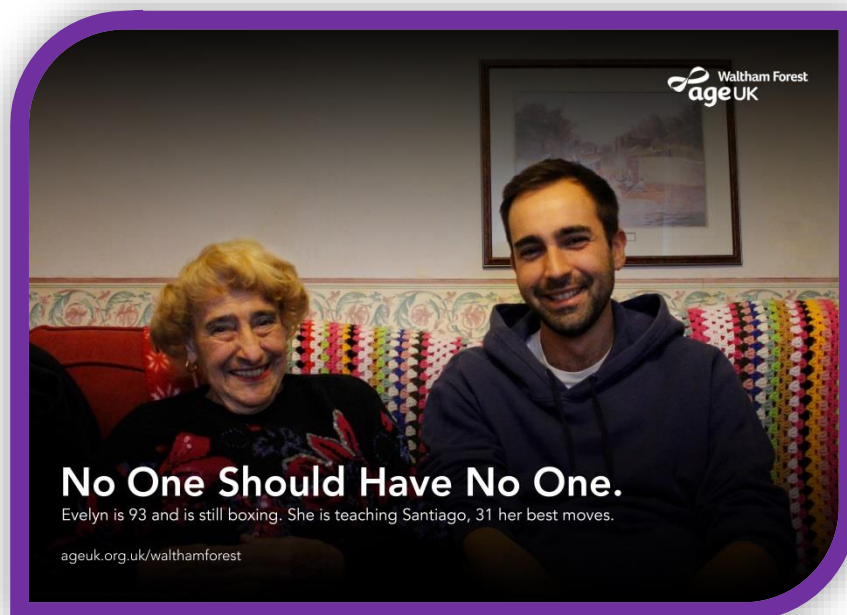


Supporting older people in Waltham Forest

Annual Report 2020-2021



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Charity Information

Trustees April 2020-March 2021

Debbie Ladds	Chair
Nancy O'Brien	Vice Chair
Barry Coidan	Honorary Treasurer
Jeffrey Blay	
Graham Forsdyke	
Richard Freitag	
Yvonne O'Sullivan	
Pauline Martindale	
Matthew Phillips	Resigned 19 th November 2020

Staff

Emma Tozer	Chief Executive
Arlene Williams	Finance and Personnel Administrator
Carolyn Stiles	Reception and Office Assistant
Christine Bateson	Project Support
Delia Mattis	Operational Support Manager
Eric Callow	Project Support
Emma Pajarillaga	Volunteer Recruitment Co-ordinator
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
Rowsumara Khanum	Befriending Co-ordinator
Susan John	Befriending Administrator
Claire Ford	Community Network Co-ordinator
Emma Levine	Community Services Manager
David Hale	Veteran's Co-ordinator
Alistair Martin	Veteran's Co-ordinator

Company Secretary

Emma Tozer

Company Secretary and Accountant

Sharon Harris Resigned 30th September 2021

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

Chair's Message

I'm pleased to present the annual report to you for April 2020 to March 2021. As you will see in this report we had another very busy year, despite – or because of – the pandemic and the challenges of Covid19. Our team of staff and volunteers has done a fantastic job in supporting thousands of older people in Waltham Forest during a uniquely-challenging year. I am again 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 by reading this report that we achieved a lot; and this report is longer this year in order to give you the details of all that we have done. For example, we expanded existing services, moved online, provided new services and retained a cheery voice and friendly support all within the lockdown rules and regulations. Data shows that we supported 5,909 older people this year, which is 686 more than last year, and 1,222 more than two years ago. Because of the pandemic most of that support was via the telephone, online or 1:1 which makes it even more impressive.

We expanded our staff team to be able to provide those additional services, from 13 to 17 people, the majority of whom work part time. They form an amazing team and have done an excellent job keeping services running whilst mostly working from home. We also increased our volunteers from 314 last year to 444 at the height of the pandemic. To each and every volunteer – thank you. Your support really makes a difference and enables us to help older people in Waltham Forest in a way that is friendly, caring and supportive.



In terms of our building in South Chingford which is rented from the Council; there has been little progress, due to the pandemic, in terms of finding other premises. The council recognises the important work we do and the need to have accessible space to support older people, so for now, we are staying put and when we have any progress we will share it with you.

This year I want to make special mention of Dolly who passed away since our last annual report. Dolly was a long-time volunteer and contributed a huge amount to our charity over 29 years. You will see in the 'In memoriam' section what she did and you can also find out about her visit to Buckingham Palace. We thank Dolly for all she did.

Finally, thank you again 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 at the point where they need support, advice, friendship or help.

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
- North East London Clinical Commissioning Group

Our Services



Volunteering



Information and Advice



Winter Warmth



Befriending



Exercise Classes



Digital Inclusion



Shopping and Prescription Services



Social Prescribing



Scams Awareness

The Impact of Covid19 on our work and future plans

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 became largely telephone, based during the first wave; 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.

Some of our existing funders agreed to suspend delivery or repurpose their funds and staff rose 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 managed to get all staff working from home within a week which involved buying laptops, mobile phones and printers.

These extraordinary times called for an extraordinary response, we became a partner with the Local Authority's Community Help Network providing prescription deliveries and additional telephone befriending. We also developed a shopping service and provided emergency-essentials parcels (food and incontinence products) to those older people most in need.

Underpinning everything we have achieved this year is the amazing commitment of our volunteers, both old and new, and the dedication of our staff team.

Looking forward to the next financial year we continue to provide the support services offered throughout the pandemic – we recognise that for many their pandemic journey is not over, their lives will have been changed forever, both mentally and physically, by the impact of Covid19.

Work has begun on a new five year strategy; as always, our strategy and future service delivery will be guided by what older people tell us they want and need. We have already secured funding to develop new services to enable Independent Living, therefore this year we are planning to start handyperson, footcare, gardening and domestic support services. We have partnered with Age UK Enfield to deliver a new project to support Veterans and we will be dedicating a portion of our reserves to further our mission of reducing social isolation by employing more staff to develop more activities and opportunities to create social networks for the most vulnerable in our community.



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; shopping for vulnerable adults, 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 – when our offices can be open.

This year we saw an immense increase in volunteer support in response to the pandemic, pre-pandemic we operated with a ratio of 314 volunteers to 13 employed staff; at the height of the pandemic our volunteer base had risen to 444, and at the end of the financial year we were working with 353 volunteers, an increase of over 10 percent on the pre-Covid level.

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 can never repay the dedication or thank our volunteers sufficiently for their contributions.



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

Charlotte Andrew
Alexis Austin
Kyra Borella
Ciara Breen
Margarita Bunce
Michael Cave
Guy Davids
Richard Eldridge
Tomasz Fiszler

2 Years

Marilyn Gould
Christia Kyprianou
Hollie Mitchell
Nazia Rais
Santiago Suarez
Polina Syromyatnikova
Vicky Webb
Hannah Webster
Robin Weil

5 Years

Eric Callow
Phil Creasy
Chris Foster
Ben Frearson
Rita Smalley
Glenda Worth

Volunteers of the Year

Guy Davids
Sonia Kellman
Brian Oakaby
Colleen Williams

IMPACT

444
volunteers provided
50,071
hours of support



Information and Advice Service

Age UK Waltham Forest provides information and advice that covers every facet of later life, that help make later life at home more manageable.

We offer a free and confidential Welfare Benefits entitlement check. If there are entitlements identified, we advise clients how to proceed with making applications, and can offer practical support with completion of difficult and off-putting benefits forms. The majority of our clients are over pension age and concerned about making ends meet or managing with a disability or illness.

We support older adults and their families by offering a service that's available in their homes, our office, via email or by telephone.

In addition we hope to re-start our presence at Priory Court Community Centre in Walthamstow one day a week, allowing people in the centre/south of the borough to more easily access our service.

During 2020-2021 our Information and Advice service was accessed by 1763 people compared to 922 individuals in 2019-2020, an increase of 91%.

Due to Covid19 we were unable to visit people in their homes. Instead we assisted via telephone and internet appointments. Enquiries were sought on multiple issues and we advised 2085 matters. Of these 68% related to welfare benefits

During the year we successfully achieved £806,087.20 of extra welfare benefits income for older people in Waltham Forest, this money improves quality of life, helps to maintain independence, and supports local services.

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 also assisted people with mobility and mental health needs, completing forms, offering advice and making telephone enquires on their behalf.

We continue to support older people via telephone appointments and hope to deliver face-to-face appointments when restrictions ease.

IMPACT

1,763
individuals advised on
2,085
matters

claimed
£806,087.20
in previously unclaimed
benefits

Feedback from Information and Advice Clients

I requested help to fill in the Attendance Allowance form and each of my phone calls was dealt with quickly, efficiently and in a very pleasant manner. When [the volunteer] called she had the most lovely nature and competently tackled the numerous questions with humour and tact. The service I have received from you is faultless.

I am now in Norfolk...thank you for your persistence, understanding and guidance to move. I am happy.

I had been living in my cold flat for several months waiting for the Housing Association to fix my boiler and they left me waiting with no hot water, no heating. I called Age UK Waltham Forest and a kind lady took my details and said someone will call me back. I was called back and the lady helped me, she wrote a complaint to them and spoke on my behalf. I got my heating on and was offered compensation. You was looking after me whilst I am looking after my 65 year old disabled son. Thank you

Thank you for helping me with applying for Council Tax Support. I was feeling helpless and depressed and was referred by Social Services. I was able to get backdated four weeks Council Tax payments and Pension Credit because you helped.

Thank you for getting me a cooker, no more microwave foods!

Information and Advice Case Study

Mrs Smith has used Age UK Waltham Forest Information and Advice service on many occasions on behalf of her mother and father. Sadly, her mother passed away two years ago and Age UK Waltham Forest provided information on Funeral Benefits.

Mrs Smith's father who is 88 years old, has had two strokes, is partially sighted, and suffers with diabetes. He lives on his own and is showing early stages of Alzheimer's.

Mrs Smith and her husband are her father's main carers.

They accompany the father on his frequent medical appointments and take him to the shops, or do his shopping for him. Mrs Smith says that her father likes to push the trolley in the supermarket because it gives him support but also because, 'he thinks that if he was seen with a walking stick or a frame everyone would know he lacks mobility, but if he is seen using a trolley people will think he is only doing his shopping'. I have to steer the trolley as he is sometimes too weak to control it'.

Mrs Smith says: 'I visit my father regularly, but I do not want to take his independence away, he has always been independent and proud, so I do not want to be stopping him from doing some of the things he is able to do.'

Information & Advice helped Mrs Smith and her father to claim Attendance Allowance and Council Tax benefits as well as securing a blue-badge. We provided guidance and support with completing a Power of Attorney application form. Mrs Smith says 'A lot of the forms are difficult and nerve racking... the support I was given made it easier to complete the forms'.

Having a power of attorney has made a huge difference for the family. Mrs Smith explains: 'It is a great help, it means that I have taken charge of my Dad's financial welfare and health...I pick up money for him, and sort out his bills and arrange for direct debits and even standing orders. It makes it easier for me and it makes him feel at ease knowing that his bills are being paid'.



Winter Warmth Initiative

Over the past five years the Information & Advice Service has delivered the Warm Home Programme. The programme consists of benefit entitlement sessions and Home Energy Checks that are usually done face to face and in clients' homes and Winter Warmth Packs are provided. This year, despite Covid restrictions, we successfully managed to deliver the programme via telephone appointments and with support from our volunteers.

The aim of the benefit entitlement session is to identify additional income for older people and provide practical tips on how to stay warm and well. As part of these sessions we identify other services the older person might benefit from including Warm Home Discount rebates.

In 2020-2021 we advised 84 clients and identified £171,434.12 of benefit entitlements where we assisted with applications to Department for Work and Pensions and Energy Providers.

Due to Covid restrictions, this year we did not hold Winter Warmth events, instead a volunteer delivered Warmth Packs (consisting of a fleece jacket, hat, gloves, scarf, ice gripper for shoes, walking sticks, blanket and information on how to save money on energy) directly to older people's homes.

192 packs were distributed to adults across the borough. This was funded from income raised from the Innocent Smoothie Big Knit Campaign and through Ward Forum Funding from the London Borough of Waltham Forest.

We also referred 35 older people to HEET who advised, free of charge, on how to make homes safer and warmer. In some cases HEET fitted energy efficiency measures that will help to save money on heating bills.

We promoted the service via our Newsletter and through our networks, including Social Prescribers in the borough.

IMPACT

Provided

192

Warmth Packs

Assisted

84

Older people to claim

£171,434.12



Just Connect Befriending Service

As soon as the crisis emerged we began sending out guidance to our volunteers about taking precautions and we established a new service called “Daily phone checks”, whereby every client who did not have family or friends checking in with them every day received a daily call from one of our volunteers.

Our volunteers were amazing during this period. Many of our existing volunteers took on extra clients, some phoning up to 4 people on a daily basis during the first lockdown and many new volunteers signed up to support the service. The community response was amazing. Such was demand that we secured funding to employ three additional staff members and one of our volunteers, Marilyn Gould, pitched in as part of the team, making initial phone calls to people who had requested a phone befriender. She made over one thousand phone calls in the space of just the first three months of the crisis, she was a lifeline of friendliness to so many older people throughout the last year.

As the months went by we dealt with many clients’ deaths – 12 in the first 2 months of the crisis alone; 26 deaths throughout the year. For our befrienders, and staff, each death is a bereavement – a person who was loved by us, and now lost. We also found, increasingly, that there was an epidemic of depression and mental illness among our client group. Mental health services were stretched way beyond capacity, so our volunteers played roles way beyond what they might have expected.

Throughout the crisis, we never operated a blanket ban on volunteers visiting in person, although the vast majority of befriending during the last year has been over the phone. We have looked at each case individually, taking into account the risks to, and posed by, the volunteer and taking into account the other risks to the older person (e.g. the risk of mental ill health from prolonged isolation), as well as the risk of Covid. We’ve also, naturally, taken into account the wishes of the older person and, where appropriate, their family.



In 2020/21 we received 587 new referrals from a wide range of sources including London Borough of Waltham Forest's Community Help Network; the older person themselves or their family or neighbour and many different parts of the NHS: GPs, hospitals, community matrons, mental health nurses and support workers, physiotherapists, occupational therapists, psychologists. Each referral was followed up with an introductory telephone call to ensure the service was required but also to check if the older person had any other needs such as emergency food parcels or prescription collections.

The older people we befriend reflect very well the diversity of the population of the Borough aged 65+. We befriend proportionately more Black elders than live in the Borough, and less Asian elders. We believe this to be because within the Asian community there is a greater likelihood of elders living with, or having significant contact with, their family members. The need for our service is, therefore, somewhat less within the Asian communities.

Around two thirds (67%) of the people we befriended in 2020-2021 were aged 80 or above, with 3 people (2%) aged 101, and 30 people (17%) in their 90s.

As at the end of March 2021 we are still supporting 194 older people with Befriending Services and we have 233 befriending Volunteers

IMPACT

In 2020/21
396
older people
telephoned daily or
receiving weekly
befriending visits
compared to 147 in
2019-2020

39,430
volunteer hours
making
74,916
phone calls
and

10,064
visits to older
people's houses.



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.

Pre Covid19 we ran twenty exercise sessions a week across the borough. At the end of March 2020 face-to-face classes were paused and four classes a week were delivered online via Zoom.

From April 2020 to March 2021 there were 200 classes and 3,027 attendances by 130 individuals.

Tai Chi on Zoom has really made a difference to my wellbeing at this time. Thanks to all concerned.

***I love the Bollywood Dance Classes – feel alive after!
A Bolly-good way to start the week.***

I've been attending your Yoga class online – the tutor is so caring and I feel calm and relaxed after. Can't wait to do a class in person with you.

I've been attending all your Zoom exercise classes – I have to say the tutors are excellent and the Age UK WF staff that are hosting are all so lovely – they really take time to get to know you so the classes are good for me both physically and emotionally.

IMPACT

3,027
attendances at
200
exercise classes by
130
individuals



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. 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.

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 148 individuals attended the online sessions and gained confidence with technology and have been equipped with skills to access information.

I'm completely new to Zoom – you kindly talked me through the process on the telephone, supported me to get online when I had no idea where to turn to. You kept me sane during the pandemic with the weekly Silver Surfer classes. The volunteers are fantastic and they put so much work into the handouts which we receive.

I'd like to say thank you to the Silver Surfer Volunteers – they are all so patient and knowledgeable. These classes as such a fantastic resource.

IMPACT

1,112
attendances by

148
individuals

38 topics
50 classes
12 Tech Support
Groups



Shopping and Prescription Services

When COVID-19 hit, we reacted with the urgency required. With older and vulnerable people advised to shield, we answered the need of so many of our residents who were unable to leave their homes and frightened to fulfil essential tasks including shopping for food and collecting their medication.

We quickly recruited volunteers to provide a shopping and prescription service. Covid-safe practices were followed to ensure that volunteers and the older people using the service, remained as safe as possible. The vast majority of shopping was completed within 2 days of the initial order placed. If there was anything urgent, we were able to respond. Our volunteers have also assisted with collections and deliveries from food banks.

For the prescription service (collection and delivery of medication) we responded to the initial need from March 2020. Our team of volunteers was able to respond to the requests and deliver medication quickly and safely. LBWF asked us to manage this service at the start of the pandemic until the end of April 2020, then transferring to their own volunteers for May/June 2020. When the initial pandemic response was over, the service was returned to us.

Through the many months of lockdowns, easing and subsequent return to lockdowns, the need for these services has always remained. So have our volunteers, even after they returned to work.

The vast majority of older people in the borough have been vaccinated and the Covid rates are currently relatively low. However there is still a demand for the shopping service, indicating that many older people are housebound, not mobile enough or lacking the confidence to do their own shopping. The same applies for prescriptions therefore we have continued to provide these services.

Throughout the year, there have been 70 volunteers across the borough who have been able to respond to requests of shopping and prescription collections. Some of them have been doing shopping every week since March 2020 to the same older person and are keen to continue, having built up a vital connection.

IMPACT

769

Shopping trips and deliveries

391

Prescription pick up and deliveries

Feedback from users of the Shopping and Prescription Services

It was a life saver to get my shopping delivered. The staff on the phone were very polite and caring.

So grateful to Age UK WF Staff and volunteers. Your practical help and emotional support during this difficult time has been of tremendous help and comfort to me.

I never thought I would need Age UK but having no close relatives living near by and no one to ask for help you really helped to stem my stress and worries. My shopping and prescriptions arrived quickly and without fuss.

Thank heavens for your shopping service! I know you put this service together quickly to help older people during the pandemic but it's been first class. I rang your office very distressed and the staff were so kind. Months later I'm still using your service as I am still unable to go out and you still treat me with the same kindness and respect as day one.



Social Prescribing

Social Prescribing aims to tackle social isolation and we have continued to work as part of the Voluntary Group network in the Borough, which has been funded by the Department of Health and led by Citizens Advice Waltham Forest.

Following the Covid19 restrictions in the last year, we started receiving referrals from the Community Help Network in Waltham Forest. Many of these concerned people who were required to shield and, therefore, unable to rely on their usual support from family.

While the restrictions have prevented participation in the usual social activities, we encourage people to engage with others, and have connected people for telephone befriending and free online activities. Our contact has involved several calls and where we can we have provided support in other ways. This has included assistance with financial worries, getting support with housing, health and care, or signposting to our shopping service and external organisations.

Over the course of the year we have assisted 238 clients.

IMPACT

238

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



Scams Awareness

Our Scams Awareness Project was originally funded for one year in 2018-2019, due to the on-going demand the project was continued until the end of February 2020 – we funded the project from reserves and through a series of small grants.

This 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.

Due to Covid19, from March 2020 we have been unable to deliver face-to-face awareness-raising sessions. With the continued rise of scams we felt there was still a need for awareness raising. We are now sending dedicated Scams Awareness Bulletins with our newsletters which reach over 1,000 older people each month.

Other activities

Many of our other activities went on hold or were delivered differently due to Covid19.

Sewing Workshops

Our Stitch in Time sewing and embroidery sessions couldn't continue during lockdown, instead the concept was moved online with a virtual session held in March 2021. 14 took part with Claire from House of Stitch explaining the steps to create a wonderful pot holder. Each participant was delivered their own sewing pack with all the materials they would need.

The session was so well received we plan to continue in 2021.



Thank you so much for the sewing session. It was really lovely and I thoroughly enjoyed it. Thank you for being so patient with us and hope there'll be more opportunity in the future.

Special Interest Talks and Quizzes

This year we hosted 10 Special Interest talks and four quizzes, delivered by Zoom. They proved to be very popular with 412 attendances by 133 individuals.

We would like to thank all those who kindly gave their time free of charge to enable us to provide these activities.

We plan to continue the delivery of these sessions in 2021-2022

Topics included:

- Vancouver to Niagara - an illustrated talk
- The mysterious Meridians of Highams Park
- Norwegian coast: From Bergen to Kirkenes and back
- The Solar System to scale
- The Ultimate History Session - In one session
- My Antarctic Trip
- My Olympic journey

In both Boroughs we have continued to identify veterans with a view to building a peer-peer network and a range of social activities to suit. A monthly Saturday morning breakfast club has been established and has seen some strong growth in the number of veterans attending. At the launch event in July 2021 sixteen veterans were in attendance we now regularly have an average of twenty five at each session.

The breakfast club has been attended by a total of fifty five veterans or war widows. Such was the popularity we scheduled an extra session and organized a Christmas lunch which was attended by thirty people. A number partly curtailed by the introduction of plan B covid measures. We also organized a Ukulele band to play at one session for some additional entertainment, it was much appreciated by our veterans.

In addition to the breakfast club we have started a twice monthly coffee club in Waltham Forest, which we hold on Monday afternoons and a Social Group in Enfield which meets on a Friday afternoon every two weeks. Whilst not as well attended as the breakfast club, the sessions regularly attract between six and twelve veterans, who come along and share stories over tea and coffee and a game of darts.

We have also been able to arrange visits for 6 veterans to see the Ceremony of the Keys at the Tower of London with more visits to this and other activities planned for the coming year. To assist in these visits Age UK have funded two Midas Minibus driving Courses to make use of Community Transport

The coordinators have continued to offer one to one support for those in need and have sign posted individuals to Veteran's Aid, who helped re-house a veteran, and also to Combat Stress for help with PTSD. The co-coordinators were invited to the SSAFA AGM in November where we networked with other Veteran charity workers.

For Remembrance we organised the laying of wreaths at both the Chingford and Enfield War Memorials. We also provided veteran support a council initiative in Chingford cemetery, where we escorted local school children in laying crosses on veterans' graves.

This year we secured funding to work with OrganicLea, a local food growing co-operative, to deliver pots, seeds and compost locally to 205 older people and support them virtually to grow these herbs, flowers and micro greens. Participants were able to have access to the OrganicLea experts to receive advice, practical tips and demonstrations. There were online support sessions and their very own 'gardening question time' and celebrations of growing during the on-going restrictions due to Covid19.

An additional 172 packs and plants were delivered to communal housing projects to brighten up communal spaces.

I have been very down during lockdown but my new gardening hobby has helped me cope. These gardening sessions made me feel that I wasn't alone or isolated.

The sessions enabled so many things, from collecting suitable containers, thinking, planning and executing - witnessing the daily growth and taking a true delight in tending, talking about the microgreens, during the past year and the recent lockdown the daily grind has lacked any sense of delight, the past fortnight I have had an opportunity to talk, think and act differently - now that's something I would never have imagined - thank you

The sessions have improved my mood and well-being. This project of sowing seeds at home and watching them to germinate was very full filling, I am enjoying eating microgreens from the first sowing

Book Club

Our book club started in July 2019 and has grown steadily to include more regulars and those who attend now and again. Our books are chosen by the group and have covered a variety of genres from rich classics, fantasy, science fiction, humour, espionage and crime – both historical and modern day. We would usually meet at the Hub and discuss the book of the month over tea and biscuits. So, when we locked down, we kept the momentum by initially having our book discussions via email, but soon switched to using Zoom. While it's not quite the same as meeting in person, for many of us the book club has been a real boon in providing connection with others. But at any time, it's a great way to escape from the everyday, by immersing ourselves in discussing the book, its associated issues and ideas and also sharing different insights and broadening our outlook.

Community Fundraising

This year our community fundraising was limited – our usual programme of Quiz nights; fish and chip suppers and afternoon teas wasn't possible. We did take part in

three stalls at a makers' market in Jubilee Park Leyton, and an online Christmas market. At these events we sold our handmade Easter and Christmas decorations, crochet blankets, knitted toys, hats, gloves and scarves which were kindly made for us by volunteers.

These activities generated in excess of £800 of unrestricted income which helps reduce our on-going costs.

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 raised 25p for Age UK Waltham Forest and this money is used in projects to raise awareness of keeping warm in winter.



So far we have 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, walking sticks and ice grippers for shoes.

Individual donations

We saw a rise in individual donations this year, mostly due to the pandemic and people wanting to support our work. Some donations were also received from those attending our Zoom classes. To everyone, we say 'thank you'; your contributions make a difference. We received £23,587 in donations from April 2020 to March 2021.

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 volunteering@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; when we are not in a pandemic. 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

Dolly Skinner

This year we are very sad to report the passing of our volunteer Dolly Skinner, who died, aged 98, in November 2020.

Dolly had been a volunteer with us for 29 years.

In May 2019 Dolly was invited to attend a Royal Garden Party at Buckingham Palace in recognition of her volunteering with Age UK Waltham Forest.

Dolly began volunteering with our Day Centre and provided activities and emotional support for the clients who attended. After five years the centre closed due to lack of funding, however Dolly went on to volunteer in Care Homes around the borough, again she carried out activities with the residents to provide mental and emotional stimulation and to reduce isolation. Until her death, Dolly supported our fundraising efforts by knitting little hats for the Big Knit Campaign.

Dolly was a delightful, kind and compassionate woman who gave so much without ever expecting anything in return, she will be missed by all those that knew her.



Dolly with her granddaughter at the Garden Party in Buckingham Palace

Our Future Plans

Work has begun on a new five year strategy; as always, our strategy and future service delivery will be guided by what older people tell us they want and need. At the time of writing this report we have already secured funding and begun delivering new services. In 2021 we have added:

Veterans Support Service

Footcare Clinics in Sheltered Housing Schemes

Home Hairdressing Service

**Walking Groups in three locations across the
borough**

Zumba Dance Classes

Coming in 2022

Walking Football

Handyperson Services

Footcare Clinics in Community venues

Gardening

Domestic support services including Cleaning

More activity groups

Statement of Financial Activities to 31st March 2021

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.

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

	Notes	Unrestricted funds £	Restricted func £	Total 2021 £	Unrestricted funds £	Restricted funds £	Total 2020 £
Income from:							
Grants, donations and legacies	1	73,619	121,669	195,288	32,564	89,886	122,450
Other trading activities	2	3,250	—	3,250	14,961	—	14,961
Interest receivable		1,132	—	1,132	134	—	134
Charitable activities							
. Improving the lives of older people in the London Borough of Waltham Forest	3	562,419	14,855	577,274	405,887	—	405,887
Other sources		250	—	250	—	—	—
Total income		640,670	136,524	777,194	453,546	89,886	543,432
Expenditure on:							
Raising funds	4	12,820	—	12,820	11,033	—	11,033
Charitable activities							
. Improving the lives of older people in the London Borough of Waltham Forest	5	484,582	159,694	644,276	355,737	98,126	453,863
Total expenditure		497,402	159,694	657,096	366,770	98,126	464,896
Net income (expenditure)	7	143,268	(23,170)	120,098	86,776	(8,240)	78,536
Other recognised gains and losses							
Actuarial (losses) gains		(2,154)	—	(2,154)	2,026	—	2,026
Net movement in funds		141,114	(23,170)	117,944	88,802	(8,240)	80,562
Reconciliation of funds							
Funds brought forward at 1 April 2020		328,780	38,895	367,675	239,978	47,135	287,113
Funds carried forward at 31 March 2021		469,894	15,725	485,619	328,780	38,895	367,675

Statement of Financial Activities to 31st March 2021

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 £62,990 which is payable over nine years commencing in 2021-2022. 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.

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	10		11,968		2,478
Current assets					
Debtors	11	23,436		21,902	
Short term deposits		422,636		—	
Cash at bank and in hand		131,870		463,310	
		<u>577,942</u>		<u>485,212</u>	
Creditors: amounts falling due within one year	12	(41,301)		(45,380)	
Net current assets			<u>536,641</u>		<u>439,832</u>
Total net assets less current liabilities			548,609		442,310
Provisions for liabilities	13		(62,990)		(74,635)
Total net assets			<u>485,619</u>		<u>367,675</u>
The funds of the Charity:					
Restricted funds	14		15,725		38,895
Unrestricted funds					
. Designated funds	15	98,000		—	
. General funds	16	434,884		403,415	
. Pension reserve	13	(62,990)		(74,635)	
			<u>469,894</u>		<u>328,780</u>
			<u>485,619</u>		<u>367,675</u>

Signed on behalf of the board of Trustees by:

Debbie Ladds, Trustee

21.10.21



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



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