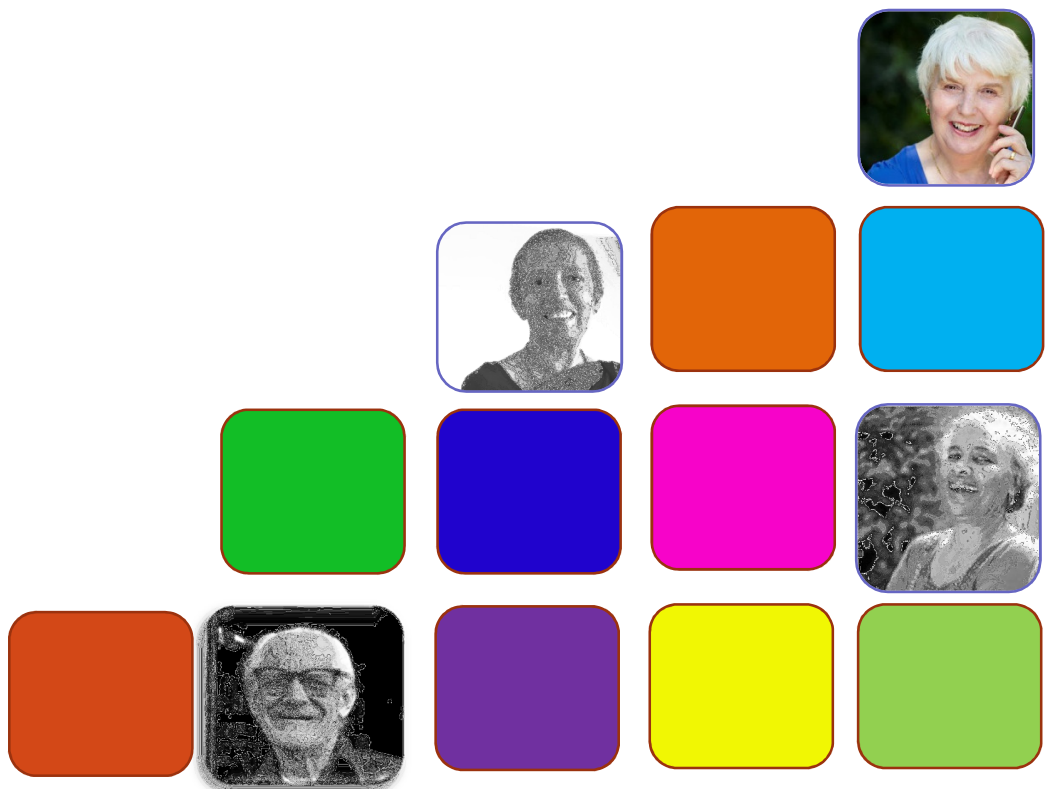


Annual Report 2015-2016



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Age UK Waltham Forest

MEMBERS OF THE BOARD OF TRUSTEES April 2015 - March 2016

Jean Williams
Chair

Nick Tiratsoo
Honorary Treasurer

Jeffrey Blay

Anthony Gill

Yvonne O'Sullivan

Julianna Simon

Margot Tong
Co-optee

Noelia Fernandez
Co-optee

Company secretary: Sharon Harris

Auditor: Buzzacott LLP, 130 Wood Street, London, EC2V 6DL

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Bank of Scotland, Community Banking, Edinburgh, EH2 2YR

Solicitors: Edward Duthie Solicitors, 9/15 York Road, Ilford, IG1 3AD

Website: www.ageukwalthamforest.org.uk

E-mail: info@ageukwalthamforest.org.uk

Chair's Message

Welcome to the Annual Report for 2015-2016.

This has been a challenging year for the Organisation as we continue to look for new opportunities for funding. However, I am pleased to say that we are still a viable charity and this is something we should all be proud of, especially as so many voluntary organisations are closing.



We owe an enormous debt to our staff and volunteers for their hard work throughout the year to ensure we can continue to offer valuable services to the older people of Waltham Forest. We are so lucky to have staff who are really dedicated to Age UK Waltham Forest and I thank them all. They all go over and beyond what we ask of them and nothing is too much trouble. In addition, our team of volunteers are second to none from the volunteers who give up their time to run the Silver Surfers courses, the form-fillers for Information and Advice, the volunteers who have helped with reception duties, the community garden and our team of knitters who have increased our fund raising activities by making the knitted toys and blankets that are sold at our table top sales. Without them we would no doubt find it very difficult to offer help to our local older residents.

On behalf of the Board of Trustees I thank them all and I hope we can continue to make Age UK Waltham Forest an important organisation that provides vital services to vulnerable and older people.

Jean Williams, Chair

About Us

Age UK Waltham Forest aims to improve the quality of life for older adults in Waltham Forest by providing direct services and 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 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 England Association 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 Clinical Commissioning Group 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.

These include:

Department for Work and Pensions
HEET – Home Energy Efficiency Training
London Borough of Waltham Forest
Waltham Forest Clinical Commissioning Group

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

Volunteering

Age UK Waltham Forest is proud of its volunteer workforce. Without our fabulous team of volunteers we could not carry out the work that we do. Working alongside paid staff they bring a wealth of experience, a valuable and objective viewpoint and a wide range of skills to the many and varied tasks which they perform; ranging from providing Befriending Services; form-filing for our Information and Advice Service, through to teaching computer skills, not to mention staffing our front desk and making our offices a warm and welcoming place for all that visit us.



We operate with a ratio of 102 volunteers to five employed staff. We can never repay the dedication or thank our volunteers sufficiently for their contribution.

In Financial Year 2015-2016, 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 awards for five years, fifteen years and twenty five years.

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

All of them have given exceptional devotion to their respective projects and we thank them most sincerely.

2 Years

Cathy Crompton
Coreen France
Veronica Hanson-Allen
Pauline Martindale
Lynessa Peters
Wendy Stanley
Paul Taylor

5 Years

Carol Anne Richards

15 Years

Pat Tomlinson

25 Years

Dolly Skinner

Volunteers of the Year

Emma Deegan
Christine Foster
Coreen France

Information and Advice Service

Age UK Waltham Forest offers a general Information and Advice Service for older people, from simple information, advice and signposting, and welfare benefit checking through to form-filling. The Information and Advice Service re-opened in December 2013 and was funded by a grant from The Big Lottery Advice Service Transition Fund and our own fundraising efforts.



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.

We are proud to have provided help, advice and information to many people since we reopened and for the financial year April 2015 to March 2016 we are proud to have provided help to a total of 759 people on a variety of issues.

Through the Form Filling section of this service an amount in excess of £314,188.00 was claimed during the period April 2015 to March 2016 in Attendance Allowance claims alone.

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

"Thank you so much for all your time, for the help and kindness you gave to my mum and myself. My mum has now been successfully granted Attendance Allowance. Thank you once again."

Just Connect Befriending Service

Just Connect offers hourly befriending visits for up to six months to housebound, lonely or isolated adults with the aim of these people re-integrating into the community where possible with the help of the volunteer and gaining confidence.

In 2015/16 we had 103 new referrals with 83 starting the six month service.

We have had some good reports for a new service offered by Age UK called 'Call in Time'. This service uses corporate volunteers to call an older person once a week, same day and time for as long as the person would like it to continue. The volunteer calling remains the same to build a relationship. If the volunteer leaves another replacement is found.



"My volunteer stayed for 2 ½ to 3 hours each visit, he's a very nice lad (anyone under 50 is a lad to me) he reminds me of my youngest son. After the death of my husband of 66 years he has helped me back into the real world. I cannot tell you how grateful I am."

Patient Experience

Age UK Waltham Forest has been commissioned by the Clinical Commissioning Group (CCG) to carry out interviews with older adults who may/may not have Long Term Conditions (LTC). The aim is to record public awareness of the Integrated Care Programme (ICP) and experience of Health and Social Care in the borough.

Since April 2015, Age UK Waltham Forest has completed 510 questionnaires. We have also held four Public Engagement Events which were highly successful.

Protecting privacy is extremely important, patient information remains secure at all times and information sharing only occurs with the patient's agreement.

Counselling

Marcella, our counsellor provides two free one hour sessions per week which have moved from a Wednesday afternoon to one hour Tuesday evening and one hour Wednesday evening. The service attracts people who would like talking therapy over and above the popular Cognitive Behavioral Therapy (CBT) that is widely offered as a first step treatment in many GP surgeries. The aim is to offer 6-12 sessions of humanistic integrative therapy in the future. During the last year 50 hours of therapy was offered.

For the future, clients will be asked to commit to the counselling session and missed sessions will not be replaced.

Winter Warmth Initiative

This year we have been able to continue our Winter Warmth Programme. Three events were held in October 2015, December 2015 and January 2016 with 229 people attending. They received Warmth packs (fleece jacket, hat, gloves, scarf, ice gripper for shoes, walking sticks and blanket) we also tested 30 electric blankets, one of which was condemned and we were able to replace. This was funded from income raised from the Innocent Smoothie Big Knit Campaign and the usual generosity of our volunteer knitters (see below).



1,000 Winter Warmth Information packs were distributed around the Borough via the events, local libraries and the London Borough of Waltham Forest three Christmas lunches for the older people of Waltham Forest. We also worked with partner agencies in the Borough to raise awareness including Muslim Aid, Local Police, Trading Standards, Reaching Out East, and NELFT.

The Knitters Network

Age UK Waltham Forest now has 70 volunteer knitters who kindly volunteer their time and skills. During this financial year our knitters made blankets, scarves, hats and gloves for our winter warmth packs.

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 13,500 little hats which raised £3,375. This money has been used to purchase additional items for our warmth packs such as fleece jackets, ice grippers for shoes, walking sticks and thermos flasks.

Silver Surfer Computer Classes

The Silver Surfers' Project 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.



The move to our new building now means we have space to provide courses on other topics. We created a new programme including Introduction to Tablets, Internet Security/Scam Awareness and Skype for Beginners. Feedback from these courses informed and shaped the creation of other subjects requested including Facebook, eBay, twitter and Cloud Storage.

For financial year April 2015-March 2016, 40 classes have been held on 22 topics, six 10 week beginners classes and ten mobile phone workshops. 414 individuals attended the sessions and gained confidence with technology and have been equipped with skills to access information. We are the only agency in Waltham Forest providing computer training for older people by older people.

"These classes are invaluable for me – it keeps me in touch with what is happening in IT. Classes are done in a very friendly and calm atmosphere. This helps keep us 'oldies' engaged and open to new experiences."

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 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 2015 to March 2016 there was 526 classes and 8309 attendances.

"Since joining the exercise classes I am more flexible and more energised. The tutors are very professional and supportive. If you have some health issues, they address them, by exploring ways around them by finding other suitable exercises for you."

Statement of Financial Activities to 31st March 2016

	Notes	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 Restated £
Income from:					
Donations and legacies	1	21,988	87,965	109,953	122,480
Other trading activities	2	21,441	—	21,441	13,878
Interest receivable		287	—	287	477
Charitable activities					
Improving the lives of older people in the London Borough of Waltham Forest	3	142,000	—	142,000	178,510
Other income		820	—	820	1,182
Total income		186,636	87,965	274,601	314,335
Expenditure on:					
Raising funds	4	22,928	—	22,928	22,302
Charitable activities					
Improving the lives of older people in the London Borough of Waltham Forest	5	147,747	90,833	238,390	308,017
Total expenditure		170,675	90,833	261,318	328,219
Net income (expenditure)		15,951	(2,668)	13,283	(13,884)
Other recognised gains and losses					
Actuarial (losses) gains		(58,585)	—	(58,585)	(5,000)
Net movement in funds		(42,633)	(2,668)	(45,301)	(18,884)
Reconciliation of funds					
Funds brought forward at 1 April 2015		(23,048)	14,968	(8,080)	10,804
Funds carried forward at 31 March 2016		(65,679)	12,298	(53,381)	(8,080)

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

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 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.

Statement of Financial Activities to 31st March 2016

	Notes	2016 £	2016 £	2015 Restated £	2015 Restated £
Fixed assets					
Tangible assets	10		421		1,397
Current assets					
Debtors	11	6,174		4,548	
Cash at bank and in hand		157,337		146,302	
		<u>163,511</u>		<u>150,850</u>	
Creditors: amounts falling due within one year	12	(42,375)		(31,227)	
Net current assets			<u>121,136</u>		<u>119,623</u>
Total net assets less current liabilities			<u>121,619</u>		<u>120,920</u>
Provisions for liabilities	13		(175,000)		(129,000)
Total net assets			<u>(53,381)</u>		<u>(8,080)</u>
The funds of the charity:					
Income funds					
. Restricted funds	14		12,298		14,968
. Unrestricted funds					
.. Free reserves			109,321		105,954
.. Pension deficit			(175,000)		(129,000)
			<u>(53,381)</u>		<u>(8,080)</u>

Signed on behalf of the board of directors by:

J. M. Williams

Trustee

Age UK Waltham Forest, Company Limited by Guarantee
Registration Number 02334450 (England and Wales)

Approved by the board on: 10-11-16

This balance sheet submitted show a total reserves deficit. This is due to the deficit recovery plan for the defined benefit pension scheme which is accounted for in the charity accounts. The amount owing totals £175,000 which is payable over nine years commencing in 2017/18. Payments will be met each year from future income. As a consequence, the trustees believe that it should not be regarded as a liability that impacts on free reserves. If this amount is removed from the balance sheet the charity has reserves of £121,619 (made up of Reserves Restricted £12,298 and Reserves Unrestricted £109,321).

Supporting our work

Age UK Waltham Forest is a member of the Age UK Federation but we are a totally independent charity, separate from the national body, and raise all our own funds for our work in Waltham Forest. Finding sufficient resources is a continual struggle.

There are many ways you can help us to continue our work with older people in our Borough:

Become part of our volunteering team

Our volunteers tell us how satisfying it is to “make a difference” as part of the team in a friendly and supportive organisation. It doesn’t matter if you have never volunteered before or what skills you have, anyone can volunteer with us. If you only have a couple of hours a week, or many hours to spare, we would very much like to hear from you. Roles vary across the organisation and there is something for everyone. Training and support is provided.

Our simple application form and further details are available online: www.ageukwalthamforest.org.uk or by telephone 020 8558 5512 or email info@ageukwalthamforest.org.uk

Table Top Sales

Our table top sales happen every quarter. Look out for these and other fundraising events. If you would like to donate any unwanted books, DVDs or CDs, or would like to join our team of volunteer knitters/crafters who create items for sale, please do get in touch on 020 8558 5512 or email info@ageukwalthamforest.org.uk

Donations - Keep your Coppers for Age UK WF

“Keep your Coppers for Age UK WF” is a fundraising scheme designed to support our work in the Borough. Simply keep your loose change and pop it into our offices in Chingford, safe in the knowledge that such cash will be spent within the Borough.

Alternatively if you would like to make a donation by cheque please send to Age UK WF, Waltham Forest Resource Hub (North), 58 Hall Lane, Chingford, London, E4 8EU or by credit or debit card over the telephone on 020 8558 5512. Do remember to let us know if you would like to “gift aid” your donations.

Remember us?

If you are writing a will and would like to remember us in it then please contact us. We would be very grateful and will supply the necessary words for inclusion.