Fax: 020 8558 0383

Email info@ageukwalthamforest.org.uk

Website www.ageukwalthamforest.org.uk

Age UK 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 UK Waltham Forest is an equal opportunities organisation, is privileged to and consults with older adults from across the diverse community of Waltham Forest.

