



Supporting older people in Waltham Forest

Annual Report 2022-2023



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Charity Information

Trustees

April 2022-March 2023

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
Helen Bigham	Community Fundraiser
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
Rowsumara 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
David Hale	Veterans Co-ordinator
Alistair Martin	Veterans Co-ordinator

Company Secretary

Charity Number

Website

Registered Address

Auditor

Bankers

Emma Tozer	Accountant	Ricca Bunda
1048212	Charity Number	1048212
www.ageukwalthamforest.org.uk		
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 2022 to March 2023. As you will see in this report we continue to be both busy and productive, especially now the main challenges of Covid19 have receded. Our dedicated team of staff and volunteers have done a fantastic job in supporting thousands of older people in Waltham Forest during the year. I continue to be both proud and amazed at what we achieve as a local charity and I know the skill and care shown by our brilliant team of staff and volunteers led by our Chief Executive, Emma Tozer is second to none.

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, we have increased our face to face services including footcare services, walking football classes, walking groups, seated yoga classes and in partnership with Age UK Enfield, our Veterans project continues to thrive. Data shows that we supported 5,223 older people during the year.

We continued to use our reserves 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 continued to be an important decision for our trustees and ensured we used some of our reserves in an appropriate way when demand for our services was high. You will see this in the financial section of this report.



I want to make mention of Graham Forsdyke who passed away in June 2022. Graham was a trustee and keen supporter of ours along with his partner. We remember and give thanks for that and send our best wishes to his partner.

This is my last report to you as I move to Sussex to be closer to relatives. It's been brilliant to be your chair in recent years and I want to end my report by saying that none of what we do is possible without the people who give their time and energy to our charity. So, a huge personal thank you to our amazing volunteers, our brilliant staff team, the great organisations we partner with and of course, my fellow trustees.

Your support makes a real difference to older people in Waltham Forest every day. 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 should all be proud of. Thank you all!

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 centred 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
- Age UK Enfield

Our Services



Volunteering



Information and Advice



Befriending and Social Groups



Winter Warmth



Exercise Classes



Digital Inclusion



Footcare



Handyperson



Help at Home



Shopping and Prescription Services



Social Prescribing



Veterans Support

Where we are today and our future plans

This report looks at our work during the 2022/2023 year. 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.

This year, in response to what older people have told us they wanted, we have added four new services to our Independent Living Services: Handyperson; Help at Home and Grab Rail installations and we also started a Digital Buddy Service to assist older people with their technology issues. We also continued to provide many of the support services offered 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.

For 2023/2024 we have again dedicated a portion of our reserves to the employment of additional staff to support delivery of our Independent Living Services which are designed to help people remain living independently in their own homes for as long as they wish.

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 2023/2024 we will be completing work on an independent Eco-Audit examining where we can further reduce our environmental footprint.



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. These range from providing Befriending Services; form-filing for our Information and Advice Service; helping at our Walking Football; shopping for vulnerable adults, through to teaching computer skills, as well as 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 382 volunteers to 23 employed staff..

We recruit volunteers in many different ways including leaflet drops, adverts in local papers, online via volunteer recruitment sites, social media and at recruitment fairs.

We can never repay the dedication, nor thank our volunteers sufficiently for their greatly valued 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 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

Samia Bessadi
Eleanor Burrow
Cassie Ferry
Christine Finn
John Finn
Patricia Hayden
Esther Herel
Tomasz Jaxa-Chamiec
Charlotte Jeffries
Andrea Jennings
Arafath Khan
Sheila Macleod
Jean McInnis

2 Years

Jackie Meecham
Naila Mir
Alka Naik
Norah Nelson
Alison O'Reilly
Lucy Poulter
Patricia Reid
Ghazala Saeed
Sarah Said
Charlotte Strawa
Zenobia Talati
Robert Tatam
Sharon Tomlinson
Jacob Walker
Kay Wilson
Katherine Wiltshire

10 Years

Neil Keskar
Christine Saunders

Volunteers of the Year

Clare Grego
Susan Stride

IMPACT

382
volunteers provided
29,627
hours of support



Information and Advice Service

Our team of dedicated staff and volunteers provide free, confidential and independent information on a wide range of subjects:

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 means tested and disability benefits 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
- Face to face 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, disabilities, bedbound or house bound. who cannot get to an outreach appointment.
- Drop-in Service. Clients can access our service once a week, held in Priory Court Community Centre in Walthamstow. The drop-ins are held on Wednesdays only. We have seen 311 people delivering form filling and benefit calculations, all complex enquiries are referred to the main office in Chingford.

We continue to provide our Information and Advice service with an increase of face to face appointments in Walthamstow and our main office in Chingford. We have noticed an increase of referrals for Attendance Allowance Benefit where clients who already receive the daytime care rate are now in need for the night-time rate which means that they are in need for more care support throughout the day.

There has also been an increase of clients that we have assisted to apply for Attendance Allowance after leaving hospital from surgery for hip or knee replacements, heart surgery and also all forms of dementia.

This year clients have continued to pay their energy bills which have increased approximately four times their monthly rate, from £35 per month to £140 per month. This has been challenging for some of our clients to pay for their shopping, rent/mortgage and other bills. The Household Support Fund helped clients by granting an extra £200 to cover some bills or shopping through difficult months. However, in a short period of time the Household Support Fund stopped, so we have successfully applied for grants to pay off energy bills, helped two clients move their furniture and belongings to their new homes and purchased three fridges and a cooker.

This year we have listened to people considering moving to sheltered housing from their family homes that they can no longer maintain due to increased household bills. We have been able to discuss their options and helped with applying for Sheltered Housing.

Legal enquires also increased where clients wanted to find out more about managing their money. In particular Power of Attorney, where individuals have been diagnosed with mild dementia and want to appoint someone to ensure their decisions are taken forward. We also provided information about Inheritance Tax, Pension Tax and Paying for Care support at home.

We have completed 311 benefit calculations where clients were able to apply for Housing Benefit, Council Tax Support, Pension Credit Savings and Pension Credit guarantee. Our service was accessed by 1153 people, 39% less than 2021- 2022.

The main categories of enquires were:

1. Benefits/finance
2. Energy Bills
3. Power of Attorney/Wills
4. Consumer Rights
5. Blue Badge, Taxi Card, Dial-a-ride
6. Social Activities

During the year we successfully achieved £1,122,510.00 of extra welfare benefit income for older people in Waltham Forest. This claimed income can improve their quality of life, maintain independence and support local services.

In 2023-2024 we look forward to continuing to provide our drop-in service at Priory Court Community Centre.

IMPACT

1153
individuals were
advised on
2426
matters

claimed
£1,122,510.00
in previously unclaimed benefits

Feedback from Information and Advice Clients

"She filled in my Sheltered Housing form and put my mind at ease"

"She listened to me and helped with reporting noisy neighbours"

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

"I received a Benefit calculation and help with Council Tax Support in Priory Court. Thank You"

"Very informative was given Power of Attorney booklet that explained how to apply"

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

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

Information and Advice Case Study

Fred (not actual name) is 79 and lives with his wife in their 4-bedroom family home in Chingford.

Fred looks after his wife who has agoraphobia and dementia. Fred has been increasingly short of breath over the past few months. Recently he had some incontinence and slipped when walking, lacerating his right shin which requires daily dressings and being seen to by Waltham Forest District Nurse Team. His mobility is significantly decreased which has impacted on his daily walks. Fred had bypass surgery nine years ago and said that he has been taking anti-hypertensive drugs, aspirin and lipex for the past two years. Fred recently had an operation to remove a cataract in his left eye. He says that the operation has done him no good and that he cannot see anything at all now from his left eye. Fred does most of the housework although the couple does have community services for some housework. Fred said that he is tired of doing everything and considering that he and his wife go into long-term care. He said he will sell their family home and pay privately to move into a care home that he says has “bells and whistles”.

He used to drive his car to go shopping and for social outings. Fred is concerned about his ability to continue doing this and thinking of selling his car, as his vision is impaired and he said his leg is not strong enough to drive.

Fred and his wife are finding the increase in their household bills too much to pay. He received a letter from British Gas stating that he needs to pay £500. He already has a payment plan for which he pays £25 per month for unpaid bills of £820. Fred said “with my health issues and looking after my wife I forgot to increase my direct debit payment amount and paid no attention to the letters coming in. I guess I had my head in the sand, I have too much to manage”.

Fred and his wife’s total monthly income was £1200. They have monthly payments such as car and house insurance, utility bills, two mobile phone payments, food shopping, life insurance policies and utility bills.

Fred contacted Age UK Waltham Forest as he was told by his neighbour that he may be entitled to benefits. He was interested in finding out what benefits were available to him. After we completed a benefit calculation for Fred, we helped him claim a reduction in their Council Tax, Attendance Allowance for his wife, and obtain a Blue Badge. We were also able to apply for a grant who awarded him £400 towards his energy bill. All together, the couples extra monthly income totalled to £369.60 bringing their total income to £1569.60.

Fred was delighted with the extra financial support and he used the Attendance Allowance benefit to pay for a carer to come in the mornings to supervise his wife when getting washed and dressed.

Fred still has his car and said that he will stay in his house thanks to the support his wife gets, leaving him time in the mornings to start his day without worrying about his wife.

Fred was grateful to the Adviser who helped him and thanked her with a smile and flowers.



Just Connect Befriending Service

This year has seen two big changes for the Befriending service. We have been able to start holding some in-person events for the older people we befriend and providing lifts to and from the events. We've also seen a significant increase in the level of severity of need among the people being referred to us. More of the people referred to us have complex needs, including dementia and mental illness.

In 2022/23 we received 156 new referrals from a wide range of sources. This is a reduction from the number of new referrals we received in 2021/22, but this has to be balanced against the increasing severity of need of those being referred to us. 46 people were on the waiting list for befriending as at 31/3/2023.

Each of our volunteers befriends one isolated older person who lives alone, visiting them every week for at least an hour. In 2022/23, 316 individuals were visited by a befriender.

The core purpose of befriending is to combat loneliness. But our volunteers go above and beyond this over and over again. Many of the friendships we create go on for a long time – some become friendships for life. 45% of the older people have been having visits from a befriender for over 2 years.

We are almost entirely back to face-to-face visiting now, having gradually phased out the telephone befriending we initiated at the start of the pandemic. Just a few older people are still so nervous about Covid, that they prefer to only have phone calls, while a few had become so fond of their phone befriender that they have continued with them, despite being offered an in-person visitor. We were delighted this year to support some of the older people to get out of their homes and attend events. 16 of our service users and 26 befrienders, attended our Platinum Jubilee garden party in June. 36 older people and 24 befrienders attended our Black History event in October.

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

IMPACT

316

**older people received
weekly befriending visits**

Befrienders gave

14,877

volunteer hours, making

1,812

phone calls and

6,544

visits to older people's houses

Befriending Stories

Rabia 81 lives alone and suffers from depression. Her daughters visit when they can, but Rabia is lonely. Rabia only communicates in Punjabi & Urdu so despite having carers 4 times a day she is left unstimulated. Zara*, a Punjabi speaking volunteer was matched with Rabia. This has made a huge difference to Rabia as she can now converse, discussing cultural commonalities such as food, religion, and history. Rabia's daughter reports that "mum has started to come out of herself more, we were worried that she was losing the ability to even speak. Zara has sparked mum's ability to reminisce again".*

Our befriender Ajay, in his 30s, who came from India to work in the IT sector was matched with Pete, a 92 year old Englishman. Despite their differences in age, ethnicity, culture and lived experiences they bonded over their shared love of football and the arts. When Ajay briefly went back to India to celebrate Diwali with his family, he sent Pete postcards and stayed connected. Pete was overwhelmed by this and said: "I felt part of somebody's life, and despite being stuck in my bed in Walthamstow, I felt transported to India".*

One of our befrienders, Mel has been visiting Debbie*, 88y since May 2021. Debbie is partially blind and has been diagnosed with dementia. She has one daughter, Kirsty* Kirsty does her best to support her mother, even though she is unwell herself. The situation has become very tense as Debbie's dementia has changed her behaviour toward her daughter and now Kirsty no longer feels comfortable visiting Debbie. Kirsty has been supporting Debbie to move into some different accommodation; this required her to provide some identity documents to the housing provider, however Kirsty wasn't able to access her mother's home to gather the relevant paperwork due to her mother's behaviour. Mel was able to support them both by finding the required documents and delivering them to Kirsty. Mel and Debbie are good friends and Debbie trusts Mel implicitly. Mel has the ideal disposition to be a befriender - knowing when and where to intervene whilst being a true friend to Debbie first and foremost.*



Social Groups

Tackling social isolation has become more important than ever, as we continue to see the social impact of Covid-19. This year, to help reduce isolation for our service users who cannot attend any of our physical activity classes, we have introduced two new weekly social groups to our activity timetable.

This is the first year we have hosted social groups at The Hub and they have been a great success. Our first social group we set up this year was Coffee Time. The group meets once a week for a chat over a hot drink and biscuits. Great friendships have formed in this group not only between the service users, but between the service users and our five dedicated volunteers. Many of the attendees boast of making great friends and enjoying the opportunity for good company and companionship. It's also the chance for those in the group to celebrate, as we have hosted a 100th and 70th birthday in the group!



The social group has also provided opportunities for different organisations to consult those who attend the group on a range of issues that affect the local area, allowing older residents voices to be heard in our community.

After the success of Coffee Time, we introduced a second social group that has a focus on health and wellbeing as well as tackling social isolation. In this social group we hold a weekly activity with a health focus. In this group we have established a monthly bereavement support group, as well as holding activities such as vegetarian cookery demonstrations, tote bag decorating workshop, quizzes and a talk from the Wallace Collection. Plus, health talks from Diabetes UK, the Dementia Hub and the Vaccine Clinic.



IMPACT

787

Attendances by

128

Individuals at

55

Coffee Mornings



Winter Warmth Initiative

This year we provided 167 Warmth Packs to residents in the Borough. To ensure we were meeting those most in need, referrals for packs were accepted from professionals in the Borough including Social Services, Social Prescribers and Housing Officers. A small team of volunteers 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. We were also able to provide Electric Blankets to more vulnerable or at risk clients.

This work was funded from income raised from the Innocent Smoothie Big Knit Campaign, funding from the London Borough of Waltham Forest and donations from the Seventh-day Adventist Church.

We also referred 52 older people to HEET who gave free advice 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

167

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 and live independently for as long as possible.

During this financial year we have continued to reintroduce face to face exercise classes across the borough. We now provide 28 in person classes a week and continue to hold the 4 online classes we began in 2020. This provision includes reinstating the Tai Chi, Table Tennis and Yoga classes we provided at the Hub pre-pandemic. We also host new classes such as Walking Football, Pilates and Fitness classes at different venues in the Borough.

This year we have also sought to improve our provision of exercise classes in the south of the borough. We now hold 16 Tai Chi classes in sheltered housing and community buildings in Chingford, Walthamstow, Leyton and Leytonstone, allowing more older residents of Waltham Forest to take steps in improving their physical fitness. As a result, in 2022/23 the number of individuals attending any of our exercise classes has more than doubled from the previous year!

Each week we provide 32 physical activity Classes across the Borough

2 Walking Groups

2 Walking Football Groups

16 Tai Chi Groups

2 Table Tennis Groups

2 Seated Yoga

Floor Yoga

Zumba Dance

Healthy Hearts Exercise Group

2 Bollywood Dance

Circuits Class

Walking Netball

Pilates

"I call the Monday morning Walking football sessions at Pastures my" laughter clinic"!

They are such such fun! We are coached in different ways to manage the football and we have a great game!

I am a 71-year-old woman who has never played football in her life. Some of the men have played football since they were kids, but now prefer walking to running. It is amazing how we all enjoy playing together. It is great exercise and I thoroughly recommend it. "

IMPACT

930

exercise classes

7,406 attendances by
720 Individuals



Digital Inclusion

Silver Surfers

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 lasted for 10 weeks and covered 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 subjects 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 tested options and delivered this in 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.

Digital Buddies

Our new Digital Buddies programme aimed to help improve digital exclusion by providing 1-2-1 tech support for service users on their own devices. This allowed service users to tackle specific problems that might not be covered in one of our general Silver Surfer classes.

The programme has recruited six volunteers who have provided tech support at seven "Techy Tea Parties" helping 48 service users, as well as supporting more vulnerable service users in their homes.

"This morning's one to one session with my digital buddy was absolutely brilliant! I was very surprised and delighted to find a dedicated person to sit with me. SO helpful!"

IMPACT

1,477
attendances by
301
Individuals

41 topics
49 classes
10 Tech Support Groups
7 Techy Tea Parties

Independent Living Services

In response to what older people tell us they need to stay independent, we have continued services we implemented in response to Covid19 and launched new ones including footcare and home services.



Help at Home and Handyperson Services

Help to find a reliable handyperson or cleaner at a reasonable cost has been a regular request from many older people. In 2022 we successfully set up these services and the requests keep on coming. Our Handyperson and Help at Home services are important to enable older people to live as independently and safely as possible. And, as all our workers have been through the necessary recruitment process and DBS checks, clients have peace of mind that they have trustworthy people in their homes. The Handyperson offers help with small, practical jobs around the home such as putting up shelves, fixing a toilet seat or minor plumbing jobs, plus gardening and small painting and decorating jobs. Our Help at Home service includes light cleaning, hoovering and help with laundry – we also offer assistance with letters or phone calls and other admin tasks that the client might find difficult.

More recently, we have also been installing grabrails (usually in the bathroom, toilet or outside the front door), and stair rails. On first visit, our handyperson, who has Trusted Assessor training, assesses that it's safe to install a grabrail and they will also recommend the best possible location and angle. This is a free service where the client does not have to pay for materials or labour – although donations are encouraged!

IMPACT

50

Help at Home clients

515

**hours delivered for
Help at Home clients**

115

Grabrails installed

“The handyman gave excellent service, patient and respectful. I would definitely recommend and seek his services in the future”

**“An exemplary, complicated job was fulfilled perfectly”
Well organised, starting with email and phone contact with Age UK WF, and then a call from handyman as promised about time of arrival.”**



Shopping and Prescription Services

The Shopping and Prescription Services were created in April 2020 when Covid19 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 to carry out this service and some are also collecting and delivering from local food banks – an essential service.

IMPACT

539

Shopping trips and deliveries

106

**Foodbank collections
and deliveries**



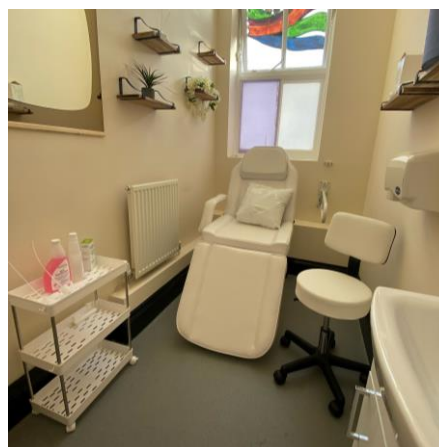
Footcare

We developed a 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.

Since February 2022 the service has taken place in our specially created treatment room at the Hub, twice a week. It's carried out by an experienced nail care technician who also has many years' experience in nursing.

We are clear in the service's limitations: this is not a full podiatry service, which enables us to keep the cost to the client as low as possible at a very reasonable £21. If anyone requires further treatment beyond our service, we assist a referral via their GP.

This is a very popular service with many repeat clients and also new ones each month. It is known to local GP surgeries and chemists. We also offer the same service at the Dementia Hub in Leytonstone every 6 weeks, which is open to their service users and all those in the Borough aged 50+. This enables older people further south in the Borough to access this important service.



Treatment room at the Hub

"A lovely, gentle lady. It is much cheaper than my usual chiropodist"

"The nailcare practitioner was lovely and we had a good chat. She had a very caring demeanor"

IMPACT

250

Older people receiving our footcare services

534

footcare treatments

"A very good service provided. I felt very relaxed after my treatment"



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, who feel more isolated and with increased affect on 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 144 clients with 722 interventions.

IMPACT

144

adults
receiving

722

interventions
to connect with
and gain support
from services in
the community



Veterans' Support

Our Veteran coordinators have continued to build on the success of their established social groups and have started an additional monthly social group in the west of Waltham Forest. Since January, Leyton Orient Football Club in association with Age UK Waltham Forest has been hosting a monthly lunch club at the football ground. So far it has been well received and well attended.

Our breakfast and coffee clubs have continued to grow in popularity. Local business benefactors have paid for six of the monthly breakfasts held in Chingford in the last year. The Christmas lunch held in December saw thirty seven veterans turn out on parade.

At the beginning of September, we ran our first bus trip out. We took a group of veterans to an armed forces fair in March, Cambridgeshire. Further day trips to the Secret Nuclear Bunker in Kelvedon and a tour of the Houses of Parliament are planned for 2023.



Armistice Day and Remembrance Day saw parades attended across the Borough. On Armistice Day, four of our veterans led school children in flower laying on war graves in Chingford Mount cemetery. We also had a contingent join the Armed Forces and Veterans Breakfast Club marching past the cenotaph on Remembrance Sunday.



We have continued to offer some individual support to some of our members, making home visits and where appropriate, signposting to more specialist veteran charity organisations. A regular attendee at the Veterans Coffee Club and Chingford Breakfast Club was found to be homeless. He has subsequently been signposted to and rehoused by Veterans Aid.

IMPACT

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**Veterans receiving support
and companionship**

Other activities

This year we have strived to hold more creative activities for our service users. We have held Fribbles art classes; Vegetarian Cookery Demonstrations; weekly Piano and Craft Clubs; Bath Bomb and Sewing Workshops and tours of the William Morris Gallery. Some of our highlight activities are described below!

Central London History Walks, Wreath Making and Monthly Tea and Cake Quizzes!

Following the success of a Walthamstow history walk, walk Leader Joanna Moncrieff, has kindly led a series of highly popular history walks in central London on behalf of Age UK Waltham Forest. We have explored the lesser-known streets and alleyways of Covent Garden, the back streets of Victoria and the gentlemen's clubs of St James. We hosted a total of 10 walks this year, attended by 60 service users and plan to hold more next year!



We have hosted six Just for Fun quizzes this year. Attendees have enjoyed flexing their knowledge while enjoying tea and cakes! The Quiz afternoons hosted by our trustees Pauline



and Richard, have captured the attention of some committed quiz teams who attend each month in the hopes of

being crowned the winners!

At our Christmas pop-up shop at 228 Chingford Mount, as well as selling a host of knitted Christmas goodies we also held a wonderful Wreath Making Workshop. Over the two workshops, 20 service users made beautiful wreaths out foliage provided by our two volunteers Christine and Margot!



Book Club

In this year we have grown to 11 members, who all bring their different insights and book tastes to the group for a rich discussion. Through books, and fuelled by tea and cake, we have travelled the continents, immersed ourselves in the historical, contemporary and futuristic and discussed themes of friendship, history, AI, humanity, ambition, love, as well as a few dark thrillers. Books are chosen by the group and new members are welcome!

"I joined the book club as a way to meet new people with a shared passion for literature. I got a warm welcome from the group and I look forward to each monthly session. The group is informal and everyone seems relaxed about chipping in their views on the set books. I've discovered authors new to me and it's great to hear other views on the books."

Platinum Jubilee Garden Party

In June 2022 we held a garden party in celebration of the Queens Platinum Jubilee. The afternoon was a wonderful event attended by nearly 200 service users, volunteers and staff. A buffet lunch with homemade cakes, exciting jubilee themed games hosted by our Befriending Manager Terry and a Saxophone performance, all combined to create a lovely and enjoyable celebration for all!



Community Fundraising

This year we resumed some of our community fundraising activities. We held Quiz afternoons, we took part in three Christmas markets and reopened our Etsy shop to sell our knitted Christmas decorations which were kindly made for us by volunteers.

These activities generated in excess of £5,000 of unrestricted income which helps reduce our on-going costs. In February 2023 we welcomed Helen Bigham to our staff team as our new Community Fundraiser. Helen will be putting together a host of fundraising events and activities for us in 2023-2024.

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 17,500 little hats which has raised £4,375. 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 £24,308 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. However, 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 will run several times a year, now that we are not in a pandemic. Why not come along, on your own and join a team 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 Age UK Waltham Forest in it by leaving us a legacy, we would be very grateful. Please contact us and we can supply the necessary words for inclusion.

Statement of Financial Activities to 31st March 2023

Statement by the trustees

The financial information given here is an accurate summary of data extracted from the charity's report and accounts which were approved by the trustees and on which our auditors gave an unqualified opinion. These summarised accounts may not contain sufficient information to enable a full understanding of the results and financial affairs of the charity. Please contact the charity for a copy of the full financial statements, which have been submitted to the Charity Commission.

	Notes	Unrestricted funds £	Restrict -ed funds £	Total 2023 £	Unrestricted funds £	Restricted funds £	Total 2022 £
Income from:							
Grants, donations and legacies	1	64,986	117,087	182,073	38,538	132,364	170,902
Other trading activities	2	11,045	—	11,045	9,502	—	9,502
Interest receivable		3,102	—	3,102	2,545	—	2,545
Charitable activities							
. Improving the lives of older people in the London Borough of Waltham Forest	3	243,377	81,879	325,256	192,959	45,516	238,475
Other sources		1,220	—	1,220	—	—	—
Total income		323,730	198,966	522,696	243,544	177,880	421,424
Expenditure on:							
Raising funds	4	12,480	—	12,480	12,271	—	12,271
Charitable activities							
. Improving the lives of older people in the London Borough of Waltham Forest	5	322,189	198,966	521,155	254,571	193,605	448,176
Total expenditure		334,669	198,966	533,635	266,842	193,605	460,447
Net (expenditure) income before investment gains/(losses)	7	(10,939)	—	(10,939)	(23,298)	(15,725)	(39,023)
Net (losses)/gains on listed investments	11	(5,039)	—	(5,039)	965	—	965
Net (expenditure) income		(15,978)	—	(15,978)	(22,333)	(15,725)	(38,058)
Other recognised gains and losses							
Actuarial gains	19	219	—	219	34,531	—	34,531
Net movement in funds		(15,759)	—	(15,759)	12,198	(15,725)	(3,527)
Reconciliation of funds							
Funds brought forward							
As at 1 April 2022		482,092	—	482,092	469,894	15,725	485,619
Funds carried forward							
As at 31 March 2023		466,333	—	466,333	482,092	—	482,092

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

All recognised gains and losses are included in the above statement of financial activities.

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	10		6,474		10,468
Investments	11		96,026		101,065
			102,500		111,533
Current assets					
Debtors	12	25,028		17,312	
Short term deposits		279,180		275,180	
Cash at bank and in hand		133,930		160,965	
		438,138		453,457	
Creditors: amounts falling due within one year	13	(66,093)		(70,016)	
Net current assets			372,045		383,441
Total net assets less current liabilities			474,545		494,974
Provisions for liabilities	14		(8,212)		(12,882)
Total net assets			466,333		482,092
The funds of the Charity:					
Restricted funds	15	—			—
Unrestricted funds					
. Designated funds	16	98,000		98,000	
. General funds	17	376,545		396,974	
. Pension reserve	14	(8,212)		(12,882)	
			466,333		482,092
			466,333		482,092

Signed on behalf of the board of Trustees by:

Barry Coidan
Chair of Trustees

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

Date: 24th August 2023

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



Age UK Waltham Forest has achieved the [Age UK Charity Quality Standard \(CQS\)](#). The CQS is externally assessed by quality assessment experts, SGS.

