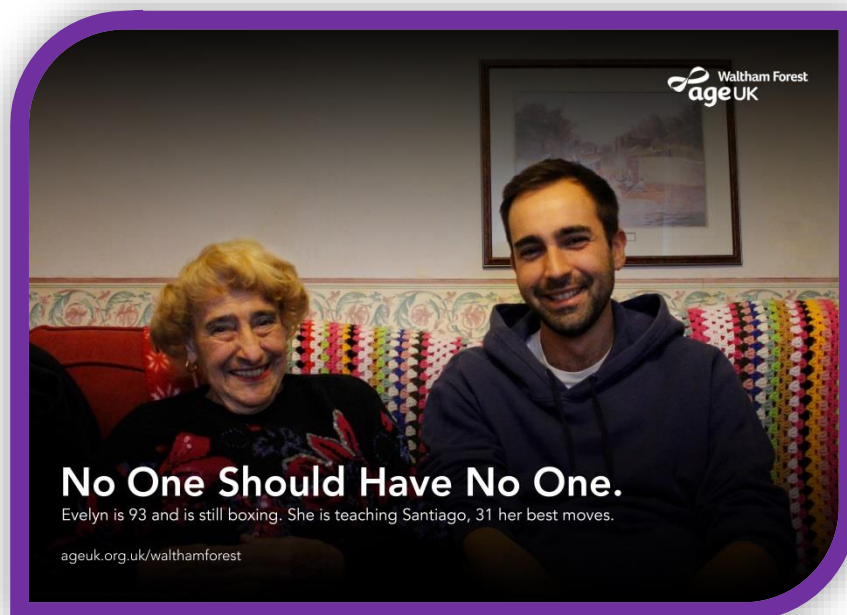


# Supporting older people in Waltham Forest

Annual Report 2021-2022



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## Charity Information

### Trustees

April 2021-March 2022

Debbie Ladds	Chair
Nancy O'Brien	Vice Chair (*Resigned November 2022)
Barry Coidan	Honorary Treasurer
Jeffrey Blay	
Graham Forsdyke	(*Passed away June 2022)
Richard Freitag	
Yvonne O'Sullivan	
Pauline Martindale	

### 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
Eleanor Jewell	Activities and Social Media Co-ordinator
Emma Pajarillaga	Volunteer Recruitment Co-ordinator
Eric Callow	Project Support
Chearine Alphonse	Information and Advice Manager
Ingrid Ambrose	Social Prescribing Link Worker
Carol Moy	Administrator, Information and Advice
Terry Day	Befriending Manager
Harriet Simmons	Befriending Co-ordinator
Rowsunara Khanum	Befriending Co-ordinator
Susan John	Befriending Administrator
Emma Levine	Community Services Manager
Beverley Raison	Nail Care Technician
Corazon Callow	Help at Home Support Worker
Andrea Jennings	Help at Home Support Worker
Martina Demjanova	Help at Home Support Worker
Angela Jordan	Help at Home Support Worker
Errol Barrett	Handyperson
Stan Jennings	Handyperson
Tracey Miller	Handyperson
Neil Wilcock	Handyperson
David Hale	Veterans Co-ordinator
Alistair Martin	Veterans Co-ordinator

### Company Secretary

### Charity Number

### Website

### Registered Address

### Auditor

### Bankers

Emma Tozer	<b>Accountant</b>	Ricca Bunda
1048212	<b>Charity Number</b>	1048212
<a href="http://www.ageukwalthamforest.org.uk">www.ageukwalthamforest.org.uk</a>		
Waltham Forest Resource Hub North, 58 Hall Lane, Chingford, E4 8EU		
Buzzacott LLP, 130 Wood Street, London EC2V 6DL		
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 2021 to March 2022. As you will see in this report we had another busy and productive year, set within the ongoing pandemic and the challenges of Covid19. In April 2021 when this financial year began we were in our third lockdown as a country, and all restrictions were only lifted in February 2022 as this financial year drew to an end. Against that backdrop our dedicated team of staff and volunteers have done a fantastic job in supporting thousands of older people in Waltham Forest during another challenging year. It is amazing to see what we achieve as a local charity and the skill and care shown by our brilliant team of staff and volunteers led by our Chief Executive, Emma Tozer.

You will see what we have achieved as you read this report. The staff team and hundreds of volunteers make a huge difference as they guide, advise and support older people in Waltham Forest. Alongside our important core services such as Information and Advice and Befriending, as lockdown eased we reintroduced face to face services and began new ones too including footcare services, walking football classes, walking groups, seated yoga classes and in partnership with Age UK Enfield, a Veterans project. Data shows that we supported 5,729 older people during the year, only 3% less than the previous year when the first lockdown greatly increased demand on our services, and still 110% more than two years ago, pre-pandemic.

We used some of our reserves this year to further our mission of reducing social isolation by employing more staff to develop and deliver more services to support the most vulnerable in our community. This was an important decision by trustees and ensured we were using some of our reserves in an



appropriate way when demand for our services was high. You will also see in the financial section of this report that we invested some of our reserves with CCLA, an investment firm who only support Charities, Churches and Local Authorities to ensure our reserves are managed appropriately to generate some income to support our work; rather than leaving money sat in a bank account earning very little interest.

I have four thank you's:

1. None of the work we do as Age UK Waltham Forest would be possible without the hundreds of volunteers who support our different services. **To each and every volunteer – thank you.** Your support really makes a difference and enables us to support older people in Waltham Forest in a way that is friendly, caring and supportive.
2. And of course, **a huge thank you to our dedicated staff team** who again worked both from home and in the office during a second challenging Covid-19 year – and excelled in their dedication and commitment to older people in Waltham Forest.

3. My third thank you is to those organisations we partner with to provide the support older people need. **Thank you partners**, for your support, energy, funding and commitment to making life easier for older people in Waltham Forest. In particular last year, we were pleased to be one of the charities supported by the Mayor of Waltham Forest, Cllr Elizabeth Baptiste who found time to join us on several occasions during the year.
4. Finally, **thank you to my fellow trustees**. We continued to meet via Zoom throughout the year. Your commitment, good humor and energy is inspiring and has a positive impact on the work we do.

With everyone working together we help thousands of older people in our Borough at the point where they need support, advice, friendship or help. That is something we can all be proud of.

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, 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**



**Befriending**



**Winter Warmth**



**Exercise Classes**



**Digital Inclusion**



**Footcare**



**Shopping and Prescription Services**



**Social Prescribing**



**Veterans Support**



## Where we are today and our future plans

This report looks at our work during the 2021/2022 year. Underpinning everything we have achieved this year are the amazing commitment of our volunteers, both old and new, and the dedication of our staff team.

We have continued to provide many of the support services offered throughout 2020 in response to Covid19 – we recognise that for many their pandemic journey is not over, their lives will have 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 continue the development of new services to enable Independent Living, therefore handyperson, gardening and domestic support services will be launching in early 2022/2023.

For 2022-2023 we have again dedicated a portion of our reserves to further our mission of reducing social isolation by continuing to the employment of additional staff to develop more activities and opportunities to create social networks for the most vulnerable in our community.

Digital exclusion remains an issue for older people which has been further exacerbated by the Covid Pandemic. In 2022-2023 we will be developing a new volunteer Digital Buddy Service to assist older people with their technology issues.

We recognise the impact of our charity and operations on the environment – a number of mitigation measures have been in place for many years including reusing equipment. In 2021 we moved to a new IT system and the redundant computers were either given to local schools or recycled through an appropriate carrier rather than going to landfill. When purchasing furniture and equipment we choose used rather than new as our first option. We use sensor lighting in our hub; auto hibernation of laptops after 5 minutes of inactivity and ensure equipment is turned off at night and not left on standby. We recycle paper, cardboard, plastics and ink/toner cartridges. These measures have enabled us to move from weekly to fortnightly waste collections reducing the need for diesel powered lorries to visit us by 50%. Where it is feasible to do so, we are maintaining online meetings to reduce the need to travel.

We are limited as to the suppliers of our gas and electricity as these are provided by the Landlord (local authority). In 2022-2023 we will be undergoing an independent Eco-Audit to examine where we can further reduce our environmental footprint.



## Volunteering

Age UK Waltham Forest is proud of our 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. These range 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.

We continue to work with a large number of volunteers, this year we operated with a ratio of 341 volunteers to 19 employed staff..

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 and ten 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

Mary Abdulai  
Nicola Bassil  
John Blyth  
Constance Borrowman  
Michael Bryan  
Jesal Chouhan  
Lorna Drummond  
Katerina Elhasni Alaoui  
Karen Gleeson  
Cassidy Gourlay

### 2 Years

Tara Hudson  
Sonia Kellman  
Victoria MacDonald  
Suzie Markland  
Antonia Murray  
Shirley Paul  
Heather Penny  
Ciara Simmons  
Susan Stride  
Monica Veseli

### 5 Years

Kate Baxter  
Fraser Hughes  
Lungisani Ndlovu  
Charlie Nevill  
Pauline Saunders  
Sorana Secu  
Mandy Seeburn  
Charlotte Slade

### 10 Years

Carole Heed

### Volunteers of the Year

Connie Borrowman  
Val Colding  
Marilyn Gould  
Clare Grego  
Pauline Saunders

### IMPACT

**341**  
**volunteers provided**  
**39,631**  
**hours of support**



## Information and Advice Service

AUKWF provides free confidential information and advice on a wide range of issues for people aged 55 and over, their families and carers. We will tell them about their rights and entitlements, local services and support available to them and those who care for and support them.

In particular we specialise in:

- Welfare Benefits advice for those who are pensionable age, including benefit checks to work out if they are entitled to Health Benefits, Housing assistance, Council Tax discounts, Pension Credits etc and assisting people to complete claim forms such as Attendance Allowance, Personal Independence Payment forms, and on-line benefits such as Council Tax Support, Discretionary Housing Benefit, and Housing Benefit
- Social Care to help people identify care and support services appropriate to their needs, accessing adult services and advising and completing home adaptation forms, grants for white goods and furniture, small repairs, and digital connections and financial support for unexpected bills.
- Local Community advice for older people on the services, support group, activities, and concessions available locally

Our service includes:

- Information guides and factsheets on a wide range of subjects affecting older people and those who care for and support them
- Office appointments. We ask that clients contact us to arrange an appointment rather than 'dropping in' so that we can ensure that they will be seen without having to wait and that we can tell them about any documentation that we would need them to bring along to the appointment.
- Home visits. For clients with complex issues who cannot get to an outreach appointment we can provide a home visiting service. This service is for people that cannot access the service in any other way, through disability or hardship.
- Drop-in Service. For clients to access our service once a week in Priory Court Community Centre in Walthamstow

We recruited 4 volunteers bringing our team of volunteers to 6 to help with the increased telephone enquiries, form filling, home visits and administration duties. Our service was accessed by 2,979 people compared to 1763 individuals in 2020-2021, an increase of 69%

As restrictions decreased, we decided in October 2021 to start conducting face to face appointments in our office for complex cases, and in January 2022, in people's homes who were housebound.

We ensured PPE was accessible to all staff and Covid home tests were conducted before attending appointments in the office or people's home. We saw 13 people at home and 139 in our office and Priory Court drop-in centre. As a team we were happy to get back to meeting our clients face to face which helped to complete forms in one visit. Our clients were also happy to see us, and we spent time filling out forms and listening to concerns and identifying other services that was needed such as Befriending, Shopping, Domestic Cleaning, and Gardening.

The main categories of enquires

1. Benefits/finance
2. Housing/moving
3. Social Care/activities and day centers
4. Adaptations
5. Concessions/ Blue Badge, Taxi Card

During the year we successfully achieved £2,035,280.80 of extra welfare benefit income for older people in Waltham Forest. Money that can improve their quality of life, maintain independence and support local services.

In 2021-2022 we look forward to continuing to provide our drop-in service at Priory Court Community Centre and will be extending to provide services from Whipps Cross Hospital.

## IMPACT

**2, 929**  
individuals  
advised on  
**3, 331**  
matters

**claimed**  
**£2,035,280.80**  
in previously unclaimed benefits

## Feedback from Information and Advice Clients

*Thank you for filling in my Attendance Allowance form for my husband, and for my Pension Credit allowance. The staff are really helpful.*

*Very good in every aspect.*

*Advice very much appreciated. Always polite and very informative.*

*You were very helpful, and I was grateful to get some assistance with some benefits. It has changed my life.*

*A very kind and helpful service. I found the advice given was in a sympathetic manner.*

*Was very helpful and quick as well.*

*Good work never goes unnoticed, keep it up.*

*Thank you for providing me with tools to explore the service available to the community. Never imagine I would qualify for benefits, although I been experiencing difficulties for quite some time. Extremely grateful.*

## Information and Advice Case Study

Mrs A has a bubbly personality with a soft West Indian accent. During several conversations over 6 months from May to Nov 2021, I was able to get to know Mrs A and finally got to meet her in early November. Mrs A immigrated to England from the West Indies in the 50's and settled in Leytonstone with her husband and started a family. She currently lives in a 2 bed Housing Association property that she is very proud of she occasionally has her family stay over.

Unfortunately, Mrs A became a widow in 2020, she described her husband as her rock "we did everything together, cooking, shopping, watching telly, going to church, nothing was too much for him to do with me or for me". Mrs A's husband unexpectedly passed away from Covid complications leaving her alone and depressed.

Mrs A has 2 adult daughters and 2 grandsons who she sees often. One of her daughters lives nearby and the other abroad. Both grandchildren attend primary school, and their mother works full time and tries to see Mrs A fortnightly. Mrs A said "without those children I wouldn't have anyone, my daughter is too busy, I don't want to ask her to do for me when she has to do for herself and her children".

Mrs A called us requesting help to get her cooker repaired and thought that we could recommend someone. She had been without her cooker for approx.. 8 weeks and relied on take away and microwave meals which she didn't enjoy eating as she was used to preparing and cooking her meals. She was spending too much money on these meals and said "I'm paying money for food that I can cook better, but what can I do when the cooker isn't working".

Although Mrs A wanted to prepare her own meals, she suffers with Arthritis in her arms and hands and has a lung condition that restricts her airways and makes it challenging to breathe when doing any activity. Her condition Sarcoidosis also resulted with Mrs A having a persistent dry cough and shortness of breath. Going shopping with her husband used to make her feel content, however Mrs A's condition had also affected her skin where nodules developed on her face. She had several surgeries to remove them and then to reshape her nose and nasal passage. Mrs A had been very conscious of how her features became disfigured and leaving the house on her own was difficult, however with her husband by her side she managed to get on buses, and they travelled to wherever she wanted to go. She said, "He was my bodyguard and my strength".

In my initial consultation with Mrs A, it was apparent that she was struggling to continue buying meals and pay her bills. I completed a Benefit Check that highlighted that she was eligible for Pension Credit, Housing Benefit, Council Tax Support, Attendance Allowance and Warm Home Discount. Mrs A was already in receipt of Housing Benefit and Council Tax Support. I explained the criteria and eligibility of Attendance Allowance and applied; Mrs A was awarded the standard rate of £60.00 per week. She was also able to get the annual payment of £140 reduction in her energy bill from Warm Home Discount, and £26 per week in Pension Credit

To repair the cooker, I gave her contact details of three local companies, she managed to get someone to visit and check over the cooker and was told that it would be cheaper for her to get a new one. After hearing this, I applied for a grant to Friends of the Elderly who accepted and arranged for a new cooker to be delivered and fitted in Mrs A's kitchen and took the old one away.

I met Mrs A in November to hand deliver all her personal documents she had posted to the office such as bank statements, hospital reports, letters from DWP etc. We were able to see each other on her doorstep where she thanked me and my colleagues for our help. She said, "I didn't know that you guys did so much, thank you".



## Just Connect Befriending Service

This year has seen demand for our befriending service continue at very high levels.

In 2021/22 we received 190 new referrals from a wide range of sources. Although this is lower than the peak of 396 during the previous financial year, it is a 33% increase on new referrals received pre-pandemic in 2019/20. It appears that the level of need arising from the pandemic is not going to reduce. 48 people were on the waiting list for befriending as at 31/3/2022 – a 35% increase from those waiting at 31/3/2021.

Each of our volunteers befriends one isolated older person who lives alone, visiting them every week for at least an hour. In 2021/22 we befriended 333 individuals – a 74% increase on the year before the pandemic, 2019/20, when we befriended 191 older people.

Many of the friendships we create go on for a long time – some become friendships for life.

Over the course of the year, we have gradually moved away from telephone befriending back to face-to-face visiting, but only after a detailed Covid-19 risk assessment undertaken with both the volunteer and the older person. Our volunteers continue to take strict Covid safety precautions.

At 31/3/2022 we had 241 befrienders. 87 new volunteers started during the year, but 71 volunteers left.

The core purpose of befriending is to combat loneliness. But our volunteers go above and beyond this over and over again.

### IMPACT

**In 2021/22**

**333**

**older people  
received weekly  
befriending visits  
Befrienders gave**

**27,615**

**volunteer hours,  
making**

**7,684**

**phone calls  
and**

**10,096**

**visits to older  
people's houses.**



Our volunteers report all their concerns to our staff who do their level best to find a solution to every problem one of our befriending clients faces. As the statutory services struggle to cope, people turn to us more and more often for help. The issues raised include things like:

- Advocating for older people discharged from hospital into terrible home circumstances
- Supporting families to complain to the NHS about poor hospital care
- Chasing a social housing provider to replace light bulbs on the stairwell used by a 101 year old woman who lives alone and was terrified to leave her flat
- Chasing a social housing provider to do something about cockroaches running rife in a sheltered housing block, where one of our clients regularly finds cockroaches in her bed
- Arranging for fire safety visits by London Fire Brigade
- Liaising with the CCG and the Council to ensure that all of our housebound clients get all their Covid vaccinations and boosters.
- Referring older people to Falls Prevention after they have had a fall, or if the befriender feels they are at risk from falling
- Phoning GP surgeries on behalf of befriending clients, who are increasingly put off contacting their doctor because of the exceptionally long waiting times. Being number 42 or number 38 in the queue to be answered is not unusual and many older people simply don't have the energy to wait that long, so are missing out on the healthcare which they need.

*"I was totally isolated with a number of medical conditions and also bereaved and grieving following the death of two friends within a few months of each other. I am so very grateful to you for providing me with a befriender in my time of great need. I'm also so grateful to Anne, my befriender for the contact she provided. She was wonderful to chat with as well as being encouraging, talkative, patient, very interesting to chat with and a great listener. "*

*"I thank you so very much, you really did help in a time of great need and having a befriender through that difficult period made all the difference."*

*Catherine (68)*

## Befriending Stories

Our befriender Stan could not contact the 71 year old person he'd been matched with despite numerous phone calls. Rather than simply giving up he spent 4 weeks making huge efforts to track them down, eventually finding out they were in hospital. All the effort paid off when they were finally able to meet face-to-face and now they get on like a house on fire

The very first meeting between our befriender "Alice" and older person "Mary" (85) happened to be the Alice's birthday. By coincidence, it would also have been Mary's deceased husband's 85<sup>th</sup> birthday. Mary was thrilled and said "my husband must have sent you to keep me company" and they both had a little cry. The past two years have been the worst years of Mary's life with the death of her husband and her own ailing health. Alice's visits have helped to lift her spirits as they get on famously.

Anthony" (64) lost his wife during the pandemic in October 2020 in difficult circumstances and was feeling very low as a result of his loss. His befriender, Sandra, recently accompanied Anthony to a local bereavement support group at the local church; he wouldn't have attended without her encouragement. He found it helpful to share his experience with others in a similar situation and is looking forward to going to the next meeting.  
'My befriender is a very nice, friendly person. It's about having someone there when I need someone to talk to'

Our volunteer "Christine" has been working from home since the start of the pandemic and is quite isolated herself, so going to visit "Amy" (75) each week is a highlight for her.

Last summer, Christine contacted the office as she was very concerned about Amy's well-being. A team member contacted the Rapid Response service who visited and treated Amy for a suspected urine infection.

Daisy" (96) was matched with Hazel in May 2021. "Hazel is lovely and I felt at ease with her from day one. We have a good friendship and spend our time together laughing. One of the best parts is that Hazel also corresponds with me via email, sending me photos of her granddaughter. Hazel keeps me informed of the tennis and snooker events on TV, as we are both sports fans". Daisy is looking forward to being able to meet Hazel in her garden for a summer picnic.



## Winter Warmth Initiative

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.

138 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 33 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

**138**

Warmth Packs



## 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.

During this financial year we have continued to provide four online exercise classes per week which we began in 2020 in response to covid restrictions. We also restarted three of our face-to-face tai chi classes and our table tennis sessions and our Healthy Hearts Class.

In response to a consultation with Service Users we identified a need for different types of activities and groups. To meet this need we have used some of our reserves to employ a new Activities and Social Media Co-ordinator. Eleanor Jewell joined our team in August 2021. With this extra capacity we have been able to reopen our pre-covid activities and increase our classes to include Walking Groups, Walking Football, Zumba and Seated Yoga.

### IMPACT

**4,573**

attendances at

**506**

exercise classes by

**302**

individuals

***Each week we provide 18 physical activity Classes***

**3 Walking Groups**

**3 Walking Football Groups**

**5 Tai Chi Groups**

**2 Table Tennis Groups**

**2 Seated Yoga**

**Floor Yoga**

**Zumba dance**

**Healthy Hearts Exercise Group**

**Bollywood Dance**

***Went on my first Age UK WF walk with Joanna Moncrieff from Walthamstow today.***

***I thoroughly enjoyed it, not only for the interesting information but as a "Covid vulnerable" retiree it was great to be out socialising but feeling safe as it was outdoors. The group of people were extremely friendly.***

***I have missed socialising so much in the last two years. So I would like to thank you for organising these free walks and I look forward to next week's walk***



## 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 essential elements 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.

For 2021/22 we continued to deliver our classes via Zoom. Participants were consulted to find out if they would like face-to-face or online classes in future. The results showed that participants would like a hybrid option. In response we have begun testing options to facilitate this for 2022/23.

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

Overall, 133 individuals attended the online sessions and gained confidence with technology and have been equipped with skills to access information.

***I really looked forward to the weekly classes. The volunteers explain everything so well, simply and concise. No question is too silly for them and they go above and beyond to help.***

***I've been housebound since 2020 and have attended every weekly computing group. I love the camaraderie of the group – feel like I'm chatting with friends and I have the added bonus of learning something new each week!***

### IMPACT

**1,810**  
attendances by

**133**  
individuals

**36 topics**  
**50 classes**  
**12 Tech Support**  
**Groups**

## Independent Living Services

In response to what older people tell us they need to stay independent, we have continued services we started in response to Covid and begun a new footcare service. More about these services follow.

Help to find a reliable handyperson or cleaner at a reasonable cost has been a regular request from many older people. We are currently setting up these services, having started the recruitment process and necessary DBS checks.

The handyperson will be offering help with small, practical jobs around the home such as putting up shelves or fixing a toilet seat, while the Help at Home service includes light cleaning, hoovering and help with laundry. Both of these services are important to enable older people to live as independently and safely as possible.



## Shopping and Prescription Services

The shopping and prescription services were created in April 2020 when Covid hit the community and many older people were shielding - or just afraid to go out.

Although the numbers have decreased since then, we have continued to offer these essential services for those who are housebound or unable to manage their own shopping. Existing and new volunteers have helped respond to this need, plus collections and deliveries from local food banks.

**IMPACT**

**697**

**Shopping trips and deliveries**

**32**

**Prescription pick up and deliveries**



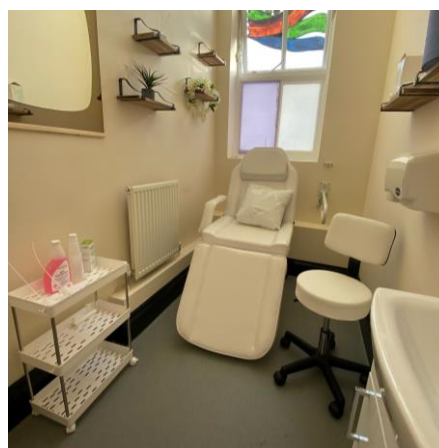
## Footcare

We have developed a brand new footcare service to provide toenail cutting and promote good foot health, which helps older people remain physically active and therefore more independent. Toenail cutting is a challenge for many, especially for those who are frail or unable to bend.

After recruiting a trained nailcare technician, we started a 6-month pilot scheme in September 2021. We were offered the use of NHS treatment rooms in 3 housing schemes (part of LBWF housing for independent living), from where we ran a weekly clinic, charging £21 for toenail cutting.

We are clear in its limitations: this is not a full podiatry service (enabling us to keep the cost to the client as low as possible) and if anyone requires further treatment we assist a referral via their GP.

Recognising a need to expand the service, we created a treatment room at the hub with a treatment chair, grab rail and sink. Since March 2022 we have offered the service twice a week, publicising it amongst our existing service users and via GP surgeries and chemists. We have been invited to offer the service at the Dementia Hub in Leytonstone in 2022.



Treatment room at the Hub

### IMPACT

# 110

**Older people receiving  
footcare services**

*Lots of care taken;  
very efficient.  
Everyone was very  
friendly and made you  
welcome*

*Really lovely  
experience, treated  
with excellent care  
throughout. Many  
thanks*

*Very efficient and  
pleasant. Excellent  
service – I'm keen to  
book again*





## Social Prescribing

We continued to work as part of the Voluntary Group network in the Borough, which has been funded by the Waltham Forest Council .

In the past year, the majority of our referrals have come from mental and community health services, clearly indicating the impact of the Covid19 restrictions on many people feeling more isolated and affecting their mental health.

As well as telephone befriending and online classes, we encouraged people to take part in outdoor activities, such as walking groups which have proved popular. In having mainly telephone contact with clients, we have in turn had more contact with each client. We have continued to uncover related issues to provide further support, including gaining access to benefits, getting support with care and health, help with housing and signposting to other services.

Over the course of the year we have assisted 285 clients with 685 interventions.

### IMPACT

# 285

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





## Veterans' Support

Our Veterans' support project began this year and is being delivered in partnership with Age UK Enfield. Our Waltham Forest co-ordinators have been busy building a veterans' social network. Veterans and widows of the Royal Navy, the Army, the Royal Marines, the Royal Air Force and the Merchant Navy, regularly attend the social groups and the community continues to grow. We have members who have served in almost every conflict from World War two to Afghanistan.

A monthly Saturday morning breakfast club has proved very popular. At the launch event in July 2021 16 veterans were in attendance. The club now regularly averages 25 at each session and has seen 57 veterans attend. Such was the popularity of the group they scheduled a Christmas lunch which was attended by 30 people, a number partly curtailed by the introduction of plan B Covid measures.

In addition to the breakfast club the Veterans hold a twice-monthly coffee club, which is held on Monday afternoons. The session regularly attracts between six and 12 veterans, who come along, pull up their sandbags and share stories over tea and coffee and a game of darts. Most recently that group formed an impromptu work gang to help prepare the Hub's Garden for the Jubilee party.



The coordinators have also offered members 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 group has been involved in organising remembrance related events and a trip to the Tower of London. The aim is to continue to grow the network and continue to seek opportunities and events to entertain.



### IMPACT

# 57

**Veterans  
receiving support  
and  
companionship**

## Other activities

Many of our other activities continued to be delivered differently due to Covid19.

### **Sewing Workshop, Vegetarian Cookery and Makers Morning**

Our Stitch in Time sewing and embroidery session took place online in April 2021. Seven people took part with Claire from House of Stitch explaining the steps to create a beautiful hoop embroidery. Each participant was delivered their own sewing pack with all the materials they would need.



In March 2022 we hosted our very first vegetarian cookery demonstration at Crate in Walthamstow. At the demonstration participants were shown how to make Vegan flat breads, a vegan winter soup, and chocolate mousse made from silken tofu!



In March we also partnered with Blackhorse Workshop to host weekly Maker Morning sessions. These sessions teach different metal and woodwork techniques. 10 Age UK Waltham Forest users attend every week with others from different community groups and has been proved very popular!

### **Equalities and Diversity Workshop**

In October 2021 we held a workshop for 15 older people to feed into the Council's Equality Strategy, and then staff and six of the older people attended a three-day workshop to develop recommendations for the Council. We highlighted the negative impact on older people of digital exclusion and hope to see some changes in the coming year in Council services as a result.

## Black History Month Event

During this year our Befriending team held two socially-distanced social events for some of the people we befriend, with volunteers providing lifts for our clients to the venue.

Our black history event was one of these events, it was very moving, with people speaking out about the challenges they have faced in their lives. For one 96 year old lady it was the first time she'd been out of her house for 4 years.



***So wonderful to get out of the house and meet people again – my first time in 4 years!***

***The pain resulting from our negative experiences of racism is still very real but talking does help***

## Book Club

Our book club has continued via Zoom and we have continued to read and discuss a broad range of books from Graham Green to Khaled Hosseini to Richard Osman. With the changes in restrictions in the past year, the book club has been a fixed date in the month for escaping the everyday and discussing the book and the surrounding issues and sharing our insights. New members always welcome!

***"I really enjoyed our bookclub on Thursday, we all had plenty to say and the time just whizzed by"***

***"Having recently moved into the area where we knew very few people I've very much enjoyed reading and discussing a book that one of the group has chosen. I'm looking forward even more to 'live' meetings and getting to be with the other members but the Zoom meetings have worked well."***



## Volunteer Celebration

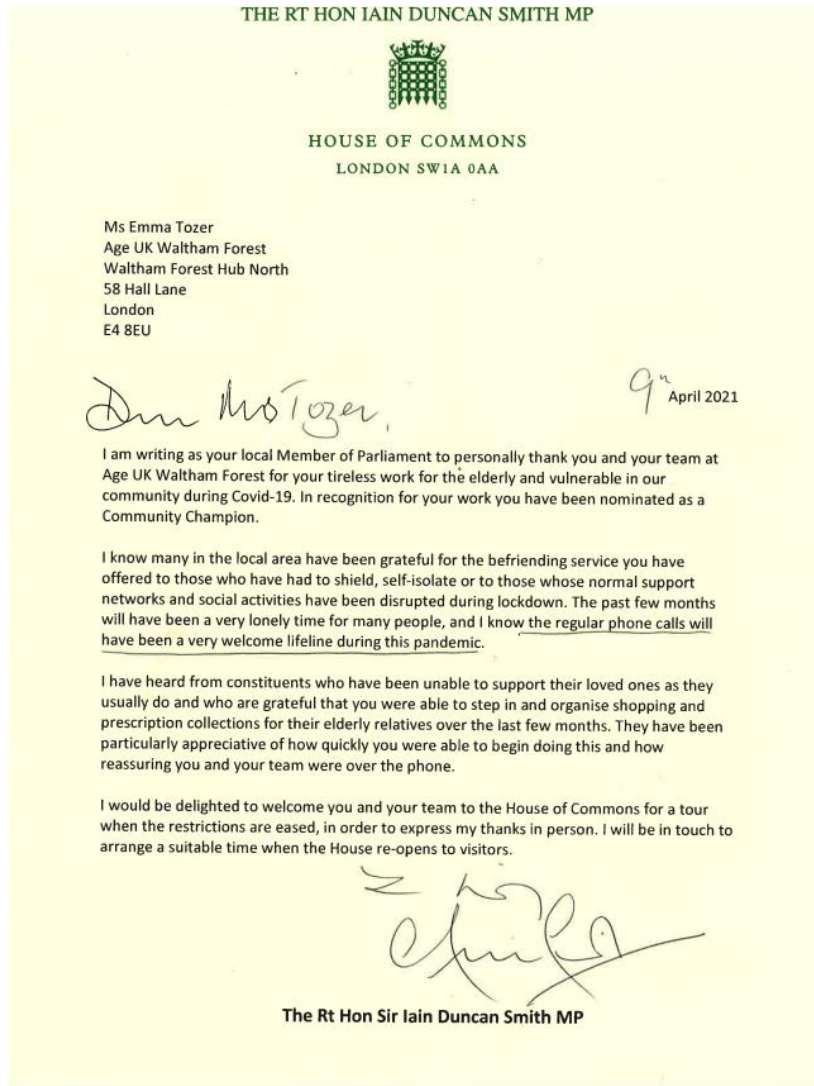
In September 2021 we held our “Big Volunteer Thank You Party”, in the bunting-decorated garden at our hub in Chingford, attended by more than 80 volunteers plus staff. A buffet lunch, home-made cakes, games and music combined to create an entertaining celebration. The event was funded by the Council’s Connecting Communities programme.

The Mayor of Waltham Forest, Cllr Elizabeth Baptiste (who volunteered for Age UK Waltham Forest herself at the start of the Covid Pandemic), said *“Today has been a fantastic day. This has been a great opportunity for me to meet all these wonderful volunteers.”*



## Recognition of our response to Covid-19

This year, our work during the Covid-19 Pandemic was recognised by Sir Iain Duncan Smith



## Community Fundraising

This year our community fundraising was limited – our usual programme of Quiz nights; fish and chip suppers and afternoon teas still weren't possible. OrganicLea kindly allowed us to have a stall at their Community Growing site, we took part in four Christmas markets and opened an Etsy shop to sell our knitted Christmas decorations which were kindly made for us by volunteers.

These activities generated in excess of £8,498.55 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 small rise in individual donations this year. To everyone, we say 'thank you'; your contributions make a difference. We received £24,908 in donations from April 2021 to March 2022.

## **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 [volunteering@ageukwalthamforest.org.uk](mailto: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](mailto: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](mailto: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**

This year we are very sad to report the passing of our volunteer Michael Cave and our Trustee Graham Forsdyke.

### **Michael Cave**

Mike Cave joined the organisation in October 2018 as a Meet and Greet Volunteer. He provided a warm welcoming presence to visitors at our Hub, often meeting people in need or distress with his calming and generous nature. He is very much missed by staff and users of the hub.

### **Graham Forsdyke**

Graham Forsdyke was Chingford resident all his life and joined the Trustee Board in 2019. Graham had a varied career including as a sub editor on The Times, The Telegraph and other papers. During this stage he acted as negotiator for the National Union of Journalists. In the 1980s, after writing a number of books, Graham changed tack completely and spent the next 20 years running an antique business and acting as Chairman for a large London Housing Co-operative. Graham was an active member of the Age UK Waltham Forest Trustee Board, he was particularly supportive of our Chief Executive. His partner Maggie continues to support the organisation in his memory.



# **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 2022 we have added:

**Walking Netball**

**Handyperson Services**

**Gardening**

**Domestic support services including Cleaning**

**Coming in 2022/23**

**Footcare Services in Leyton**

**More activity groups**

**New Social Groups**

**One-to-One support with Technology**

**Older Persons Forum**

## Statement of Financial Activities to 31<sup>st</sup> March 2022

### 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 2022 £	Unrestricted funds £	Restricted funds £	Total 2021 £
<b>Income from:</b>						
Grants, donations and legacies	38,538	132,364	170,902	73,619	121,669	195,288
Other trading activities	9,502	—	9,502	3,250	—	3,250
Interest receivable	2,545	—	2,545	1,132	—	1,132
Charitable activities						
Improving the lives of older people in Waltham Forest	192,959	45,516	238,475	562,419	14,855	577,274
Other sources	—	—	—	250	—	250
<b>Total income</b>	<b>243,544</b>	<b>177,880</b>	<b>421,424</b>	<b>640,670</b>	<b>136,524</b>	<b>777,194</b>
<b>Expenditure on:</b>						
Raising funds	12,271	—	12,271	12,820	—	12,820
Charitable activities						
Improving the lives of older people in Waltham Forest	254,571	193,605	448,176	484,582	159,694	644,276
<b>Total expenditure</b>	<b>266,842</b>	<b>193,605</b>	<b>460,447</b>	<b>497,402</b>	<b>159,694</b>	<b>657,096</b>
<b>Net (expenditure) income before investment gains (losses)</b>	<b>(23,298)</b>	<b>(15,725)</b>	<b>(39,023)</b>	<b>143,268</b>	<b>(23,170)</b>	<b>120,098</b>
Net gains on listed investments	965	—	965	—	—	—
<b>Net (expenditure) income</b>	<b>(22,333)</b>	<b>(15,725)</b>	<b>(38,058)</b>	<b>143,268</b>	<b>(23,170)</b>	<b>120,098</b>
<b>Other recognised gains and losses</b>						
Actuarial gains (losses)	34,531	—	34,531	(2,154)	—	(2,154)
<b>Net movement in funds</b>	<b>12,198</b>	<b>(15,725)</b>	<b>(3,527)</b>	<b>141,114</b>	<b>(23,170)</b>	<b>117,944</b>
<b>Reconciliation of funds</b>						
Funds brought forward at 1 April 2021	469,894	15,725	485,619	328,780	38,895	367,675
Funds carried forward at 31 March 2022	482,092	—	482,092	469,894	15,725	485,619

	2022 £	2022 £	2021 £	2021 £
<b>Fixed assets</b>				
Tangible assets		10,468		11,968
Investments		101,065		—
		<u>111,533</u>		<u>11,968</u>
<b>Current assets</b>				
Debtors	17,312		23,436	
Short term deposits	275,180		422,636	
Cash at bank and in hand	160,965		131,870	
	<u>453,457</u>		<u>577,942</u>	
<b>Creditors:</b> amounts falling due within one year	(70,016)		(41,301)	
<b>Net current assets</b>		<u>383,441</u>		<u>536,641</u>
<b>Total net assets less current liabilities</b>		<u>494,974</u>		<u>548,609</u>
<b>Provisions for liabilities</b>		(12,882)		(62,990)
<b>Total net assets</b>		<u>482,092</u>		<u>485,619</u>
<b>The funds of the Charity:</b>				
Restricted funds		—		15,725
Unrestricted funds				
. Designated funds	98,000		98,000	
. General funds	396,974		434,884	
. Pension reserve	(12,882)		(62,990)	
		<u>482,092</u>		<u>469,894</u>
		<u>482,092</u>		<u>485,619</u>

Signed on behalf of the board of Trustees by:



Debbie Ladds  
Chair of Trustees

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

Date: 25 August 2022



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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