



Annual Report 2011-2012



Age UK Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2011 - March 2012

Jeffrey Blay
Chair

Nick Tiratsoo
Vice Chair

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Mohammad Ilyas
Hon. Treasurer

Yvonne O'Sullivan

Afzal Malik

Jean Williams
Co-optee



CHIEF EXECUTIVE & COMPANY SECRETARY: Sheena Scott Dunbar

SOLICITORS: Arthur Mullinger,
Edward Duthie Solicitors, 9/15 York Road,
London, IG1 3AD

AUDITORS: Buzzacott LLP , 12 Fetter Lane,
London, EC4 1AG

BANKERS: CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill,
West Malling, Kent ME19 4JQ

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Age UK Waltham Forest is not producing a glossy annual report this year to keep costs down at this difficult time

About Us

Age UK Waltham Forest aims to:

Improve the quality of life for older adults in Waltham Forest by:

- Providing direct Services
- Campaigning for the rights of Older Adults

We aim to create a culture which -

- is clearly centered on the needs and aspirations of older adults, their carers and their diverse communities
- is constantly striving to become a centre of excellence
- welcomes feedback
- is characterised by innovation and creativity
- works as part of a collaborative whole local system enables service users and the general public to influence the providers of services

Age UK WF mission is to:

- Promote and enhance the well-being and quality of life of all older people in Waltham Forest and to help make later life a more fulfilling and enjoyable experience.
- Support people especially at those points in life when the right help can make a significant difference

The organisation has a unique ability to meet this mission through having developed strong connections and credibility locally, as well as having membership of the Age UK Federation nationally, providing the organisation and its members with a voice in national and regional initiatives and campaigns.

Organisation Principles

Principle 1

Ensure individuals are able to make informed choices to manage their self care needs

Principle 2

Communicate effectively to enable individuals to assess their needs, and develop and gain confidence to self care

Principle 3

Support and enable individuals to access appropriate information to manage their self care needs

Principle 4

Support and enable individuals to develop skills in self care

Principle 5

Support and enable individuals to use technology to support self care

Principle 6

Advise individuals how to access support networks and participate in the planning, development and evaluation of services

Principle 7

Support and enable risk management and risk taking to maximise independence and choice

Chair's Report

And Chief Executive's Message

"It has been a very difficult year for the staff and the Board"

It has been a very difficult year for the staff and the Board. Nevertheless, we have managed to deliver a high standard of care. My thanks to the staff for the effort they have put in especially those whose hours have been decreased.

Once again our volunteers have helped many vulnerable people. A friendly face and a chat can enlighten a lonely person's day. This can never show up in a set of accounts.

Jeff Blay
Chair

Warm Homes Healthy People: Funding from Department of Health

Age UK Waltham Forest in partnership with Waltham Forest Council was successful in securing £45,000 funding to be used for activities to prevent ill-health and deaths amongst vulnerable older people during the winter months. A number of activities took place including the provision of warmth packs to older people on pension credit, advice on claiming benefits that older people are entitled to, and 'warmth proofing' homes in partnership with HEET. The Department of Health have fed back that they were impressed with the project and they will be including some of our work as examples of national best practice. Councillor Angie Bean, who supported the work, has written to say 'Well done on this and thanks to Sheena and all involved'.

Age UK Waltham Forest has continued to provide high quality services during a difficult 2011/12. We are deeply indebted to staff and volunteers for their high level of commitment to the organisation and to the older people in the borough as we have tried to reposition the charity for the future. This would not have been possible without the 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. However, change does take time to implement and we are seeking funding to enable us to continue the process to ensure Age UK Waltham Forest can provide help and support to older people and their carers in Waltham Forest and to represent their needs in future years.

Age UK Waltham Forest has also had the assistance and insight of a team from Pilotlight working with us throughout the year to which we wish to express our thanks also.

We believe passionately about the unique and valuable work of the local voluntary sector and will continue to work with local partners to serve our community.

Sheena Dunbar
Chief Executive

Information and Advice Service

Age UK Waltham Forest offers a generalist Information & Advice service for older people, from simple information and signposting, through to form-filling and on to case work.

We are the holder of Community Legal Service (Quality Mark) for General Help With Casework since 2002, which has been awarded for further two years until 2014 by Advice Quality Standard (aqS).

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.

We are proud to have provided help to 1420 people this year on a variety of issues which affect them and their carers.

This year we have started working in partnership with the Age UK National Helpline This service is available from 8am to 7pm every day on freephone **0800 169 6565**.

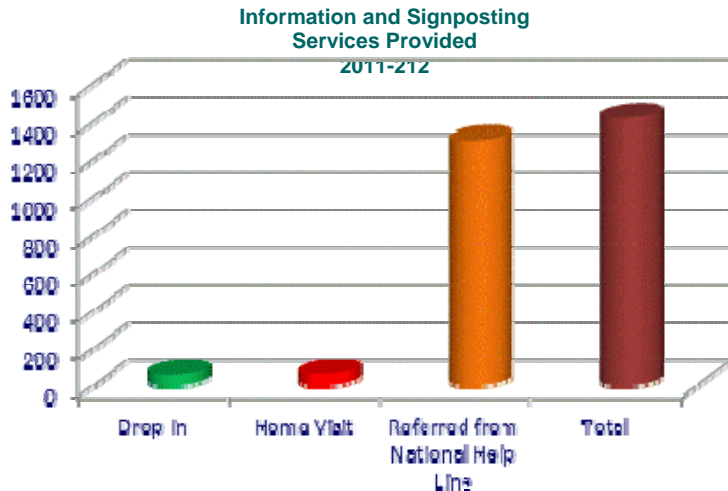
Summary	Total
Drop-In	57
Home Visit	61
Referred from National Help Line	1302
Total	1420

For further information please contact:

Ghulam Minhas

Co-ordinator Information and Signposting Services
 Tel 020 8558 3404
 Fax 020 5225 0383
 Email g.minhas@ageukwalthamforest.org.uk

Languages available: English, Urdu, Punjabi and Hindi



The information and advice service provides information and signpost on all issues affecting older people and their carers, including: money matters, health services, community care, family and personal matters, service rights and local services.

Crisis Prevention: Case Finding, Link-Up and Just Connect

Case Finding

Aims to help people remain as independent as possible in their own homes in partnership with GP's practices.

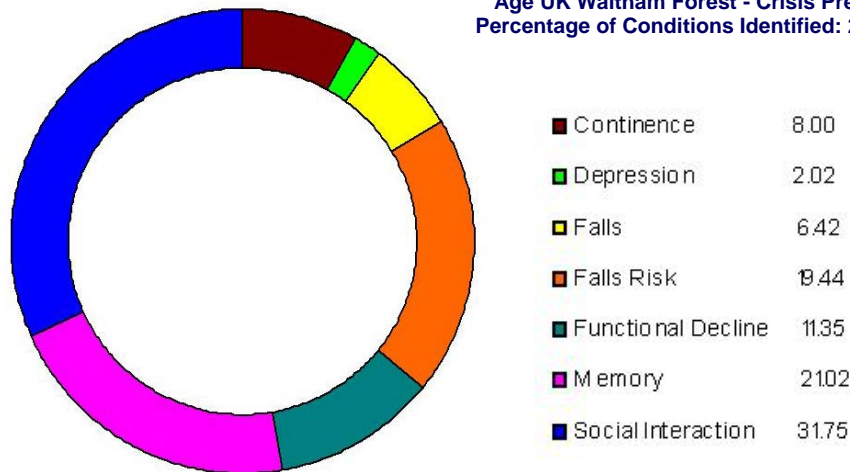
Statistical Returns - Case Finding (April-March)								
2011-2012	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	Total
Total questionnaires sent out	1239	1142	1206	1467	1798	1896	1802	10550
Total questionnaires returned	505	497	499	734	831	935	960	4961
Falls 01 (fallers)	17	35	29	36	67	71	73	328
Falls 02 (at risk of falls)	82	120	126	140	215	244	221	1148
Functional decline	46	74	79	84	142	156	129	710
Continence	47	62	51	54	75	94	91	474
Memory	89	104	89	110	193	240	239	1064
Depression	21	20	13	15	24	18	23	134
Social interaction	175	186	174	221	333	329	361	1779
Total conditions identified	477	601	561	660	1049	1152	1137	5637
Assessment carried out	168	314	309	339	293	442	289	2154
Percentage of OP sent questionnaires (of total population)								43.77
Percentage of OP referred for single assessment								10.00

“all involved were most polite & helpful. We thought the whole thing has been handled by all very efficiently, thoughtfully and with sensitivity. We are delighted with the outcome and everyone has been most helpful.”

“...resulting from the assessment. A nice young man came and fitted the banister, which we both find very helpful, he also did the step in the back garden. A man came from HEET to insulate the loft and draft proof the front door and porch. We do appreciate everything that Age UK WF have done for us.”

“the gentleman you sent to lower the cupboard shelves was marvellous. He said there was no point lowering the shelves so he lowered the cupboards!! It 's absolutely wonderful. I can now reach all the shelves...”

Age UK Waltham Forest - Crisis Prevention
Percentage of Conditions Identified: 2011-2012



Link-Up Service

Link-Up Service is to provide weekly person-centred visits for companionship to isolated older adults with diagnoses of a terminal illness living in Waltham Forest.

Access to the service is by referral from professionals and the MacMillan Nurses.

Aims

- To provide weekly visits by dedicated sessional staff for older adults diagnosed with a terminal illness in our Link-Up Support project.
- To help restore confidence, alleviate loneliness and encourage independent activities in the community

Just Connect

Just Connect offers hourly, weekly visits by volunteers for up to 4 months to housebound and isolated adults. The aim is that the older adult will gain in confidence, and re-integrate into the community with the help of the volunteer where this is possible.

Link-Up and Just Connect have been under review in 2011/12 with older people in receipt of service and on the waiting list been reassessed. Age UK Waltham Forest is now seeking more volunteers, particularly in the Chingford area, to increase the support we can provide.

Crisis Prevention Added Value 2011 – 2012

Counselling

We have a trainee counsellor who visits weekly to offer counselling to older adults at Age UK WF as part of her training. She is supervised by her tutor.

The counsellor works one ½ day per week. Seeing clients for 1 hour per session and also does some telephone work.

“ Mrs T came to counselling taking anti-depressants and feeling quite low. Following her sessions she is now off the anti-depressants and has joined a local group, that was recommended by the counsellor, where she can meet with other elders.”

Students

Following very successful work experience for 2 students from George Monoux 6th form college we offered a regular weekly placement to one of the students to gain knowledge & experience in supporting older people to remain independent in their own homes.

GP Student

1 student from spent time with Age UK WF to find out what services were available locally to older people from the voluntary sector.

Information Stalls

Age UK WF ran a stall at 6 events with information about our services and information for older people and their carers.

Crime Prevention

We attended Crime Prevention events across the borough with information about services and general information.

Falls Prevention Talks

6 events took place in various clubs and groups for older people with information & advice on how to prevent falls.

Fire Training

The Fire Brigade provided 2 free safety sessions for staff visiting older people in their own homes.

Chris Bateson

Senior Manager: Crisis Prevention

Tele: 020 8558 8716

Fax: 0208 558 0383

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

Languages available: English, Urdu and Punjabi



NHS Outer North East London, Waltham Forest



Home Support Service

The Home Support Service provides person-centred visits for companionship and practical assistance (excluding personal care) to adults living in Waltham Forest.

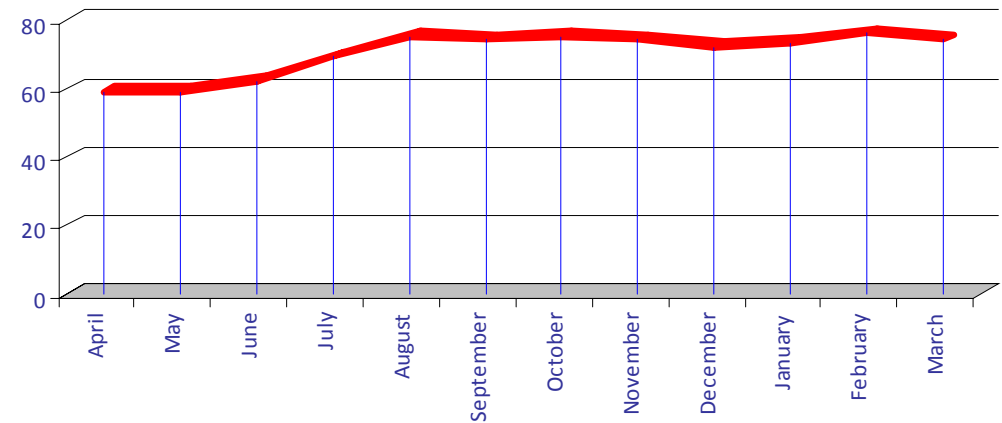
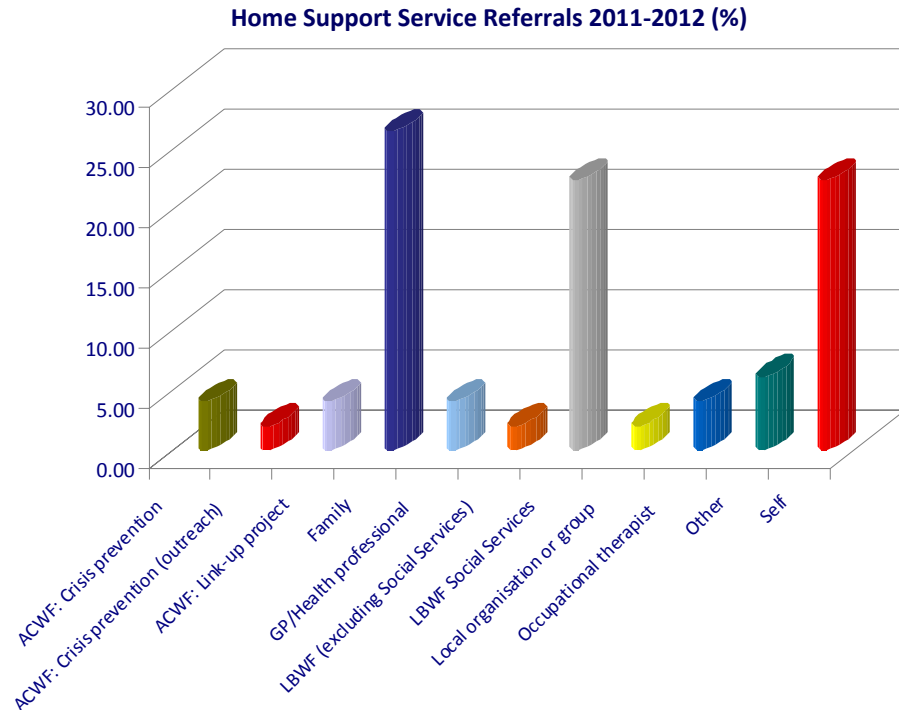
The service provides: shopping, collection of pensions, paying bills, assistance in dealing with official documents/mail, housework/spring cleaning, changing bedding, laundry, confidence building including escorting clients on short outings, escort to appointments, preparing light meals, companionship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

Access to the service is by referral from professionals, families, carers, other voluntary organizations and self referrals.

In 2011/12 we provided the service to 842 clients, of these 49 were new referrals.

Summary: Home Support Service Referrals (%): 2011 - 2012	
ACWF: Crisis prevention	4.08
ACWF: Crisis prevention (outreach)	2.04
ACWF: Link-up project	4.08
Family	26.53
GP/Health professional	4.08
LBWF (excluding Social Services)	2.04
LBWF Social Services	22.45
Local organisation or group	2.04
Occupational therapist	4.08
Other	6.12
Self	22.45
Total	100.00

Home Support Service Client Chart
2011-2012



Feedback received:

"Just wanted to say that Julia is working out a treat! Such a lovely girl and mum likes her too - she is also going that extra mile trying to think of ways we can motivate mum back into life. So very nice and very happy with her."

Languages available:

English and Asian community languages

For further information please contact:

Monica Paslaru:

Phone: 020 8558 0455

Email: m.paslaru@ageukwalthamforest.org.uk

Fax: 020 8558 0383

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

Days4You

Days4 You provides day activities to older people with **Dementia** and/or **Learning Disability** living in Waltham Forest with staff offering support and encouragement.

Aims

- provision of stimulating activities to help retain and improve existing skills
- help the users maintain his or her independence in and around the home
- allow the person to express his or her feelings, through art, music, singing and dance
- provide social contact through social activities and outings
- respite to the carer
- an opportunity to increase physical and mental activity

A structured programme of activities is prepared on each day and may include:

Reminiscence	Dance
Puzzles	Arts & crafts
Board games	Word games
Music entertainment	Light physical games
Baking	Bingo
Gardening	Singing

The service opened in November 2011 at Millennium House and in February 2012 at the Pool and Track Leisure Centre, following long searches for suitable premises.

The service was provided to 22 clients, of these 17 were referrals from family and friends and 5 were referred by Social Services. Referrals were increasing at the end of the year as the service became known to carers. Feedback from carers is proving the need for this service.

Access to the service is by referral from professionals, families, carers, other voluntary organizations and self referrals.

Feedback received:

"This letter is for me to say thank you to all of you for looking after my husband so well. Both our lives have changed so much thanks to all of you. My husband now benefits in two ways—he has a nice time with you and gets out of the house as well as living with someone who feels a bit more human and isn't quite so exhausted all the time."

Monica Paslaru:

Phone: 020 8558 0455

Email: m.paslaru@ageukwalthamforest.org.uk

Fax: 020 8558 0383



Wellbeing Programme / Silver Surfers

Wellbeing Programme

One significant problem of old age is loss of independence. Regular exercise reduces the risk of falls, and improves health and mobility

In order to encourage older people to take part in exercise programmes, Age UK Waltham Forest receives a grant from the London Borough of Waltham Forest to fund 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 exercise classes run in 12 venues in different parts of the Borough. Venues are provided by local groups and Organisations in membership of WellComm.

Participants have reported that the 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 2011 to March 2012 there were 8889 attendances at the classes

Statistical Returns	April 2011 to Feb 2012
Number of classes	526
Attendees	8889
Male	1300
Female	7589
White British	5545
Asian/Asian British	749
Afro-Caribbean	1828
Other Ethnic Group	767

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”

”

Silver Surfers' Partnership

This project started in April 2008 as a partnership with 3 local libraries to provide beginners classes in computers. 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, 31 courses have been run and a total of 337 people have completed the courses.

Age UK Waltham Forest and Waltham Forest Youth Offending Service Partnership

Age UK WF and the Waltham Forest Youth Offending Service agreed for the delivery of a programme to teach and enhance the IT skills of people who had already undertaken the Silver Surfers Beginners Computer Course. The pilot 4 week course was held at the Youth Offending Service offices in Leytonstone in Spring of 2010, with young offenders giving one-to-one lessons to the older adults.

The aim of the project extended beyond the transferring of knowledge serving bridge the gap between generations and increase the level of community cohesion. 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 fear of crime held by older people towards young offenders;
3. That both groups would become more confident to interact with each other in the daily course of community life.

The pilot was very successful and the courses have continued with 2 further sessions held in 2011-2012, we plan to run further courses during 2012-2013.

Other achievements

MiCommunity

On March 22nd a drop in Digital Clinic was held at the Peterhouse Centre in Upper Walthamstow. The session was part of the Intergenerational MiCommunity Project organised by Age UK London and funded by Team London and the Reuben Foundation. The aim of the project was to use digital technology to bring together older people and younger people in the capital. 14 Older Adults attended the drop in session organised by Age UK Waltham Forest, the majority had been given phones by younger relatives and could make and receive calls but wanted to do more, including entering numbers and texting. Four younger volunteers from Xenos Academy were on hand to teach participants how to use their phones more effectively.

The Big Knit

The annual fundraising initiative in conjunction with Innocent Smoothies, to make winter warmer for older people by knitting little hats for Smoothie drinks, raised £2002.50. Age UK Waltham Forest was one of 4 Age UK's granted a 'thank you' afternoon tea by Innocent for their contribution to the campaign. The event was held on 26th October 2011 to thank the volunteer knitters.

Emma Tozer

Active Ageing and Volunteering Manager

Phone: 020 8539 8356

Email: e.tozer@ageukwalthamforest.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 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.

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:

Tel. 020 8558 5512

Fax. 020 8558 0383

E-Mail: info@ageukwalthamforest.org.uk

Visit our website
www.ageukwalthamforest.org.uk

Honorary Treasurer's Report

There has been a reduction in total incoming resources for the Charity to £625,020 (2011 £707,157). Expenditure also reduced to £649,704 (2011 £ 656,997). Consequently, the reserves reduced by £24,684 (2011 – increase of £50,160). Reserves remain in line with the Charity Commissioners recommendations.

There was unplanned spending of over £40,000. Charity Business, a social enterprise contracted to provide the finance function to Age UK Waltham Forest went into liquidation in January 2012. The overspend relates to costs for correcting the many errors made by Charity Business during 2011 and the costs of bringing the finance function back in-house.

Age UK Waltham Forest expect the 2012/13 financial year to be even more challenging and further redundancies and reductions in staff hours to become necessary.

At this most difficult time, we continue to rely on our funders, supporters, staff and volunteers to provide the care and services older people and their carers so desperately need at this time of recession.

Nick Tiratsoo

Hon. Treasurer (since June 2012)

Volunteers Awards

Volunteers' Service Awards 2010 / 2011

2 Years

Emma Betts
Christine Betts
Michael Payne
Charles Raymond

Project

Link-Up
Silver Surfers
Silver Surfers
Silver Surfers

5 Years

Sarah Bahadoor
Dorry Ender
Iris Gillett
Valdenice Loizou
Merle Pierre-Davis
Farkhanda Mirza

Project

Link-Up
Link-Up
Link-Up
Link-Up
Link-Up
Information & Signposting

10 Years

Pat Tomlinson

Project

Silver Surfers

20 Years

Dolly Skinner



Pictured on the left is our gallant Cassie O'Brien who ran 10K for charity last year and raised over £200 for Age UK Waltham Forest.

Thank You

Volunteer of the Year

Volunteer

Jean Smith
Afzal Malik
Mrs Kaneez Fatima Malik
Stephan Bode
Mabel French

Organisation

Age UK Waltham Forest
Senior Citizens Asian Group
Waltham Forest Disable Association
Arthritis Care Waltham Forest
Afro Caribbean Elders Association

Sessional Worker of the Year

Giannina Ferguson

Project

Home Support

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 were also a **Five Years** award, a **Ten Years** award and even a **Twenty Year Award**.

Volunteer of the Year Award

We also celebrated volunteers who give much more than could be expected through local voluntary 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

Statement of Financial Activities: Year to 31 March 2012

Statement of financial activities Year to 31 March 2012

Notes	Unrestricted funds £	Restricted funds £	Total 2012 £	Total 2011 £
Income and expenditure				
Incoming resources				
Incoming resources from generated funds				
. Voluntary income	1 206,369	59,672	266,041	59,543
. Activities for generating funds	2 12,714	—	12,714	29,400
. Interest receivable	1,143	—	1,143	733
Incoming resources from charitable activities				
. Improving the lives of older people in the London Borough of Waltham Forest	3 342,042	2,303	344,345	615,492
Other incoming resources	777	—	777	1,989
Total incoming resources	563,045	61,975	625,020	707,157
Resources expended				
Cost of generating funds				
. Cost of generating voluntary income	4 33,805	—	33,805	33,001
. Fundraising trading: cost of goods sold and other costs	5 5,564	—	5,564	21,354
Charitable activities				
. Improving the lives of older people in the London Borough of Waltham Forest	6 511,103	87,845	598,948	594,381
Governance costs	8 11,387	—	11,387	8,261
Total resources expended	561,859	87,845	649,704	656,997
Net movement in funds i.e. net (expenditure) income	(1,186)	(25,870)	(24,684)	50,160
Fund balances brought forward at 1 April 2011	233,913	33,855	267,768	217,608
Fund balances carried forward at 31 March 2012	235,099	7,985	243,084	267,768

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 with effect from April 2012: Information, Advice and Advocacy; Welcome Home Service; Escorted Discharge, Family Support Service; and Waltham Forest Council Health and Social Care Grant 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.

Balance sheet 31 March 2012

Notes	2012 £	2012 £	2011 £	2011 £
Fixed assets				
Tangible assets	13	9,092		836
Investments	14	2		2
		9,094		838
Current assets				
Debtors	15	8,247	10,611	
Cash at bank and in hand		268,692	285,183	
		276,939	295,794	
Creditors: amounts falling due within one year	16	(42,949)	(28,864)	
Net current assets		233,990		266,930
Total net assets		243,084		267,768
Represented by:				
Funds and reserves				
Income funds				
. Restricted funds	17	7,985		33,855
. General funds		235,099		233,913
		243,084		267,768

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: 21/06/12

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 21/06/2012, 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.

Support Us

The screenshot shows the website for Age UK Waltham Forest. At the top, there is a search bar and a 'Donate today' button. The main heading is 'Age UK Waltham Forest | For the local community'. Below this, there is a navigation menu with 'Home' and 'How you can help' selected. The 'How you can help' section is highlighted in orange and contains three main options: 'Donation', 'Fundraising', and 'Volunteering'. Each option has a 'Find out more' link. The 'Donation' section features an image of a man and a woman looking at a laptop. The 'Fundraising' section features an image of two women, one holding a white bag. The 'Volunteering' section features an image of an elderly woman smiling. There are also links for 'Our services', 'Information & advice', 'News & campaigns', and 'About Age UK Waltham Forest'. A contact number '020 8558 5512' and a 'Contact us' link are provided. Social media sharing options for Digg, Delicious, Twitter, and Facebook are also visible.

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 your out-of-pocket expenses can be claimed.

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

E-Mail: info@ageukwalthamforest.org.uk



give with confidence

Support us: Visit our website and click on the above page

www.ageukwalthamforest.org.uk



Donations

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

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

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

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

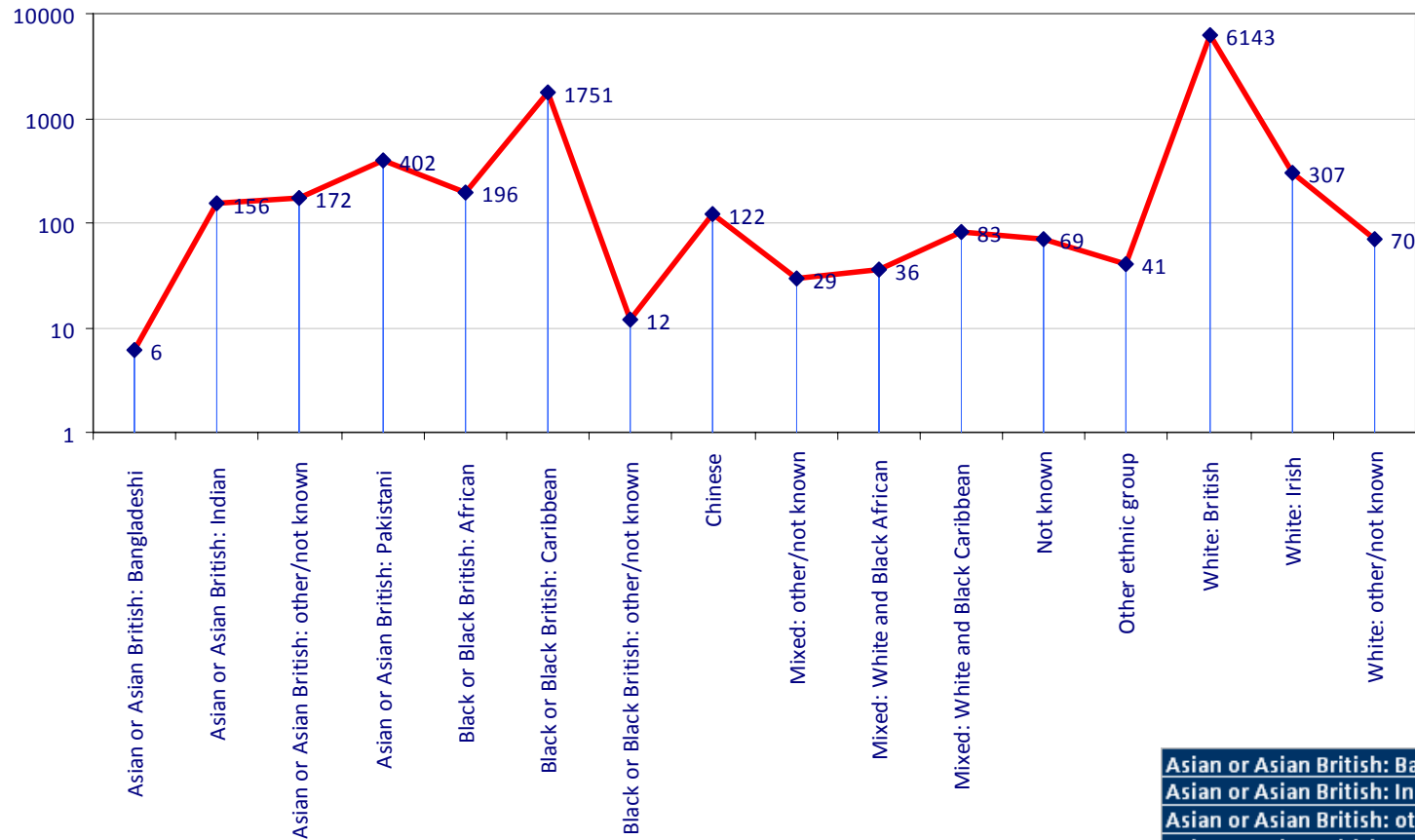
And Click on

[DONATE ONLINE NOW](#)

or



Diversity of Clients and Customers



Total Clients / Customers this Year = 9,595

This does not include 2492 helpline phone calls to the Information and Signposting Service (grand total = 12,087 clients this year)

Asian or Asian British: Bangladeshi	6
Asian or Asian British: Indian	156
Asian or Asian British: other/not known	172
Asian or Asian British: Pakistani	402
Black or Black British: African	196
Black or Black British: Caribbean	1751
Black or Black British: other/not known	12
Chinese	122
Mixed: other/not known	29
Mixed: White and Black African	36
Mixed: White and Black Caribbean	83
Not known	69
Other ethnic group	41
White: British	6143
White: Irish	307
White: other/not known	70
Total	9595



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)

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, and is privileged to consult with older adults from across the diverse community of Waltham Forest.

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

**Age UK Waltham Forest is a registered charity - No. 1048212
And a Company Limited by Guarantee—No. 2334459**