



**2017-2018**

**Impact Report**

**Age UK Waltham Forest is an independent local, user-led charity supporting older people in the London Borough of Waltham Forest. In 2017-2018 our team of 13 part time staff and 156 volunteers supported in excess of 4,200 older people in our Borough through our range of Services, our income was £372,959.**

**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](mailto:info@ageukwalthamforest.org.uk)**

**Website [www.ageukwalthamforest.org.uk](http://www.ageukwalthamforest.org.uk)**

**Registered charity number 1048212. Company number 02334459**

In 2017-2018 our projects directly supported  
in excess of **4,200** older people in  
Waltham Forest



**156** volunteers  
provided **12,564**  
hours of support

**2,300**  
requests  
for  
assistance  
to our  
Information  
and Advice  
Service



Claimed  
**£626,788**  
in previously  
unclaimed  
benefits claimed

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**111** isolated older  
people received  
befrienders



**7,271** attendances  
at **492** exercise  
classes

**90%** reported  
improved flexibility

**85%** reported  
improved strength

**85%** have seen  
improvements in  
balance

**92%** have seen  
increased energy  
levels

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**722**

individuals  
attended  
Computer  
Training  
Classes



Provided **52**  
Computer  
Training  
Classes on  
**24** topics

**94%** found the classes to be very  
useful or extremely useful

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Distributed  
**1,500**  
Winter Advice  
Packs

**228**  
Warmth Packs  
provided

Our winter warmth work was funded by knitting **27,000** little hats for the innocent smoothie Big Knit Campaign - generating **£6,750**

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**428** interviews with  
older people about their  
experience of health  
care services



*I was a little apprehensive of going to a silver surfers class, but a neighbour encouraged me to go. I need not have had any qualms at all. The volunteers are all so helpful and really know their subject. I actually come away having learnt something, and you get backup paperwork to refer back to! No question is too silly for them to answer. I always try to get to the Tech Support Group, because I never know what I will learn there! There are lots of different classes to chose from - or go to all of them, and they are not expensive. I cannot recommend Age UK Waltham Forest enough to people.*

*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 with and enjoy life a bit*

*Tai chi has improved beyond expectation my ability to be more flexible and toned. The class is brilliant as I can use a chair when needed. The regular exercises seems to have helped in periods of chronic fatigue and gives me a reason to struggle to the class even in bad periods, because I know it will help. I actually enjoy the exercise! The tutor is kind helpful and encouraging*

*I'm really glad that I started volunteering with Age UK Waltham Forest. It definitely makes me feel more connected to the local community as it allows me to see some of the challenges people face in terms of loneliness and isolation and it helps me to see how local services are trying to overcome these. It also feels good to volunteer - I see very clearly that there's a real problem in terms of older people having the support and company they need, and I see just how important services like the Befriending Service are. So it feels good to be part of a team trying to tackle the problem.*