



2018-2019 Impact Report

Age UK Waltham Forest is an independent local, user-led charity supporting older people in the London Borough of Waltham Forest. In 2018-2019 our team of 14 part time staff and 187 volunteers supported in excess of 4,600 older people in our Borough through our range of Services. Our income was £505,595.

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 2018-2019 our projects directly supported
in excess of **4,600** older people in
Waltham Forest



187 volunteers
provided **17,154**
hours of support

2,241
requests
for
assistance
to our
Information
and Advice
Service by
1,064
individuals



Claimed
£989,627
in previously
unclaimed
benefits

147 isolated older
people received
befrienders



7,267 attendances
at **515** exercise
classes

92% reported
improved flexibility

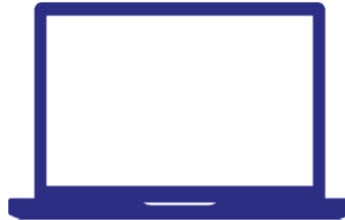
84% reported
improved strength

88% have seen
improvements in
balance

93% have seen
increased energy
levels

892

individuals
attended
Computer
Training
Classes



Provided
65 Computer
Training
Classes on
31 topics,

95%

found the
classes to
be very
useful or
extremely
useful



Six **10** week
beginners
classes, **12**
tech support
Groups and
14 Mobile
Phone Clinics



Distributed
1,500
Winter Advice
Packs

137
Warmth Packs
provided

Our winter warmth work was funded by knitting **27,100** little hats for the innocent smoothie Big Knit Campaign - generating **£6,775**

341 referrals to our
Living Well Project

77% reported an
increase in their
positive
wellbeing

40% reported a
decrease in
loneliness,
97% likely to
recommend
the service to
others

523 individuals
attended Scams
Awareness raising
Sessions

81 home visits to
housebound/frail older
people to raise
awareness of scams



93% confident they
could avoid scams after
one of our sessions

I attended the Introduction to Tablet workshop and can't thank you enough. I had no idea how much you could do with a tablet, am inspired to buy my own now. Thank you also for your patience and understanding – I was worried about attending the session but you were all so kind and welcoming.

I feel safer now, and I know what to do if I am suspicious. I found it all so helpful, it's a service that should be offered to everyone.

Very enjoyable class. Excellent for both mind and body. An easy going fun atmosphere with lots of encouragement from the tutor. What more can you want, fun, laughter and exercise.

I can get quite low because it is so lonely up here in the flat all by myself but each time my volunteer comes, it just brightens up the day – gives me someone to chat

Being a befriender has had an enormous impact on my sense of well being and in particular on my connection to the community. Having moved to London from Scotland 10 years ago, I'm not sure how many actual Londoners I had met and it has been extremely positive to learn about the area I live in, how it has changed and as such I have discovered so much more in my community that I had no idea was happening. It is very easy to feel isolated in your local area, even when you have a strong social circle in central London and this has made me appreciate my community more and has enriched my time spent here

I wouldn't have known what benefits I could apply for or be able to complete those forms. You have helped me get some of my life back. I am able to manage a lot better than before. I know where to come now.