

Annual Report



Working for All Older Adults in Waltham Forest



Age UK Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2013 - March 2014

Jeffrey Blay
Chair

Nick Tiratsoo
Hon Treasurer

Afzal Malik
Vice Chair

Yvonne O'Sullivan

Anthony Gill
Co-optee

Jean Williams
Co-optee

Linda Neimantas
Co-optee



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

Age UK Waltham Forest Annual Report 2013-2014

Contents

	Page No.
Chair's Message	3
About Us	4
Information and Advice Service	5
Crisis Prevention: Case Finding and Just Connect	6
Wellbeing Programme / Silver Surfers	7
Volunteers Awards	8
Statement of Financial Activities: Year to 31 March 2014	9
Support Us	10-11

Chair's Message

Welcome to Age UK Waltham Forest Annual Report 2013-2014.

Since the last Report the organisation has experienced a period of substantial changes. The Chief Executive has left, and the Chair resigned for medical reasons. Both officers served the organisation over a long period for which it is grateful.

Evidence from other London Age UKs suggests that like Waltham Forest they are facing a challenging period of public service cuts and reduced funding to voluntary organisations.

Despite this, Age UK Waltham Forest has managed to survive with the support of funders, trustees, staff and volunteers.

The move to new premises is proving very successful, as well as the partnership with the other organisation 'Reaching Out East' which shares the building. On behalf of the Board I thank the staff and volunteers for their hard work during the year.

Therefore let everyone be assured that the commitment of Age UK Waltham Forest to provide good quality services for older people in the borough remains as strong as ever.

**Verrol Liverpool
Chair**



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

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.

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.

Information and Advice: Annual Report 2013-2014

Age UK Waltham Forest offers a general Information & Advice service for older people, from simple information, advice and signposting, and welfare benefit checking through to form-filling and further on to case work. It is presently funded by a grant from The Big Lottery Advice Service Transition Fund.

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

Drop-in-sessions are currently held at:

South Chingford Community Library
265 Chingford Mount Road, Chingford, London 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).

Since the Information and Advice Service reopened in December 2013 we are proud to have provided help to **1194** people this year on a variety of issues which affect them and their Carers.

Through the form-filling section of the service an amount in excess of **£187,325.00** was claimed during the period March 2014 to October 2014. **£157,953** of this amount related to claims made in respect of Attendance Allowance (lower rate).

During the period December 2013 to February 2014 an amount of approximately **£38,584** was claimed in relation to Attendance Allowance (lower rate and higher rate).

During this particular period assistance was also given to clients who wished to claim Disability Living Allowance or Personal Independence Payment or Carers Allowance

During the period November 2014 to December 2014, through the form-filling exercise, an amount in excess of **£22,609.00** was claimed in respect of Attendance Allowance.

In the coming year we plan to extend our drop-in session at South Chingford Community Library to include a drop-in session at Age UKWF, The North Hub, 58 Hall Lane Chingford London E4.

For more information please contact:

Marie Williamson

Information & Advice Coordinator
Tel: 020 8558 3404 (Monday to Friday 9am till 12)
Fax: 020 8558 0383
Email: m.williamson@ageukwalthamforest.org.uk

Languages available: English and Urdu,

Clients Comments:

"Thank you for helping me with my form. I am so grateful to you. You were so kind to me. It is thanks to you that I have been awarded Disability Living Allowance".

"On behalf of my daughter and myself, we are grateful to you and your staff. We could not have done it without you. Thanks for all your help."

Crisis Prevention: Case Finding, and Just Connect

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 2013-2014 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 2013 to Mar 2014 we sent out 2,731 questionnaires exceeding our target. In addition we carried out assessments for older people for who self referred or those referred by other professionals.

Talks to groups

We visited 9 groups/clubs in the borough to promote Falls Prevention and warm homes messages.

We also held an Older Adults Wellbeing Events and distributed Warm Packs to older adults in the borough.

Clients' comments

"we find it reassuring that we now have a useful contact in the Crisis Prevention team should she need help in the future"

"this is to express our deep appreciation and sincere thanks for the quick and professional manner in which our needs have been handled & dealt with.....once again thank you very much for your remarkable assistance".

"for your help with getting stair rails & bath rails fitted. HEET fitted the new spyhole and Co2 detectors.....the work is very neat and tidy,also the list of trusted traders will be very handy for us..."

".....a nice young man came and fitted a bannister rail, which we are both finding very helpful. ..Also the step in the back garden. ...HEET came to do the loft insulation and draft exclusionwe appreciate everything ..."

Crisis Prevention Added Value 2013 – 2014

Counselling

We have a trainee counsellor who visits the office 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 .

Just Connect

Just Connect offers hourly, weekly visits by volunteers for up to 6 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.

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

Balance Classes 2013 - 2014

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 now run 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 2013 to March 2014 there was 550 classes and 9110 attendances.

Clients' comments

"Since joining the classes my joints have become stronger and more pliable. My balance has improved and I am able to walk without 'rolling' I can now walk upstairs without holding on to the handrail. My energy levels have increased and I am less breathless when walking"

Silver Surfers

The Silver Surfers' Partnership started in April 2008. 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, accessing the internet and emailing.

Age UK Waltham Forest offers both group courses in local venues and a home visiting service. We also offer one-to-one support lessons to help build confidence.

Wellbeing HUB

In October 2013 Age UK Waltham Forest entered into a partnership with Walthamstow Academy to provide further activities via a Wellbeing Hub. This partnership has enabled us to provide computer lessons and affordable tai chi on Saturdays.

The Knitters Network

Age UK Waltham Forest now has 70 volunteer knitters who kindly volunteer their time and skills. During this financial year, we have received in excess of 200 knitted hats, 165 pairs of gloves, wrist warmers and mittens and 310 scarves as well as squares for blankets. All the squares received have been made into blankets. These items have been used as part of a variety of Warmth Packs distributed to local residents via our own networks and other organisations in the borough.

Age UK Waltham Forest would like to thank all of our knitters who kindly support our projects for their time, energy, skills and generosity.

Emma Tozer

Active Ageing and Volunteering Manager
Phone: 020 8539 8356

Volunteers' Service Awards 2012 / 2013

2 Years

Jean Williams
Carole Heed
Celia Cooper
Caron Harding
Linda Neimantas
Carole Anne Richards

Project

Silver Surfers
Administration
Just Connect
Just Connect
Just Connect
Just Connect

10 Years

Delores Brown

Project

Just Connect

15 Years

Florie McLeod

Project

Just Connect

Volunteer of the Year

Carolyn Stiles and Louise Kennedy

Sessional Worker of the Year

Dave McHugh



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 **Ten Years** award, and a **Ten Years** 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 2014

Statement of financial activities: Year to 31 March 2014

	Notes	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Income and expenditure					
Incoming resources					
Incoming resources from generated funds					
· Voluntary income	1	16,660	64,308	80,968	125,222
· Activities for generating funds	2	11,333	—	11,333	12,323
· Interest receivable		779	—	779	849
Incoming resources from charitable activities					
· Improving the lives of older people in the London Borough of Waltham Forest	3	290,874	8,225	307,099	279,153
Other incoming resources		707	—	707	1,520
Total incoming resources		328,353	72,533	400,886	419,067
Resources expended					
Cost of generating funds					
· Cost of generating voluntary income	4	20,740	—	20,740	26,797
Charitable activities					
· Improving the lives of older people in the London Borough of Waltham Forest	5	313,171	90,095	403,266	448,130
Governance costs	6	9,399	—	9,399	8,901
Total resources expended		343,310	90,095	433,405	483,828
Net movement in funds i.e. net expenditure		(14,957)	(17,562)	(32,519)	(64,761)
Fund balances brought forward at 1 April 2013		140,231	38,092	178,323	243,084
Fund balances carried forward at 31 March 2014		125,274	20,530	145,804	178,323

All of the charity's activities during the above two financial periods derived from continuing operations with the exception of the Private Home Support Service, which was decommissioned with effect from May 2014.

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 2014

	Notes	2014 £	2014 £	2013 £	2013 £
Fixed assets					
Tangible assets	11		3,211		5,506
Investments	12		2		2
			3,213		5,508
Current assets					
Debtors	13	9,883		17,240	
Cash at bank and in hand		156,888		216,733	
		166,771		233,973	
Creditors: amounts falling due within one year	14	(24,180)		(61,167)	
Net current assets			142,591		172,816
Total net assets			145,804		178,323
Represented by:					
Funds and reserves					
Income funds					
· Restricted funds	15		20,530		38,092
· General funds			125,274		140,231
			145,804		178,323

Signed on behalf of the board of directors by:

Trustee

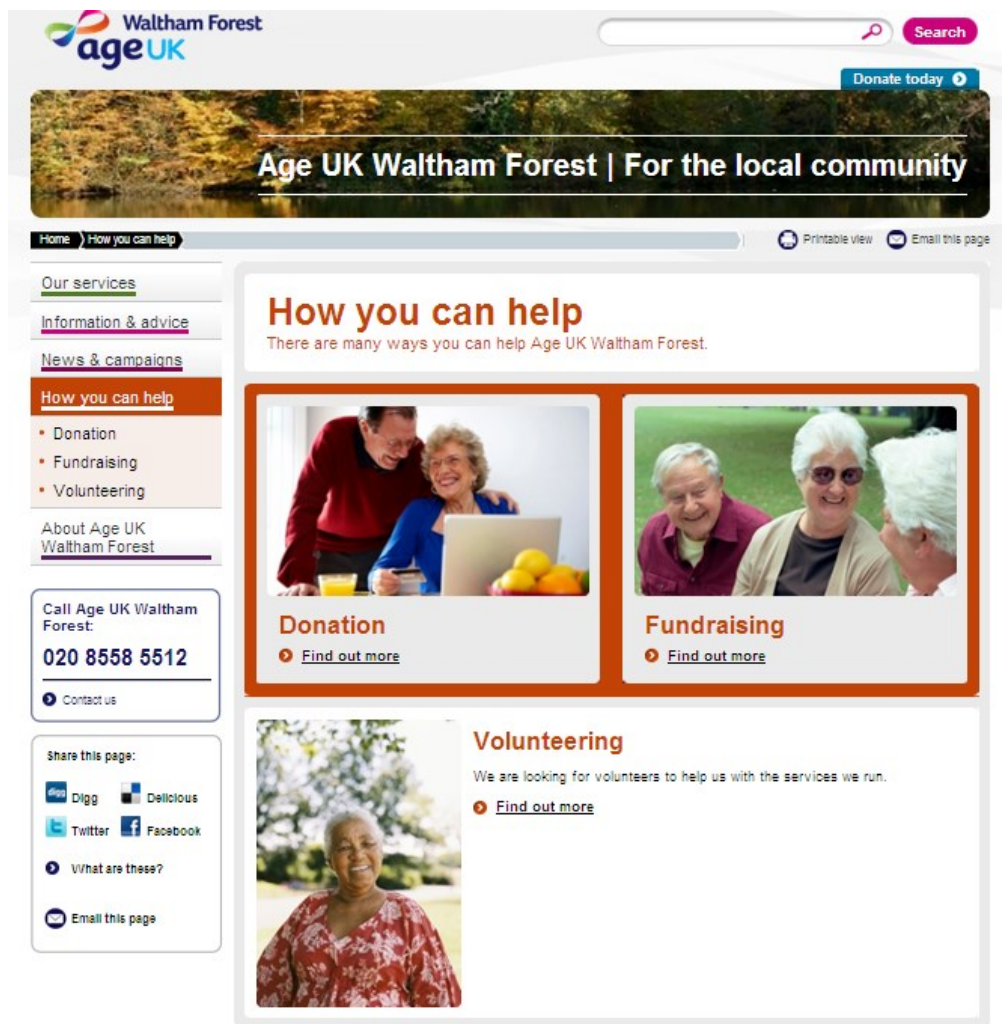
Age UK Waltham Forest, Company Limited by Guarantee
Registration Number 02334459 (England and Wales)

Approved by the board on:

11.12.14

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 11/12/2014, 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



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

www.ageukwalthamforest.org.uk



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

Waltham Forest Resource Hub (North),
58 Hall Lane,
Chingford, E4 8EU

Tel 020 8558 5512
Fax 020 8558 0383
E-Mail: info@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
Waltham Forest Resource Hub (North),
58 Hall Lane,
Chingford, E4 8EU



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



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:

Age UK Waltham Forest

Waltham Forest Resource Hub (North), 58 Hall Lane, Chingford, E4 8EU

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**

