

Annual Report 2012-2013

**Working for All Older Adults
in Waltham Forest**



Age UK Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2012 - March 2013

Jeffrey Blay
Chair

Nick Tiratsoo
Hon. Treasurer
(Previously Vice Chair)

Mohammad Ilyas

Yvonne O'Sullivan

Afzal Malik
Vice Chair

Jean Williams

Co-optees: Robert Hendy

Verrol Liverpool

Mrs Kishwar Chishty

Mrs Chishty, who died at the age of 87, was a loyal supporter of Age UK Waltham Forest and a Board Member from 28/11/2007 to 22/08/2012

We will miss her and remember her fondly.

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.

Working with other organisations

Age UK Waltham Forest is committed to collaborative working in furtherance of its aims.

At a local level, Age UK Waltham Forest seeks to work closely with Waltham Forest Council and the NHS both formally and informally in representing the needs and views of older adults, in the development of policy and in monitoring its implementation.

wfWellComm, a partnership of local voluntary organisations has set up as a social enterprise for future joint working.

Age UK Waltham Forest also works with a wide variety of organisations on initiatives such as the Wellbeing Programme which provides Exercise/Balance Classes for older adults, the Waltham Forest Older People's Safety Campaign, and income maximisation.

These include:

Department for Work and Pensions

Forest Recycling Project

HEET – Home Energy Efficiency Training

London Energy

London Fire Brigade

Thames Water

The Metropolitan Police

As a member of the Age UK Federation, Age UK Waltham Forest takes part in a number of regional and national initiatives and campaigns.

Chair's Message

And Chief Executive's Message

Chair's Message

Like many other voluntary organisations we have needed to make staff redundant, change working hours and reduce staff salaries and pensions, nevertheless our current staff have remained loyal and very hard working.

The needs of older people within the borough continue to be extremely varied and Age UK Waltham Forest has seen a rise in older people and older carers contacting us for assistance.

Volunteers are the life blood of Age UK Waltham Forest and our organisation would be unable to function without their willing and tireless efforts. We need many more volunteers to come forward to help meet the needs of older people and I would urge you to consider how you could assist.

Jeff Blay
Chair



Chief Executive's Message

Age UK Waltham Forest continues to highlight the needs of older people in Waltham Forest, a borough that continues to slip down the deprivation index (see report on www.ageukwalthamforest.org.uk) yet where many services and subsidies for services for older people have been, and continue to be, cut.

We are deeply concerned that cuts have meant also the loss of many small voluntary sector groups over the last 2 years – groups that worked in partnership with Age UK Waltham Forest and supported many hundreds of older people in the community, preventing loneliness and providing well-being activities.

Age UK Waltham Forest continues to represent the needs of older adults and carers to the statutory authorities, and to seek funding to provide the help that older people ask for and require if they are to stay independent in the community.

We believe passionately about the unique and valuable work of local health and social care voluntary sector organisations and groups, and will continue to work with local partners to serve our community.

Please help us by becoming a volunteer, fund-raising for us or donating to us (see page 15 of this report for more details).

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. It is presently funded by a small grant from Age UK and Age UK Waltham Forest's own reserves.

We work with the Age UK National Help Line. This service is available from 8am to 7pm every day of the year on freephone 0800 169 6565.

Drop-in-sessions are currently held at:

Learning Disability Experience (LDX - previously Mencap)
179 Wood Street, E17 3PW
10.30-11.30am Tuesdays

Peterhouse Centre, 122 Forest rise, E17 3PW
10-11am Wednesdays

South Chingford Community Library
265 Chingford Mount Road, E4 8LP
10.30-11.30am Thursdays

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.

We have held the Community Legal Service (Quality Mark) for General Help with casework since 2002, which was awarded again in 2012 until July 2014 by Advice Quality Standard (aqS).

We are proud to have provided help to **1805** people this year on a variety of issues which affect them and their carers.

Through the form-filling section of the service a total amount of **£75,237.24** of Attendance Allowance benefit was claimed.

In the coming year we plan to extend our drop in sessions around the borough.

For more information please contact:

Ghulam Minhas

Co-ordinator Information & Advice Services

Tel: 020 8558 3404

Fax: 020 8558 0383

Email: g.minhas@ageukwalthamforest.org.uk

Languages available: English, Urdu, Punjabi and Hindi

"Please accept my thanks for the help you gave me in filling in the Attendance Allowance forms, I am pleased to say the claim was accepted and the allowance is already being paid into my husband's bank account. I must admit without your help I don't think I would have bothered"

".... thank you for all your help with my claim for Attendance Allowance, which I am pleased to say has been awarded to the higher rate..."



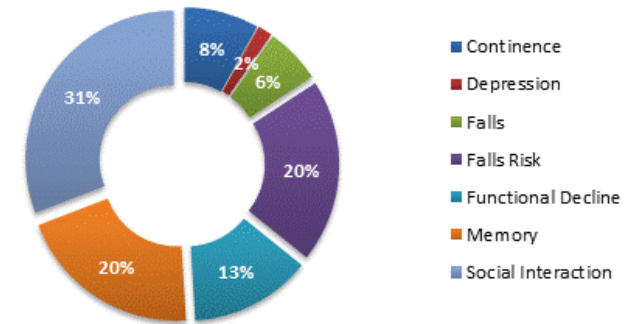
Case Finding

Case Finding is a pro-active approach to identify older adults at risk of functional decline, and to offer options, information and control to older adults. Assessment in English and most local community Asian languages enables access to all services across sectors and disciplines before a preventable deterioration, accident or crisis occurs and/or to alleviate social isolation. The option of web-based access to this programme is available through our website.

In 2012-2013 Case Finding continued to work with local GP practices using the Cardiff Newport Questionnaire. This methodology is based on a well documented Sherbrooke Postal Questionnaire (Herbert et al.) 1996.

During April 2012 to Mar 2013 we sent out **2,634** questionnaires exceeding our target. In addition we carried out assessments for older people referred by other professionals and for those who self referred.

CP Outcome Figures 2012-2013 (%)



Clients Comments....

"...thank you very much for arranging all the helpful jobs to be done at our house..... The various works were carried out in a professional & efficient way as was your visit to us... all the new fittings are helpful and easy to use...so glad to have met you."

"...what has happened since your assessment? We had a nice young man come to fit a banister, which we both find very helpful. He also did the extra step in the back garden.HEET came to do the loft insulation and draft exclusion at the front door and porch. We appreciate everything that has been done for us."

Statistical Returns - Case Finding (April-March) 2005-2013					
	2005-2010	2010-2011	2011-2012	2012-213	Total
Total questionnaires sent out	6852	1896	1802	2634	13184
Total questionnaires returned	3066	935	960	1053	6014
Falls 01 (fallers)	184	71	73	80	408
Falls 02 (at risk of falls)	683	244	221	262	1410
Functional decline	425	156	129	174	884
Continenence	289	94	91	107	581
Memory	585	240	239	265	1329
Depression	93	18	23	21	155
Social interaction	1089	329	361	405	2184
Total conditions identified	3348	1152	1137	1314	6951
Assessment carried out	1423	442	289	318	2472

Talks to groups

We visited 7 groups/clubs in the borough to promote Falls Prevention during 2012/13.

We also held an Older Adults Wellbeing Event on 26th March 2013, at the Chingford Assemble Hall.

Link-Up Service

Link Up provides, through sessional staff members, weekly support visits or outings to isolated older adults who have been diagnosed with a terminal illness in Waltham Forest.

In 2012-2013 referrals from professionals to this service have reduced, and a review is taking place with the North and East London Commissioning Support Unit.

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 where this is possible with the help of the volunteer.

The service has been through a period of changes, however we now have a manageable waiting list and have recently recruited a number of new volunteers to the 'Just Connect' project.

Location Manager Comments

" .. a first class befriender is a credit to the service offered by Age UK Waltham Forest. ...is a ray of sunshine ...and is now part of a team that helps & supports each other. ...always professional, caring and understanding, impartial and sincere at all times. attention to all data protection and safeguarding issues, never forgetting her duty of care to"...

Client's family comments

"we would like to thank you for the time you have spent with mum over the last few months. You have done a really good job, she has enjoyed your visits and said you have taken an interest in all she has told you, which was so nice for her...."

Crisis Prevention Added Value 2012 – 2013

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 Professionally supervised by her course tutor.

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

Warm Homes Healthy People

This project, being delivered in partnership with Waltham Forest Council, was provided over the winter of 12/13 through a grant from national government for the second year running. It has provided 'warmth packs' including clothing layers for the poorest older adults in Waltham Forest; and electric blankets and heaters for those in emergency situations. It has raised awareness of preventing falls on ice and given away free ice-grippers for shoes and walking sticks. It has provided information and advice on keeping warm in winter, how to save energy and reduce energy bills and on income maximisation; and has worked in partnership with HEET providing practical assistance in older people's homes such as repairs to heating and draft-proofing of houses.

It will continue providing assistance before and during the coming winter, not least due to the efforts of the Age UK Waltham Forest Knitters Group (see Fundraising below) which has been expanded and now also is knitting warm articles of clothing and blankets ready for next winter.

Age UK Waltham Forest is in the process of setting up a register of volunteers prepared to assist older people in extreme weather situations.

For further information please contact

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**



Tax Help for Older People (TOP)

The charity Tax Help for Older People (TOP) provides free tax advice to older people (over 60) on low incomes (less than £17,000 a year household income).

TOP aims to help people across the whole country and now offers surgeries in Waltham Forest.

TOP has over 550 volunteer advisers across the United Kingdom, most of them currently practising or retired tax professionals, including retired HM Revenue and Customs staff. Volunteers give their time and expertise free of charge because they recognise how difficult the tax system can be for older people who can't afford professional advice and want to use their skills to benefit the community.

Anyone wanting advice can ring 0845 601 3321 or 01308 488066.

TOP will answer simple questions over the telephone. For other problems a meeting with a volunteer adviser will be arranged at **Age UK Waltham Forest's rooms at Peterhouse Community Centre, 122 Forest Rise, Upper Walthamstow, London, E17 3PW**. For anyone unable to travel because of disability, a home visit can be arranged.

TOP advice is free, independent and confidential. Advice can be give on any tax matter, large or small. If you are worried about tax, TOP is here to help.

You can find out more about TOP by visiting their website www.taxvol.org.uk or visit our website at: www.ageukwalthamforest.org.uk

TOP is very grateful to **Age UK Waltham Forest** for providing a room for Older people in Waltham Forest.

Home Support Service

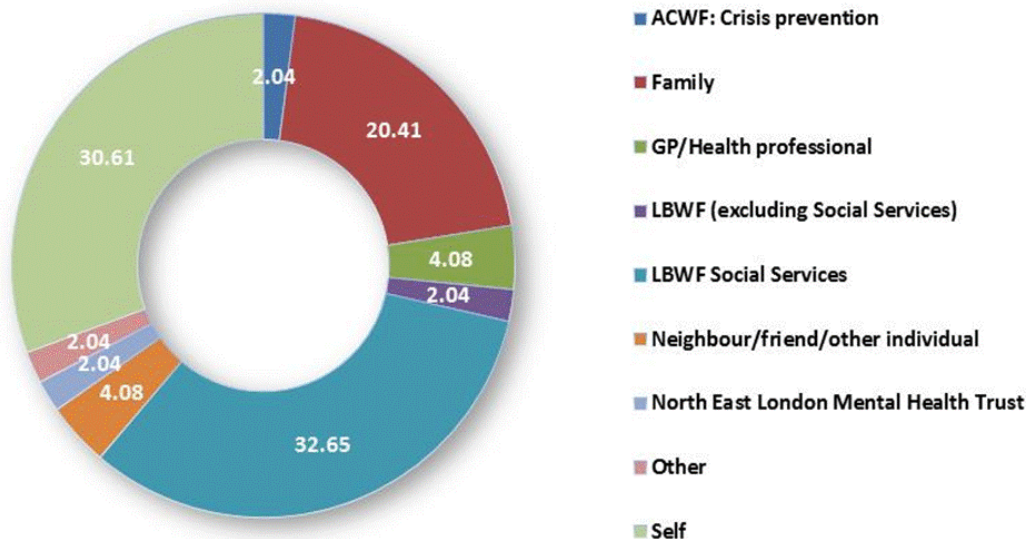
The fee based service provides personalised assistance at home to support independence. Customers use it on a regular basis or as an occasional service, for example for escort to appointments.

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.

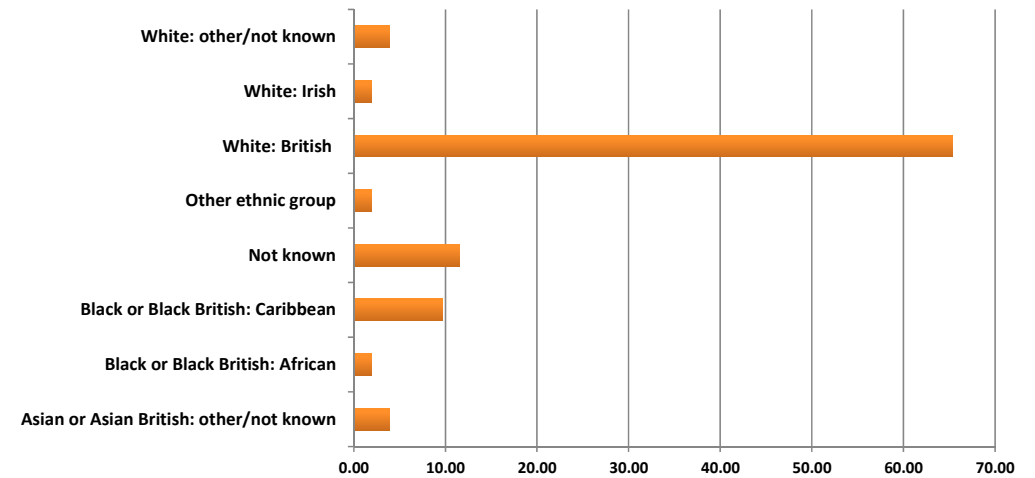
Access to the service is by referral from professionals, families, carers, other voluntary organizations and self referrals.

In 2012-2013 we provided the service to **46** clients, of these 43 were new referrals.

Home Support Service Referrals 2012-2013 (%)



Home Support Service 2012-2013: Clients' Ethnicity (%)



Languages available:

English and Asian community languages

For further information please contact

Jacqueline Charles

Manager, Home Support

Tele: 020 8558 0455

Fax: 0208 558 0383

E-mail j.charles@ageukwalthamforest.org.uk

Balance Exercise 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 helps 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 has 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 is now running in 12 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 2012 to March 2013 there were **8587** attendances at the classes

Statistical Returns, April 2012 - March 2013	Total
Number of classes	505
Attendees	8587
Male	1202
Female	7382
White British	5498
Asian / Asian British	454
Afro-Caribbean	1794
Other Ethnic Groups	814

Some comments from Participants:

“This exercise class not only benefits physically but leaves one feeling “good” mentally and is very uplifting.”

“I have more confidence with my balance.”

“The class is well co-ordinated and enjoyable. It does not lose its appeal as time passes. It is fun and we learn something new every week.”

“My ability to walk without losing my balance has improved, enabling me to climb stairs”

Silver Surfers

The Silver Surfers' Partnership started in April 2008 as a partnership between Age UK Waltham Forest and 3 local libraries. The aim of the project is 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, 34 courses have been run and a total of 452 people have completed the courses.

In April 2012 the Project was expanded to provide a fee-based beginners course on a one-to-one basis in the comfort of a persons own home. 14 people completed the course between April 2012 and March 2013.

The Knitters Network

Age UK Waltham Forest now has 64 volunteer knitters who kindly give their time and skills. During this financial year, we have received in excess of 700 knitted hats, 195 pairs of gloves, wrist warmers and mittens and 275 scarves as well as squares for blankets. All the squares received have been made into blankets by another volunteer. These items have been used as part of a variety of Warmth Packs distributed to local residents.

The Big Knit

In addition to the warmth pack items, many of our knitters took part in the annual fundraising initiative in conjunction with Innocent Smoothies, to make winter warmer for older people by knitting little hats for Smoothie drinks. Each hat sold raises 25p for Age UK Waltham Forest and this money is used in projects to raise awareness of keeping warm in winter.

This year we made **8010** little hats which raised £2002.50.

Emma Tozer

Active Ageing and Volunteering Manager
Phone: 020 8539 8356

Honorary Treasurer's Report

During 2012-13, Age UK Waltham Forest's income was £449,672 - that is 28 per cent less than in the previous year. Expenditure fell, too by 27 per cent but, because of the need to maintain essential services, there was also a small diminution in reserves, though these remain prudent and in line with Charity Commission recommendations.

In general, 2012-13 has proved extremely challenging, not least because of the harsher funding environment and the reconfiguration of the NHS. Indeed, it is only because of the diligent and imaginative input of Age UK Waltham Forest's senior management team, staff, volunteers, supporters, and funders that the situation has been saved from being a good deal bleaker.

We hope that, at this most difficult of times, all those concerned will continue to support Age UK Waltham Forest's mission, and thus ensure that older people in the borough are protected as far as possible from the impact of the current recession.

Nick Tiratsoo

Hon. Treasurer

Public Information Service

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 2,000 unique visits each month and is increasingly the first port of call for people looking for information.

Email: info@ageukwalthamforest.org.uk

Visit our website at: www.ageukwalthamforest.org.uk



Volunteers Awards

Volunteers' Service Awards 2011 / 2012

2 Years

John Woodward
Tracy Goddard
Sean Geraghty

Project

Silver Surfers
Just Connect
Just Connect

5 Years

Melissa Waters

Project

Just Connect

10 Years

Jean Seecharan

Project

Just Connect

15 Years

Jean Smith

Project

Just Connect

Volunteer of the Year

Celia Cooper

Project

Just Connect

Sessional Worker of the Year

Munaza Saleemi
Christina Woolston

Project

Home Support
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 were also a **Five Years** award, a **Ten Years** award and a **Fifteen Years** award.

Volunteer of the Year Award

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

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 2013

Statement of financial activities Year to 31 March 2013

Notes	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Income and expenditure				
Incoming resources				
Incoming resources from generated funds				
. Voluntary income	1 45,101	80,121	125,222	266,041
. Activities for generating funds	2 12,323	—	12,323	12,714
. Interest receivable	849	—	849	1,143
Incoming resources from charitable activities				
. Improving the lives of older people in the London Borough of Waltham Forest	3 278,803	350	279,153	344,345
Other incoming resources	1,520	—	1,520	777
Total incoming resources	338,596	80,471	419,067	625,020
Resources expended				
Cost of generating funds				
. Cost of generating voluntary income	4 26,797	—	26,797	33,805
. Fundraising trading: cost of goods sold and other costs	5 —	—	—	5,564
Charitable activities				
. Improving the lives of older people in the London Borough of Waltham Forest	6 397,766	50,364	448,130	598,948
Governance costs	7 8,901	—	8,901	11,387
Total resources expended	433,464	50,364	483,828	649,704
Net movement in funds i.e. net (expenditure) income	(94,868)	30,107	(64,761)	(24,684)
Fund balances brought forward at 1 April 2012	235,099	7,985	243,084	267,768
Fund balances carried forward at 31 March 2013	140,231	38,092	178,323	243,084

All of the charity's activities during the above two financial periods derived from continuing operations.

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 2013

Notes	2013 £	2013 £	2012 £	2012 £
Fixed assets				
Tangible assets	12	5,506		9,092
Investments	13	2		2
		5,508		9,094
Current assets				
Debtors	14	17,249	8,247	
Cash at bank and in hand		216,733	268,692	
		233,982	276,939	
Creditors: amounts falling due within one year	15	(61,167)	(42,949)	
Net current assets		172,815		233,990
Total net assets		178,323		243,084
Represented by:				
Funds and reserves				
Income funds				
. Restricted funds	16	38,092		7,985
. General funds		140,231		235,099
		178,323		243,084

Signed on behalf of the board of directors by:

N. Tiratsoo

Trustee

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

Approved by the board on: 15 July 2013

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 15/07/2013, 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 left is the logo with the text 'Waltham Forest ageUK'. A search bar and a 'Search' button are at the top right. Below the logo is a 'Donate today' button. A large banner image features the text 'Age UK Waltham Forest | For the local community'. A navigation menu includes 'Home', 'How you can help', 'Printable view', and 'Email this page'. On the left, there are links for 'Our services', 'Information & advice', 'News & campaigns', and 'How you can help'. Under 'How you can help', there are links for 'Donation', 'Fundraising', and 'Volunteering'. Below this is a 'Call Age UK Waltham Forest' section with the phone number '020 8558 5512' and a 'Contact us' button. A 'Share this page' section includes icons for Digg, Delicious, Twitter, and Facebook, along with a 'What are these?' link and an 'Email this page' button. The main content area is titled 'How you can help' and contains three cards: 'Donation' with an image of people at a computer, 'Fundraising' with an image of people outdoors, and 'Volunteering' with an image of an elderly woman. Each card has a 'Find out more' link.

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 will make a major contribution to improving conditions for older adults.

We involve volunteers of all ages and welcome people from all sections 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, make new friends, have fun or give something back to the community. Full training is provided as necessary.

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

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

www.ageukwalthamforest.org.uk



give with confidence

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 **7,000 older adults** in Waltham Forest. And with more money and more time and more people, we could help still more. There are 27,000 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



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

