



2022-2023

Impact Report

Age UK Waltham Forest is an independent local, user-led charity supporting older people in the London Borough of Waltham Forest. **In 2022-2023 our team of 23 staff and 382 volunteers supported 5,284 older people in our Borough through our range of Services.**

During this financial year we have continued to provide services we began in response to the Covid Pandemic, including Shopping, Prescription Collections, online classes and online physical activities. We have continued to offer face-to-face exercise classes and, in response to what older people told us they wanted, we have added new activities such as Walking Football and Circuit Training and new Handyperson and Help at Home Services.

We are members of the Age UK federation but are a totally independent charity, separate from the national body, and have to raise all our own funds for our work.

Our vision is to see an inclusive, respectful and supportive society in which each older person leads a good quality, enjoyable and fulfilled life, and in their later years is supported to live independently at home for as long as they wish.

We aim to promote and enhance the well-being and quality of life of all older people, especially at those points in life when the right help can make a significant difference.

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

Telephone 0208 558 5512

Email info@ageukwalthamforest.org.uk

Website www.ageukwalthamforest.org.uk

Registered charity number 1048212. Company number 02334459

**In 2022-2023 our projects directly supported
in excess of **5,284** older people in
Waltham Forest**



382 volunteers
provided **29,627**
hours of support

Massive thank you to all our volunteers

‘Volunteers do not necessarily have the time; they just have the heart.’ is a quote from an American author, Elizabeth Andrew. This resonates with us at Age UK Waltham Forest as it encapsulates the concept that the time that you give us is valuable and deeply appreciated. Without it and including your good will, skills, experience, material goods and financial support we could not do what we do. Your commitment enables us to continue to fulfil our mission and help over 5,000 local older people each year.

We recognise that volunteering isn’t just “work” that you do for an ambiguous reason; it’s work that is done because it matters in a million tiny ways that add up to something powerful.

Recently a Befriending volunteer shared with us that visiting her older person was a weekly highlight. We hope that all our volunteers get as much back as is given. Please take a step back and be proud of the difference you’re making – and be assured that every day we are thankful to have such a dedicated volunteer community.

Information and Advice Service

1,153

individuals
advised on

2,246

matters



claimed
£1,122,510.00
in previously
unclaimed
benefits

Befriending Service

316

older people received
weekly face-to-face
befriending visits



1,812

Volunteer phone calls

6,544

visits to older people's
houses

Exercise Classes



7,606
attendances at
930
exercise classes by
720

individuals

Digital Inclusion and Computing lessons

1,477
attendances
by
301

**Individuals
supported**



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

Winter Warmth



Provided
167
Warmth Packs

Social Prescribing

144

adults connected to support and services via **772**
interventions in the community by our Social Prescribing Project

Veterans Support

76

Veterans receiving support and
companionship



Shopping Services



539
Shopping trips
and deliveries
and

106
Foodbank
deliveries

Footcare Services



250
Older people receiving
footcare services

Help at Home Services



50

Individuals
received

515

Hours of
domestic help
in their home

Handyperson and Grabrails



157

people accessed
our Handyperson
services

124

individuals
received grab
rails installed by
our handyperson
to reduce falls

Other activities

In the year we held lots of other activities and events, including:

Weekly Coffee Mornings

Central London History Walks,

Wreath Making Workshops

Monthly Tea and Cake Quizzes

Bath Bomb Workshops

Art Classes

Piano Club

Monthly Book Club

Black History Month Events