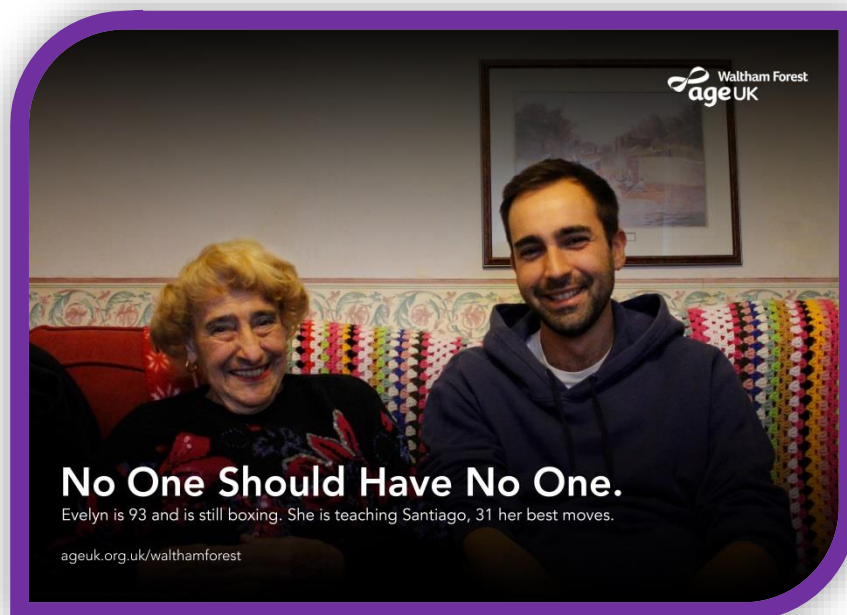


Supporting older people in Waltham Forest

Annual Report 2019-2020



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Charity Information

Trustees April 2019-March 2020

Debbie Ladds	Chair
Nancy O'Brien	Vice Chair
Barry Coidan	Honorary Treasurer
Jeffrey Blay	
Graham Forsdyke	Appointed 5 th December 2019
Richard Freitag	Appointed 5 th December 2019
Yvonne O'Sullivan	
Pauline Martindale	Appointed 5 th December 2019
Matthew Phillips	Appointed 5 th December 2019

Staff

Emma Tozer	Chief Executive
Arlene Williams	Finance and Personnel Administrator
Carolyn Stiles	Reception and Office Assistant
Emma Levine	Volunteer Co-ordinator
Claire Ford	Community Network Co-ordinator
Eric Callow	Silver Surfer Tutor
Chearine Alphonse	Information and Advice Manager
Ingrid Ambrose	Information and Advice Link Worker
Carol Moy	Administrator, Information and Advice
Terry Day	Befriending Manager
Harriet Simmons	Befriending Co-ordinator
Susan John	Befriending Administrator
Christine Bateson	Scams Prevention Manager
Chris Smith	Scams Prevention Co-ordinator

Company Secretary

Sharon Harris

Charity Number

1048212

Company Number

02334459

Website

www.ageukwalthamforest.org.uk

Registered Address

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

Auditor

Buzzacott LLP, 130 Wood Street, London EC2V 6DL

Bankers

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

Solicitors

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

Chair's Message

I'm pleased to present the annual report to you for April 2019 to March 2020. As you will see we had another fantastic year to mid-March 2020, and then Covid19 hit; so, like other organisations, we quickly adapted and continued to offer services and support to even more older people in Waltham Forest.

I am incredibly proud of what we achieve as a local charity with a dedicated and brilliant team of staff and volunteers led by our Chief Executive, Emma Tozer. You will see through this report that we achieved a lot – last year 5,223 older people were supported, received a service or attended events. That's a fantastic achievement for a team of 13 staff supported by an amazing 314 volunteers. And it's an increase of 536 older people supported and an increase of 127 volunteers.

As trustees we were told recently that someone described Age UK Waltham Forest as 'small but mighty' and that we 'stepped up and took control' during lockdown when older people in our Borough needed us the most. That's a great compliment and one which has been earned through dedicated work and a commitment to helping older people enjoy later life. As you will see, from 16th March to 31st July 2020 (just over 4 months), the team of staff and volunteers helped 2,400 older people across the range of Covid19 safe activities – and that totalled 37,300 contacts. Awesome!



I also want to update you on the situation regarding our building in South Chingford, which is rented from the Council. It had indicated it wanted us to vacate the building. However we have now been informed in writing that it will not ask us to leave the building until the Council has worked with us to find suitable alternative accommodation in the north of the Borough. The Council recognise the important work we do and the need to have accessible space to support older people in our Borough.

This year I want to make special mention of Delores and Andy (my late husband), as both passed away since our last annual report and both contributed a huge amount to our charity. You will see in the 'In memoriam' section how they supported us. We thank both of them.

Finally thank you to our committed and experienced staff, our fantastic volunteers, our funders, our partner organisations and my fellow trustees. With your support we help thousands of older people in our Borough each year.

Debbie Ladds, Chair

Our mission

"The object for which the charity is established 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 and to 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.

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.

Working with other organisations

We work with a wide variety of organisations on initiatives.

These include:

- Citizens Advice Waltham Forest
- HEET – Home Energy Efficiency Training
- London Borough of Waltham Forest
- Waltham Forest Clinical Commissioning Group

Our Services



Volunteering



Information and Advice



Befriending



Exercise Classes



Digital Inclusion



Scams Awareness



Social Prescribing



Winter Warmth

The Impact of Covid19 on our work

We repurposed our organisation on 16th March 2020 to focus on supporting older people through Coronavirus. This meant we closed, adapted or postponed our regular activities; for example befriending is now via the telephone, not face-to-face; as are information/advice and form filling sessions. Our Digital Inclusion Sessions, Book Club and a sample of our Exercises Classes are now delivered via Zoom. Our mindfulness and singing groups are on hold.

Some of our existing funders agreed to suspend delivery or repurpose their funds and staff have risen to the challenge to support older people during this time.

We had to adapt quickly and transform our organisation to a new way of working whilst seeing demand increase exponentially. Because we needed to support older people we immediately increased staff hours and therefore our wage bill. We also brought in additional staff and 29 new DBS checked volunteers so far to meet demand (all inducted remotely). We managed to get all staff working from home within a week which involved buying laptops, mobile phones and printers.

We partnered with the Local Authority to provide prescription deliveries and additional telephone befriending. We are also providing shopping and emergency essentials parcels (food and incontinence products) to those older people most in need.

Period: 16 th March-31 st July 2020	Number of People	Number of Contacts
Number of prescriptions delivered	336	356
Older People receiving daily befriending phone calls	270	26,650
Older People receiving weekly contact phone calls (previously known to staff)	490	7764
Older People registered online for shielding	81	81
Older people registered for food boxes via community hub	21	21
Emergency Staples Parcels provided and delivered	16	16
Shopping Trips	289	332
Information, Advice and Form Filling for Older People	408	423
Social Prescribing Contacts	90	139
Book Club	6	15
Quiz Attendees	46	46
Computer Class Attendees	72	290
Exercise Class Attendees	90	953
Special Interest Talks	185	214
Total	2,400	37,300



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 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 314 volunteers to 13 employed staff. We can never repay the dedication or thank our volunteers sufficiently for their contribution.

We recruit volunteers in many different ways including leaflet drops, adverts in local papers, online via volunteer recruitment sites and social media and at recruitment fairs. We now have our highest-ever number of volunteers.

This year we were able to recruit a work experience student from Leyton 6th Form College, who was able to further develop our social media channels. The extra capacity enabled us to expand our reach across Facebook, Twitter and Instagram and interact with a wider audience

Our 'Feel Good Strolls' where volunteers lead short walks have continued and become weekly. They have provided an opportunity for those wanting to get more active and meet new friends.

At the end of the financial year our volunteer numbers increased in response to Covid19. Consequently we were able to support more older people in our community with new services including Shopping, Telephone Befriending and Prescription Deliveries.



Long Service Awards and Volunteer of the Year

Each year we celebrate 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. 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

Kate Baxter
Olwen Cowen
Russell Foderingham
Rehana Hanif
Jeannette Hunter
Ken Kennedy
Emma Levine
Charlie Nevill

2 Years

Callie Noakes
Debra Oakaby
Ethan Penfold
Andrew Perring
Sorana Secu
Mandy Seeburn
Charlotte Slade

5 Years

Daniel Amoah
Shirley Reynolds
Sarah Singfield
Juliette Tew

Volunteers of the Year

Delores Brown
Coreen France
Veronica Hanson-Allen

IMPACT

314
volunteers provided
18,716
hours of support



Information and Advice Service

Age UK Waltham Forest provides information and advice that covers every facet of later life, from helping people find out the benefits they are entitled to claim, to discussing options that help make later life at home more manageable.

We support older adults and their families through offering a service that's available in their homes, our office, via email or by telephone. In addition we now have an I&A Adviser based one day a week in Priory Court Community Centre in Walthamstow, allowing people in the centre/south of the borough to more easily access our service.

During 2019-2020 our Information and Advice service was accessed by 922 people. Enquiries were sought on multiple issues and we advised on an average of 1,330 matters. Of these 72% related to welfare benefits. During the year we successfully achieved £1,226,277 of extra welfare benefits income for older people in Waltham Forest, an increase of £236,650 compared to 2018/2019

We have helped older people to know about and claim the benefits they're entitled to, such as Carer's Allowance, Attendance Allowance, Personal Independence Payments and Pension Credit.

We carried out 92 home visits, assisting people with mobility and mental health needs, completing forms, offering advice and making telephone enquires on their behalf.

Due to the impact of Covid19 we are unable to carry out home visits at present, however we continue to support older people and are now completing forms via telephone appointments.

IMPACT

922
individuals advised on
1,330
matters

claimed
£1,279,523 in
previously unclaimed
benefits

Information and Advice Client Statement

My mother has had three falls during the past two years, which have resulted in a number of disabilities. Her first fall injured her arm, which has been left weakened. She now finds many every day tasks such as: carrying things, writing, lifting, opening things and maintaining a secure grip, painful and difficult,

The second fall severely bruised her knee and her face, but unfortunately also left her psychologically distressed. She has had counselling sessions and also was referred to the Falls Clinic at Whipps Cross Hospital. It took her many months for her confidence to be restored, leaving her practically housebound.

The final fall, in her kitchen, has been the most severe. She has severely damaged her leg, to the extent that she had to attend Accident and Emergency at Whipps Cross Hospital on two occasions. She now has trouble going up and down the stairs, she cannot use her bath/shower unaided, she also has difficulty getting up from a seated position and cannot do every day tasks such as: changing her bed linen, cleaning and Hoovering the house and now rarely goes out for fear of falling again.

I have been left distraught whilst trying to persuade my mother that she needs help. She always says that she manages but she can not. She struggles everyday, and every night. I finally persuaded her to call Age UK Waltham Forest to see if there was any help they could advise her on. She did, and spoke to the Information & Advice lady who encouraged mum to apply for Attendance Allowance. My Mother is proud and has never been on any benefits, but when the lady told my mother that the benefit is there to help pay for the lifestyle she is accustomed to, something clicked for her. The lady said that if she needs to pay for a cab to take her back and forth to Morrisons, to visit family and friends then she could use the money from the benefit. If she wants someone to help with domestic cleaning in her home, maintain the garden then the benefit would be worthwhile getting.

My mother was seen at home on two occasions and during that time the lady managed to talk to mum about having a falls pendant and completed the application form for her to get one, as well as the Attendance Allowance form. She also contacted Adult Social Services who sent an Occupational Health Officer to look at areas where equipment could help mum manage around her home. She now has grab rails in the bathroom, kitchen door and back door, a ramp with a rail at the front door, bath bench, perching stool, and grab rail along the corridor.

My mother's life has changed so much, she seems to be less anxious, she walks around her home with more confidence, holding the rails, her posture has changed and I think she feels safer. She comes with me to go shopping which she didn't do before and we arrange for a mini cab to bring her to my home every fortnight for Sunday lunch.

I cannot thank you enough for restoring my mother's life and wish you well.

You mentioned day centres that she can attend and she says she is thinking about it. I will let you know if she takes up the idea.

Thank you.



Just Connect Befriending Service

Just Connect offers weekly befriending visits to older people who are lonely, isolated and/or housebound. Where we can, we help the 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.

Due to the Covid19 Pandemic, from 16th March 2020 our volunteers ceased visiting in person, and instead phoned them daily, to check that they were all right and had what they needed in the pandemic. A host of new people volunteered to help during the pandemic and Just Connect began a phone befriending service whereby volunteers made a daily phone call to older people who were shielding, to break through their isolation and check they were all right.

During 2019-2020 our volunteers made weekly visits for all or part of the year to a total of 191 older people – a 30% increase compared to the previous year (44 additional older people). This included 40 older people who were offered daily phone calls in March 2020, to help them through the corona virus lockdown.

Demand for our befriending service continues to grow. We had 142 new referrals during 2019-2020, compared to 124 in the previous year – a 14% increase.



We continued to put a lot of effort into recruiting new volunteers, and were able to achieve a significant increase again this year. We started the financial year with 102 befriending volunteers and finished with 117 “regular” befrienders, and an additional 48 “Covid” volunteers – a total of 165.

Of the 191 people who were befriended, the length of time they were befriended for varied from less than a month to over 3 years:

- Two had received weekly visits for more than 3 years
- 13 had been receiving weekly visits for between 2-3 years
- 30 had been receiving visits for between one and two years
- 13 had been receiving visits for between 6 months to a year
- 89 had been receiving visits for between 1 and 6 months
- 44 had been receiving visits/phone calls for less than 1 month

While we only ask our volunteers to commit to befriending for a minimum of 6 months, many friendships are formed for life, 50 of our volunteers were committed to visiting their older person indefinitely – until their or the older person’s circumstances change.

Our Just Connect volunteers gave nearly 14,000 hours of their time during 2019-2020.

IMPACT

191
isolated
older
people
received
befrienders



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 provides twenty free or low cost activities weekly across the borough.

Participant's 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; helped to lower blood pressure and increased energy levels.

At the end of March 2020 face-to-face classes were paused due to the Covid Pandemic, a selection of classes are being delivered online via Zoom.

From April 2019 to March 2020 there were 692 classes and 10,986 attendances by 642 individuals.

Weekly Programme Includes

- Gentle Exercise (5 classes)
- Tai Chi (9 classes)
- Bollywood Dance (2 classes)
- Floor Yoga (2 classes)
- Chair Yoga
- Table Tennis



I've been attending the yoga classes held at OrganicLea – the class is well organised; the tutor is professional and the surroundings are so peaceful. I can't thank you enough for these classes. My physical and mental health are a thousand times better. I really look forward to attending.

This year we entered into a partnership with Waitrose and OrganicLea, a workers' cooperative that provides a socially and environmentally just food system where the means of production and distribution are controlled by the people who work and volunteer on the land.

Waitrose kindly allowed one of their employees Katriye Ibrahim, to be seconded to us. Katriya is a trained Yoga teacher and OrganicLea allowed us to use their site to deliver the seated Yoga class. Attendees are encouraged to take part in horticultural tasks whilst on site and also to join other people for a communal lunch which is made from produce grown onsite. The classes have proved to be very popular

Below – Chair Yoga attendees at OrganicLea in the Glasshouse and the new Woodland Class room where future classes are taking place



IMPACT

10,986
attendances at 692
exercise classes by 642
individuals

89% reported
improved
flexibility



Digital Inclusion

Our Digital Inclusion work began in 2008 as the Silver Surfers' Project. The aim of the project was 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.

In 2014 we began offering topic based classes. These 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. This year we also introduced new classes on Cloud Storage, Google Mail and more hands-on courses including Facebook and Excel.

Feedback from clients highlighted that people often wanted a little extra support and in response we have a monthly Silver Surfer Tech Support Group for people to come along with their questions and talk to our panel of volunteers and one-to-one mobile phone workshops.

In March 2020, in response to Covid19, face-to-face classes were put on hold and a new weekly programme developed that could be delivered via Zoom.

The on-going success of this programme is attributable to the commitment of the volunteer team who compile and deliver the courses.

Overall 691 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.

2019-2020 Digital Inclusion

- 59 classes
- 44 topics
- 3 ten week beginner classes
- 12 Tech Support Groups
- 7 Mobile Phone Workshops



IMPACT

691 individuals
attended Computer
Training Classes

94% found the
classes to be very useful or
extremely useful



Scams Awareness

Our Scams Awareness Project was originally funded for one year in 2018-2019 due to the on-going demand the project was funded from our reserves for a further two months and from April 2019 funding was secured from London Catalyst & Santander to continue this work by providing group awareness sessions which we continued to run until the end of February 2020.

Our aim was to support older people by raising awareness of Scams and the way they can be reported and empower older people to feel safer, more secure & confident.

During this period we saw another 541 people in 40 sessions across the borough.

Due to Covid19, from March 2020 we have been unable to deliver face-to-face awareness-raising sessions. However, we are now sending dedicated Scams Awareness Bulletins with our newsletters which reach over 1000 older people each month.

IMPACT

541

individuals attended Scams Awareness Raising Events

91%

of attendees reported they were more confident they could avoid scams after one of our sessions



Social Prescribing

We continued as part of the Social Prescribing network in the Borough, which is funded by the Department of Health and led by Citizens Advice Waltham Forest.

Social Prescribing aims to tackle social isolation with referrals sent to us from GPs and other health professionals.

We contacted clients for a friendly chat to gain an understanding of their issues and gave them ideas and encouragement to take part in social activities and in turn engage with others. We also asked them about any other issues they may need help with, such as finances, housing, getting support, travel assistance and signposting to other organisations.

Over the course of the year we have assisted 260 clients.

IMPACT

260

**adults connected
to support and
services in the
community**



Winter Warmth Initiative

This year we have been able to continue our Winter Warmth Programme. In January 2020 we held an event at our offices in South Chingford - 39 people attended and received Warmth packs (consisting of a fleece jacket, hat, gloves, scarf, ice gripper for shoes, walking sticks and blanket).

A further 96 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.

850 Winter Warmth Information packs were distributed around the Borough via events and through our home visits to those receiving befrienders and Information and Advice Services.

IMPACT

Distributed

850

Winter Advice Packs

Provided

135

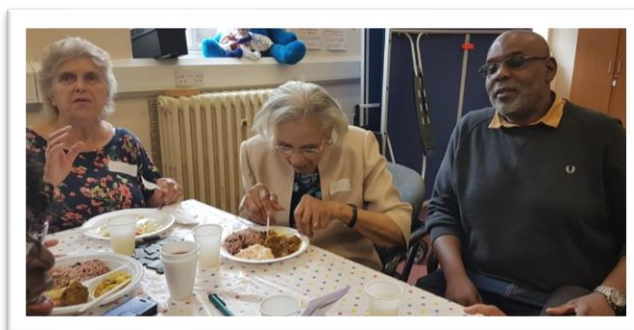
Warmth Packs

Other activities

This year has seen lots of activities at our Hub and in the wider community ranging from, a celebration of Black History Month, new social activities and partnerships with local schools. Many of the activities have now gone on hold or are being delivered differently due to Covid19. We hope to restart the full programme as soon as possible.

Windrush Celebration

A Windrush celebration event was held in June, attended by 20 older Black people and their families. Volunteers, including sixth formers from Leyton Sixth Form College, listened to the older people tell the story of their lives, and how they found England when they emigrated here.



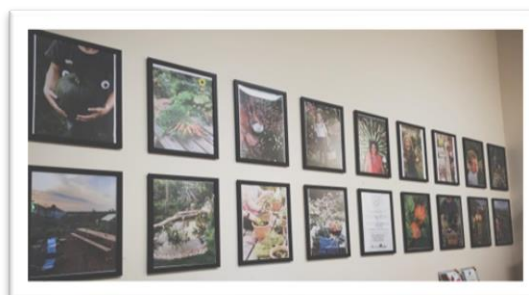
Intergenerational Sewing Project

We were approached by Queens Road Community Centre to work with them and encourage intergenerational activities. A new sewing class was set up in partnership with House of Stitch, who led the sessions. The Stitch in Time sessions were open to all ages and abilities.



E4 Art Trail

To increase awareness of the Resource Hub in the local area, we showcased photographs from the Haseya Apothecary Garden which could be viewed as part of the first E4 Arts Trail.



Black History Month – Celebrating Contributions to the NHS

A celebration of Black people's contribution to the NHS was held in October, as part of Black History Month. Retired nurses, midwives, cleaners and carers shared the stories of their lives working in the NHS and social care. A group of sixth formers from Leyton Sixth Form College made videos of the older people telling their stories. Mbilla Arts ran an African drumming session.



Forest School Partnership

Over 2 days pupils from Forest School visited the Hub and tidied the back garden, planting a range of flowers and herbs to help brighten up the area



New Social Activities

In addition to our on-going knitting group, this year we started a range of new activities including a Singing Group, Book Club, Mindfulness Classes, Poetry Group and Special Interest Talks.

Whipps Cross Hospital Redevelopment

In October we hosted an event with Whipps Cross Hospital to enable older people to have their say about the redevelopment plans for the hospital and the proposals to make Whipps Cross a hospital specialising in surgery for older people .



Community Fundraising

This year we have held three evening quiz nights with fish and chip suppers and three Afternoon Tea quizzes. These have kindly been supported by Stow Brothers Estate Agents in E17, who have advertised our sales via their boards and Twitter.

We also had seven stalls at various markets and local events. At all these events we sold our handmade Easter and Christmas decorations, crochet blankets, wooden reindeers, knitted toys, hats, gloves and scarves which were kindly made for us by volunteers.



These activities made in excess of £2,750 of unrestricted income which helps reduce our on-going costs.

Charity Walk for Peace

In June 2019 volunteers, staff and friends took part in the Charity Walk for Peace organised by the Ahmadiyya Muslim Elders Association. The walk took place in Milton Keynes. The theme of the event was Love for All, Hatred for None. We raised £800 which was further matched by a donation from the organisers of £1,000.



The Big Knit



In addition to knitting items for our Warmth packs and for our fundraising stalls, 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 26,100 little hats which raised £6,525. This money has been used to purchase additional items for our warmth packs such as fleece jackets, ice grippers for shoes and walking sticks.

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, Market Stalls

Our stalls happen on a regular basis. 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

Quiz nights

Our quiz nights run several times a year. Why not come along, on your own or with a group of friends and join in our fun quiz night, with a fish and chip supper. Details available from info@ageukwalthamforest.org.uk

Remember us?

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

In memoriam Delores Brown

We want to make a special mention of one of our Just Connect volunteers, Delores Brown, who very sadly died on 2nd April 2020 from Covid19, aged 84.

Delores volunteered for us from 2002 right up until the Covid crisis hit. She befriended innumerable isolated older people, often people who were younger than herself. She even visited one older gentleman who died of TB, right up to his death.

Here she is, proudly showing the place in Jamaica where she was born and brought up. We honour you, Delores. You are very much missed.



Andy Ladds

We are also very sad to report the passing of Andy Ladds who died in June 2019. Andy was a volunteer with us from 2015 and later joined our staff team in our Patient Experience Project.

Andy often helped out about our Hub base – from working on reception, to gardening and staffing our Information and Advice Helpline. He also helped out on many of our fundraising events selling raffle tickets at the quizzes or staffing craft stalls selling our Christmas knits.

Andy had worked in the borough for many years managing various Care Homes and was often recognised by people who dropped into our offices seeking support – he always provided a warm and calming welcome to visitors and was an advocate for older people throughout his life.

Andy was a great support to the staff team and his dry humour often provided light relief in stressful moments. He is very much missed by us all.



Statement of Financial Activities to 31st March 2020

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.

	Unrestricted funds £	Restricted funds £	Total 2020 £	Unrestricted funds £	Restricted funds £	Total 2019 £
Income from:						
Donations and legacies	32,564	89,886	122,450	75,578	100,297	175,875
Other trading activities	14,961	—	14,961	18,074	—	18,074
Interest receivable	134	—	134	88	—	88
Charitable activities						
. Improving the lives of older people in the London Borough of Waltham Forest	405,887	—	405,887	311,196	—	311,196
Other sources	—	—	—	362	—	362
Total income	453,546	89,886	543,432	405,298	100,297	505,595
Expenditure on:						
Raising funds	11,033	—	11,033	11,416	—	11,416
Charitable activities						
. Improving the lives of older people in the London Borough of Waltham Forest	355,737	98,126	453,863	275,440	67,806	343,246
Total expenditure	366,770	98,126	464,896	286,856	67,806	354,662
Net income (expenditure)	86,776	(8,240)	78,536	118,442	32,491	150,933
Other recognised gains and losses						
Actuarial gains	2,026	—	2,026	39,846	—	39,846
Net movement in funds	88,802	(8,240)	80,562	158,288	32,491	190,779
Reconciliation of funds						
Funds brought forward at 1 April 2019	239,978	47,135	287,113	81,690	14,644	96,334
Funds carried forward at 31 March 2020	328,780	38,895	367,675	239,978	47,135	287,113

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

Statement of Financial Activities to 31st March 2020

This balance sheet submitted shows a Pension 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 £74,635 which is payable over nine years commencing in 2020/21. 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.

	2020 £	2020 £	2019 £	2019 £
Fixed assets				
Tangible assets		2,478		3,777
Current assets				
Debtors	21,902		57,757	
Cash at bank and in hand	463,310		354,327	
	485,212		412,084	
Creditors: amounts falling due within one year	(45,380)		(38,208)	
Net current assets		439,832		373,876
Total net assets less current liabilities		442,310		377,653
Provisions for liabilities		(74,635)		(90,540)
Total net assets		367,675		287,113
The funds of the charity:				
Income funds				
. Restricted funds		38,895		47,135
. Unrestricted funds				
.. General funds		403,415		330,518
.. Pension deficit		(74,635)		(90,540)
		367,675		287,113



Age UK Waltham Forest is a registered charity (1048212) and company limited by guarantee.
Registered in England and Wales No: 2334459.
Registered Office: Waltham Forest Resource Hub (North), 58 Hall Lane, Chingford, E4 8EU

