

# Annual Report 2016-2017



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**FUNDRAISING  
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## Age UK Waltham Forest

### MEMBERS OF THE BOARD OF TRUSTEES April 2016 - March 2017

**Jean Williams**  
Chair

**Jeffrey Blay**

**Fredi Cavander-Attwood**

**Barry Coidan**

**Anthony Gill**

**Debbie Ladds**

**Yvonne O'Sullivan**

**Julianna Simon**

**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](http://www.ageukwalthamforest.org.uk)

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## Chair's Message

Welcome to the Annual Report for 2016-2017.

Finding new funding opportunities continues to be problematical for the Charity but it is very rewarding that Emma Tozer with the help of Debbie Ladds has identified and applied for grants from various sources. This is very time consuming, sometimes with little reward, but very necessary to ensure Age UK Waltham Forest continues to provide the support and help we offer to local older people.



We are pleased to welcome three new members of Staff – Chearine Alphonse, Information and Advice, Andrew Ladds, Patient Experience and Terry Day, Befriending Service.

We have also recruited new Board Members and we are grateful for their support.

We owe an enormous debt to our staff and volunteers for their hard work throughout the year to protect the services we provide 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, Volunteer form fillers and Advisors assisting in the Information and Advice Service, the Befrienders who provide valuable support to isolated and housebound older adults, 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 local 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 126 volunteers to seven employed staff. We can never repay the dedication or thank our volunteers sufficiently for their contribution.

In Financial Year 2016-2017, 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

Susan Barrett  
Helen Davis  
Janet Hancock  
Faye Hartman  
Georgina Lane  
Brigid McKettrick  
Sarah Mills  
Danny Mills  
Shirely Reynolds  
Juliette Tew  
Joyce Tobyn

### 5 Years

Carol Anne Richards  
Carole Heed

### 10 Years

Iris Gillet

### Volunteers of the Year

Andrew Ladds  
Pat Tomlinson

## 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 reopened in December 2013 and for 2016-2017 was funded by a small grant from Age UK national 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 2016 to March 2017 we are proud to have provided help to a total of 669 people on a variety of issues.

Through the Form Filling section of this service an amount in excess of £533,586 was claimed during the period April 2016 to March 2017 in Attendance Allowance and Personal Independent Payment, an increase of 41% compared to 2015-2016.

During this particular period assistance was also given to clients who wished to claim Disability Living Allowance and Carers Allowance.

*"I am now able to have a few hours out of the home as I know that my wife has a Carer that will sit with her until I come back home. "I have peace of mind that the Mrs is ok when I'm out. It really makes a difference to my mental state, Thank you ever so much, you don't know what you have done for us".*

## Information and Advice Case Study

Mr Q lives with his wife who has been suffering with Arthritis for several years. At the age of 84 Mr Q decided to stop working to look after his wife. Mrs Q relies on Mr Q to prepare meals and help her with getting dressed, take care of house work and assistance with medical needs.

Mr Q was finding that he didn't have time to spend on his own or with friends and couldn't afford to either as both the couple's state pensions were used up on household bills, cab fares to and from hospital appointments and basic living costs. Mr Q spoke to Age UK WF requesting advice.

Age UK WF identified Mrs Q would be entitled for Attendance Allowance and completed the application forms on their behalf.

Mr Q called Age UK WF to inform the adviser that the application was successful. The couple have hired support with domestic duties and care and Mr Q is now able to go out one evening a week.



## Just Connect Befriending Service

Just Connect offers weekly befriending visits to housebound, lonely or isolated adults. Where we can, we help the isolated older person gain confidence, get out and about again and make new friends, although this often isn't possible, if the older person is housebound.

During 2016/17 our volunteers made weekly visits for all or part of the year to a total of 93 older people. Demand for this service is increasing. We had 122 new referrals during 2016/17, compared to 103 new referrals in 2015/16.



In previous years our volunteers were limited to visiting an older person for just 6 months, due to the requirements of our funder, Waltham Forest Clinical Commissioning Group. However, this caused a lot of upset to both the older person and the volunteer, who had grown fond of each other. We managed to negotiate with the CCG to drop this requirement and we are now able to be more flexible about how long a volunteer visits someone.

Our pool of volunteers increased slightly during the year. We started the year with 41 befriending volunteers in April 2016 and finished with 43 in March 2017.

*"Maggie has become like a daughter to me – the daughter I never had. I don't get out at all and my carers never have enough time to do what they have to do for me, let alone sit and chat. So Maggie's visit is the highlight of my week".*

## Just Connect Befriending Service Case Study

Gerald was referred to us in August 2016 by a housing association. He had lived alone for many years, with occasional contact from a family member. He had become increasingly isolated as his mobility and health worsened and was finding it difficult to deal with his house and paperwork – he told us: “I can't cope with modern life and all these letters”.

Our volunteer, Sarah, made an initial visit and she and Gerald discovered they had common interests in music and art. Gerald agreed that she could continue to visit.

After just 3 months visiting Sarah has been able to help Gerald to make a few good things happen:

- She helped him to take some unwanted belongings to the local tip, clearing some space in his house
- She's used the Age UK recommended energy supplier switching sites to help him save money on his heating bill, and asked Age UK Waltham Forest to help him to sort out other bills and papers.
- They went to a music session at a local pub - it turned out that Gerald knew several people, and he got chatting with them. Then he impressed Sarah by performing in two of the songs.
- They've been for a walk in the local park together, and visited an art exhibition, and Sarah has helped him to think about what else he would most like to do in terms of getting out and about again.
- They have been exchanging loans of music and books of mutual interest.
- Gerald is now attending an exercise class to improve his health, and is getting out and about again on his own.

Sarah says: “I've really enjoyed getting to know Gerald and spending time with him. I'd recommend befriending to anyone who has a few hours a week to spare.”

\* Names and personal details have been changed to protect client privacy

## Patient Experience

Age UK Waltham Forest has again been commissioned by the Clinical Commissioning Group (CCG) to carry out interviews with older adults about their experiences of Health Care and Social Care Services in the borough.

We now have a small team of three completing these questionnaires in patients own homes.

Small changes have been made to the format of the questionnaire to comply with contract and to highlight the actions Age UK Waltham Forest take following the visits.

Since April 2016, Age UK Waltham Forest has completed 430 questionnaires. We have also held three Public Engagement Events which were highly successful.

We hope that the information we are able to provide will help improve services for older people in the borough.

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 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.

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. An event was held in February 2016 and 51 older people received Warmth packs (fleece jacket, hat, gloves, scarf, ice gripper for shoes, walking sticks and blanket). A further 15 packs were distributed to housebound adults. 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 events, local libraries and through our home visits to those receiving befrienders and those taking part in the Patient Experience interviews. 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 and walking sticks.

## Knitting Group

This year we also started a monthly Knitting and Crochet Group. The group meets on the first Thursday of the month from 2.30pm-4.30pm.

Attendees at the group share experiences, patterns and chat for the afternoon, it is free to attend with donations covering the cost of refreshments.



## Samaritan Grant

Age UK WF were awarded a further grant of £1,000 from the London Catalyst Samaritan Grant Fund, a hardship fund which is made available to frontline health, social work and advice agencies to offer immediate assistance to people in an emergency.

We have already found someone who could use some help. Mr X had just been given a flat but had no heating or furniture and hadn't eaten for 4 days. Age UK WF was contacted by the neighbourhood officer to try and get help for him when he was discovered sitting on the steps of a library crying.

Age UK WF and the neighbourhood officer met him at 4pm the same day, and we were able to use some of the grant money to top up his gas card and purchase some groceries. We also provided him with a Winter Warmth Pack and made referrals to the local food bank.

Working with other charities we were able to collectively provide a small table top fridge, washing machine, bedding, towels etc to help him get started on his new home.

This man now has a more comfortable home of which he is really proud and keeps clean & tidy giving him an opportunity to settle back in the community.

## 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.



Our topic based classes continue to be popular with older adults, the programme is shaped by what students tell us they want to learn and includes subject such as Introduction to Tablets, Internet Security/Scam Awareness, getting to know your iPad, Skype for Beginners, ebay, twitter, cloud storage and google maps. The ongoing success of this programme is attributable to the commitment of the volunteer team who compile the courses.

For financial year April 2016-March 2017, 47 classes have been held on 19 topics and six 10 week beginners classes. 479 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.

***"I used to feel threatened by computers, but there really is nothing to be scared of. I want to encourage people who are nervous to get in touch with Age UK WF to find out more about their courses. They are good value for money, help keep you up-to-date with modern technology and give another way for you to keep active in the community."***



## 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 11 venues in different parts of the Borough. In addition we also provide low cost Tai Chi and Yoga at three locations in the borough and a free volunteer led Yoga class at the Peter May Centre.

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 2016 to March 2017 there were 541 classes and 10,030 attendances.

***"Doing a weekly tai chi class has kept me strong, flexible, able to keep my balance and be able to move around and walk without any difficulties. The social aspect of the class is very important to me too"***

## Community Garden

We have created a new community garden during the past year. The garden area at the back of our Hub headquarters has been cleared of scrub and weeds. New raised beds have been installed and shrubs and vegetables planted in part of the cleared garden.

The majority of work has been funded by a collection in appreciation of the work of Sister Pia Muller. Pia worked and volunteered with Age UK Waltham Forest for many years, unfortunately Pia now has severe dementia. The collection was donated to Age UK Waltham Forest and the Staff and Trustees wanted to create something fitting in recognition.

We also received a donation of garden furniture, tools and plants from our Trustee Jeff Blay.

The area provides a safe place for older people to meet and socialise, and has yielded some nutritious fruit and vegetables which were distributed to Service Users and visitors to the Hub free of charge.

Our main problem with the garden is a regular vandal who digs up our plants and tosses them around the garden. This vandal is a fox who also brings other people's things into the garden to tear up and play with.



Before





## Community Fundraising

This year we have held four table top sales at our Hub Headquarters. These have kindly been supported by Stow Brothers Estate Agents in E17, who have advertised our sales via their boards and Twitter. The sales brought in excess of £2,500 of unrestricted income.

We also had a Christmas Craft sale at Highams Park Tesco, with our handmade Christmas decorations, crochet blankets, wooden Reindeers and knitted hats and scarves raising another £260.



## #SheCares



She17 kindly nominated us to be the beneficiary of their music event held at Hucks Café and Music Space in October 2016. The event showcased local music from young female musicians. We thank them for inviting us and for raising £141.90 for our work in Waltham Forest

## Lantern of Knowledge School, Leyton

We would like to thank the Lantern of Knowledge School for their fundraising efforts to support us. With the generous support of the school's parents, a charity bake sale was organised to kick start this campaign. The school boys then took part in an exciting football tournament to raise funds. With a fantastic combined effort from parents, teachers, students and supporters, Lantern Relief raised an amazing £552.32.



## Other activities

This year has seen lots of activities at our Hub Headquarters and in the wider community ranging from a visit from Albert's Band from the Royal Albert Hall to entertain at Service Users of the Hub, a coffee morning in aid of Macmillan, an Afternoon Tea to celebrate the Queen's 90<sup>th</sup> Birthday, talks at Patient Participation Groups and Sheltered Housing Schemes and taking part in the Take 5 Fraud Awareness day at a local Santander.



Alberts Band



Cakes for Macmillan Coffee Morning



Celebrating the Queen's 90<sup>th</sup> Birthday



Take 5 Fraud Awareness day





## Statement of Financial Activities to 31<sup>st</sup> March 2017

### 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.

	Notes	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
<b>Income from:</b>					
Donations and legacies	1	27,014	64,460	91,474	109,953
Other trading activities	2	17,324	—	17,324	21,441
Interest receivable		44	—	44	297
Charitable activities					
· Improving the lives of older people in the London Borough of Waltham Forest	3	145,475	—	145,475	142,090
Other sources		326	—	326	820
<b>Total income</b>		<b>190,183</b>	<b>64,460</b>	<b>254,643</b>	<b>274,601</b>
<b>Expenditure on:</b>					
Raising funds	4	13,903	—	13,903	22,928
Charitable activities					
· Improving the lives of older people in the London Borough of Waltham Forest	5	142,229	56,471	198,700	238,390
<b>Total expenditure</b>		<b>156,132</b>	<b>56,471</b>	<b>212,603</b>	<b>261,318</b>
<b>Net income</b>	7	<b>34,051</b>	<b>7,989</b>	<b>42,040</b>	<b>13,283</b>
<b>Other recognised gains and losses</b>					
Actuarial losses		(5,535)	—	(5,535)	(58,585)
<b>Net movement in funds</b>		<b>28,516</b>	<b>7,989</b>	<b>36,505</b>	<b>(45,301)</b>
<b>Reconciliation of funds</b>					
Funds brought forward at 1 April 2016		(65,679)	12,298	(53,381)	(8,080)
Funds carried forward at 31 March 2017		<b>(37,163)</b>	<b>20,287</b>	<b>(16,876)</b>	<b>(53,381)</b>

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

## Statement of Financial Activities to 31<sup>st</sup> March 2017

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 £166,000 which is payable over nine years commencing in 2018/19. 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 £149,124 (made up of Reserves Restricted £20,287 and Reserves Unrestricted £128,837).

	Notes	2017 £	2017 £	2016 £	2016 £
<b>Fixed assets</b>					
Tangible assets	10		24		481
<b>Current assets</b>					
Debtors	11	16,710		6,174	
Cash at bank and in hand		176,079		157,337	
		<u>192,789</u>		<u>163,511</u>	
<b>Creditors:</b> amounts falling due within one year	12	(43,689)		(42,373)	
<b>Net current assets</b>			<u>149,100</u>		<u>121,138</u>
<b>Total net assets less current liabilities</b>			<u>149,124</u>		<u>121,619</u>
<b>Provisions for liabilities</b>	13		(166,000)		(175,000)
<b>Total net liabilities</b>			<u>(16,876)</u>		<u>(53,381)</u>
<b>The funds of the charity:</b>					
Income funds					
.. Restricted funds	14		20,287		12,298
.. Unrestricted funds					
.. Free reserves			128,837		109,321
.. Pension deficit			(166,000)		(175,000)
			<u>(16,876)</u>		<u>(53,381)</u>

Signed on behalf of the board of directors by:

B Coidan

Trustee

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

Approved by the board on: 27 July 2017

## 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](http://www.ageukwalthamforest.org.uk) or by telephone 020 8558 5512 or email [info@ageukwalthamforest.org.uk](mailto: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](mailto: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.