



**AGE** Waltham Forest  
*Concern*

**Snapshots of  
Age Concern  
Waltham Forest**

**1982 - 2007**

An equal opportunities organisation

## Snapshots of Age Concern Waltham Forest

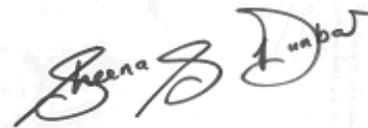
1982 - 2007

Age Concern Waltham Forest was founded by local people in 1982.

One of the founders was Ken Sanders MBE who became the charity's first President in 2000 and, at 79, continues to take a keen interest in all we do. Ken, an ex-Waltham Forest Councillor, has championed older people, particularly the most vulnerable, throughout his life. Ken saw not 'older people' but individuals whose human rights Age Concern Waltham Forest was to uphold – and he firmly believed that prevention is better than cure. The Board of Age Concern Waltham Forest has worked to these principles for 25 years.

Age Concern Waltham Forest has now appointed its second President, Mike Pettit, who has served on the Board from 1989 to 2007. Mike too is an ex-Waltham Forest Councillor and a champion of both older people and the voluntary sector. Born in Waltham Forest, Mike has ensured Age Concern Waltham Forest's growth and good governance, with the support of many local residents who have given generously of their time and skills as Board members. Today, Age Concern Waltham Forest is a well-respected local charity, recognised locally, regionally and nationally for its work as a pathfinder and equal opportunities organisation.

This is the achievement of its Presidents and Board members, along with the very many dedicated staff members and volunteers who have worked as part of the Age Concern Waltham Forest Team over the past 25 years. However, it is also the achievement of our members and supporters, our partners and funders – and the tens of thousands of older people who have shared their experiences, their hopes and their fears with us along the way which has helped us to understand their needs, their choices and their dreams and enabled us to represent their views and to campaign on their behalf.



Sheena Dunbar  
Director

In 1985, Ken Sanders, as chair of Age Concern Waltham Forest, wrote in the *Annual report*:

*Though this is the third report of Age Concern Waltham Forest, the need for Age Concern in Waltham Forest is as great now as it always has been ... There are still many elderly people who live in housing without basic amenities, who don't know when they will next see someone to talk to, or how they can make ends meet until pension day.*

Change the numbers and update the language and this could have been written any time during the last 25 years. Although the expectations of older people and those who work or care for them have changed tremendously since 1985, the basic needs of many older people are still not being met as well as they should be.

This continuing failure to provide adequate services for older adults is reflected in our mission statement, which is:

*To improve the quality of life for older adults in Waltham Forest by:*

- *providing direct services*
- *campaigning for the rights of older adults*
- *participating in joint planning with statutory authorities and non-governmental organisations.*

Again, change the language and this is a good summary of what we have been doing since Age Concern Waltham Forest was set up in 1982.

This short history - really a collection of snapshots - of our first quarter century, shows how Age Concern Waltham Forest has put its mission statement into practice. It looks at some of the services we have provided and the partnerships we have developed and shows how our work has adapted to the changing needs of local older adults and their communities.



*Age Concern Waltham Forest staff and volunteers distribute free butter and meat released from the EEC's 'food mountain', 1986*

## Information and advice

Providing information and advice has been a key activity for Age Concern Waltham Forest since it was set up in 1982.

Initially, the service was provided by volunteers and the three staff members from our first office at 51 Hoe Street, Walthamstow. However - and right from the start - there was an ambition to take the service into the community. By 1989, 18 volunteers were running advice sessions weekly at six locations throughout the borough and, together with Age Concern Waltham Forest staff, were handling over 2000 enquiries each year.

Although 18 volunteers and staff - by now seven strong - sounds a lot, apparently it wasn't enough to deal with concerns about the new 'Poll Tax' when this was introduced in 1990. The *Annual report* for that year refers dryly to the Age Concern Waltham Forest office being 'inundated with queries during the year regarding the Poll Tax, and we undertook training on this subject to help to deal with the many queries more efficiently'. Which just goes to show how government policy can cause unexpected problems for local charities and voluntary groups - not to mention older people.

The *Information and advice service* also developed in response to changes in the borough's population and by the end of the 1980s volunteers were running advice sessions in most of the Asian languages spoken in the borough. 1989 saw the introduction of a telephone helpline service for older members of the borough's Asian communities as well as a 'home visit' service for people who are housebound or have limited mobility.

By the early 1990s the *Information and advice service* had, by and large, developed a service model that still works today with its mix of phone helplines, street stalls, home visit and drop-in sessions throughout the borough, supplemented nowadays with increasing numbers of emails.

Helping people to help themselves has always been a key role of our *Information and advice service*. Our first guide to benefits and services for older people - *Information for the over 60s* - was published in 1983 and proved so popular that a new edition was being planned just a year later. New editions were published in 1986 - when Lord Murray of Epping Forest, the former head of the TUC, handed out the first copies - and 1990. Over 10,000 copies



*An Age Concern Waltham Forest Information and advice stall, 1989*

were distributed on both occasions.

*Information for the over 60s* was renamed *60+* for its 1986 edition and renamed again - as *Guide to services* - for the 1994 edition, which was also the name used for the 1998 edition. After being in print for 15 years in one form or another, our *Guide to services* formed the basis of a new publication from the council's Social Services department, *The Waltham Forest good retirement guide*.

Today, similar information can be found on , and printed out from, the website [www.ageconcernwfm.org.uk](http://www.ageconcernwfm.org.uk), and [www.wfolderpeople.com](http://www.wfolderpeople.com), a website for older adults in Waltham Forest produced by Age Concern Waltham Forest, the council and local health care organisations. Age Concern Waltham Forest was an early adopter of internet technology - our first website was set up in 1996 - and today our site is visited about 2500 times each month. We will merge the two websites we manage in 2008 to provide an online one-stop-shop for local information and advice for older adults, their relatives and carers, and professional staff.

Our *Advocacy service*, which had started in 1996, became part of a new *Information, advice and advocacy service* in 2001, and this still operates today. The merger of these two services allows us to provide the most effective service for individuals and groups needing access to advice and information, either by supporting them directly or by referral to other organisations or other sources of information.

Today our *Information, advice and advocacy service* deals with almost 4000 enquiries each year. And we still do street stalls too!



*Len Murray distributing copies of 60+ from the Age Concern Waltham Forest minibuss, 1986*

## Innovation

Age Concern Waltham Forest is an innovation organisation. Pathfinder projects are part of its proud history. Look out in 2008 for news about our latest partnership with Street Life fm and training opportunities for older adults. Work with us towards a Waltham Forest community radio!

## Home visiting and befriending

Age Concern Waltham Forest grew as it developed new projects to meet local needs. One of the first of these was the Chingdale Centre in 1983. This was followed by a bereavement support service and a carers support group in 1985 and a home visiting service and a community partnership programme in 1987.

The *Home visiting service* was planned to

*... match voluntary visitors to people who would like the companionship or someone coming regularly to chat and open a door on the outside world ...*

and quickly attracted a large number of volunteers, a task made easier by the appointment of Age Concern Waltham Forest's first volunteer co-ordinator in the same year. One volunteer organised a theatre trip for some of the people receiving visitors in the first year of the service and from then on trips to shopping centres, concerts, country pubs and seaside resorts were a regular part of the *Home visiting service's* activities.

In 1988, about 25 older adults were receiving home visits. The number of people using the service remained at about 20 for many years and in 1994 was linked to the newly established *Hospital aftercare service* for people over 75 leaving Whipps Cross hospital. Both services were based at Whipps Cross.

The service grew slowly after this, often experiencing problems finding sufficient volunteers, but, by 1997, 34 volunteers were visiting 39 people.

The service was renamed *Link-up* in 1999 and in the following year a teleconferencing service was started which enables up to eight older people and a facilitator to chat using their phones. This service runs four times each year for eight weeks and now ends with a trip to a local café or restaurant so the participants get to meet each other and put faces to voices, often the start of enduring friendships.

A spin-off from some of the first the teleconferencing sessions was 'The young ones' - a group of older people who had got to know each other from teleconferencing and started to meet every two weeks at the Chantry sheltered housing scheme. Age Concern Waltham



*Home visiting service theatre trip, 1987*

Forest provided the transport for these meetings. For one of 'The young ones' the first meeting of the group was also the first time she had left her house in ten years.

In 2002 the *Link-up extension service* started. This Waltham Forest council funded project provides visitors to older adults with a terminal illness. People referred to this service are assigned a visitor who will visit them weekly and also accompany them on trips out, for example, to go shopping or for lunch.

These services have been shown to improve the quality of life of the people being visited and are in high demand - there are almost 160 people on our waiting list for home visiting. Today *Link-up* has 43 volunteers visiting almost 40 people and *Link-up support* (previously *Link-up extension*) has, typically, about 14 clients at any one time.

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*The welcome project* was an initiative to provide 'mental stimulation and social support to elderly mentally ill frail people'. It started in June 1989 as a pilot project based at the Welcome Centre at St Mary's, Walthamstow. The pilot was very successful, generating enthusiastic feedback from users for the range of activities available and the skills of the volunteers and the positive effect these had. The success of the pilot resulted in an additional three years' funding for a part-time worker to further develop and extend the programme.

By 1991 *The welcome project* was looking at setting up a similar service in Leyton and Leytonstone. This started at the Leytonstone United Free Church in Fairlop Road in 1994, with a special emphasis on providing services to older adults from the black community. This service was quickly extended to provide an Asian language-based service. In the same year a new minibus was bought and this enabled *The welcome project* to provide a transport service for its clients throughout the borough.

During 1996, the arrangements for referrals to the project were changed to bring them into line with other council funded services. As part of these changes *The welcome project* merged with the Chingdale Day Centre in June 1997. The service provided by *The welcome project* continued until the Centre closed in 2002.

## The welcome project



David Agawu, manager of *The welcome project*, with volunteers and service users, 1995

## The Chingdale Centre

The Chingdale Centre was opened October 1983 as a drop-in centre for older adults, providing activities such as art and craft classes, discussion groups and keep fit sessions. It also provided meals, including Christmas dinner, and ran a Sunday lunch club. It was very popular and within a few months was attracting about 70 people each day, with a further 70 disabled people brought to the centre weekly by Age Concern Waltham Forest's minibus. Hiring a paid minibus driver in 1989 was a major event in the centre's development and enabled the centre to provide services to a greater number of clients from a wider area.

During the next decade, the services available from Chingdale expanded to include day trips - one resulted in an informal wheelchair race along the promenade at Southend - and a greater range of activities, including running advice and care sessions in co-operation with other organisations and the council. Some of these sessions dealt specifically with the needs of disabled visitors to the centre.

In 1994 Chingdale was re-organised to better meet the needs of its users and provide improved co-ordination with local authority services: the *Day care service* provided flexible care and respite facilities for older adults with mental or physical disabilities and the *Resource centre* provided a range of activities for older people and their carers.

Although Chingdale was popular with the borough's older people and heavily used, it was too small to be adapted for modern usage and it closed in March 2002. The *Day care service* merged with the council's day care services operating from Walton House but, sadly, most of the *Resource centre* activities were lost. The centre had also become a regular meeting place for many formal and informal groups of older people, but, fortunately, most of these were found new places to meet.

Throughout the 18 years the centre was open, it depended heavily on volunteers. Typically, 25 or 30 volunteers worked at Chingdale providing services five to seven days a week, 52 weeks a year. A Centre co-ordinator, Jackie Tricks, was appointed in 1986 and stayed with Age Concern Waltham Forest for 15 years, eventually becoming our Deputy Director.

When the centre closed, it was being visited almost 1900 times each year and was providing just under 2500 person-days of day care.



*Chingdale Co-ordinator, Jackie Tricks, outside the centre, 1987*

## Age Concern Waltham Forest's charity shop

Like many local charities, Age Concern Waltham Forest needs to raise its own funds to carry out work that is not funded by the local authority or other organisations. Again, like many local charities, the income from our charity shop made a tremendous difference to the range and quality of the services we provided.

Our first shop opened at 5 Station Parade, Hoe Street and became the principal part of Age Concern Waltham Forest's fund-raising. In 1984/5, almost 10% of Age Concern Waltham Forest's income came from the shop. Although successful, the shop had to close in 1986 when Station Parade was demolished as part of the redevelopment of Walthamstow town centre.

Our second shop opened three years later in 1989 at 644 High Road, Leytonstone. This shop was a joint venture with Age Concern England with profits being divided on a 50/50 basis. Age Concern Waltham Forest took on full responsibility for the shop in 1992 and it continued to provide a valuable source of income for many years through the sale of donated goods, wool, Christmas cards and Age Concern merchandise.

In 1997 the shop moved to larger premises in Leytonstone High Road. This resulted in a welcome increase in turnover. Income was further boosted by holding special events such as fashion shows and running 'themed' displays for Valentines Day, Easter, Halloween and, naturally, Christmas. The fashion shows were popular events, often attended by the Mayor and Mayoress, which raised several hundred pounds by selling clothes from the shop modelled by Age Concern Waltham Forest volunteers.

These special events coupled with good shop management, frequent changes of stock and the hard work and support of our volunteers made our charity shop popular with many residents. Such innovative and engaging work and high levels of customer satisfaction, were recognised in 2001 when the Age Concern Waltham Forest shop won the second prize in the Regional charity shops competition.

Although our charity shop provided a valuable and independent source of funds, it had to close this year when the building became unsafe. We are currently exploring opening a new shop in the borough as a joint venture with Age Concern England.



*Shop manager, Patricia Robson, with staff and volunteers and their Regional charity shops award, 2001*

## Keeping warm in winter

It has been known for many years that older people die in the winter because of the cold. Today, 23,000 older people in England and Wales die of preventable, cold-related illnesses each year. To help prevent these unnecessary deaths, one of Age Concern Waltham Forest's first publications - *Old and cold* - provided advice to older people on how to stay warm in their homes. This was so successful that it was updated, renamed *Keep warm in winter* and widely distributed throughout the borough in 1985.

A year later, a telephone help line - Coldline - was set up to complement existing sources of advice. Coldline operated from the beginning of November to the end of March and proved so successful that it ran for a further four years.

Mild winters in 1988 and 1989 resulted in a review of the need for Coldline and the separate cold weather advice service was ended in 1990. Unfortunately, no one told the weather and the following year there were heavy snow falls in February. Such was the demand for help and information, that the Age Concern Waltham Forest office remained open throughout the worst weekend and for several evenings too. Staff and volunteers provided advice to over 100 people as well as carrying out more practical tasks such as checking the welfare of older people for worried relatives, providing meals for people whose carers were unable to visit them and sorting out numerous plumbing and heating problems.

Continuing pressure from Age Concern and other organisations eventually led to the introduction of winter fuel payments in 1997/98. Although these have helped older adults with their fuel bills, keeping warm in winter is still difficult for many, especially in an area such as Waltham Forest where many older people do not have central heating or may have trouble coping with ever rising fuel costs.

To highlight these continuing difficulties, for the last few years we have taken part in the 'Little hats' campaign sponsored by innocent, the makers of smoothies and other drinks. Residents support the 'Little hats' campaign by knitting small, woolly hats to go on smoothie bottles to keep them warm in supermarket fridges. This raises awareness of the need to keep warm in winter - and we get 50 pence for every smoothie sold wearing a little hat. This year, we hoped to collect 1000 little hats but local knitters had other ideas - almost 4000 hats were made for Age Concern Waltham Forest!



*Jean Williams, leader of our Healthy ageing programme, with just some of the 4000 little hats knitted by local residents, 2007*

## Community partnerships

A community partnership programme was established in 1987. The first activities were advising other organisations working with older people and setting up a pensioners' forum in Walthamstow. The Walthamstow Pensioners' Forum was operating as an independent group within a year, with Age Concern Waltham Forest acting as an advisor on funding and campaigns, and similar help and assistance was given to other groups in the borough.

Following a successful campaign in 1990 against cuts in social service funding for programmes for older people which had involved many organisations, it was decided to build on our work with individual groups by setting up a borough-wide forum of organisations for older people. This group included, initially, the Walthamstow Pensioners' Forum, Leyton Older People's Forum, Asian Elderly Concern, Christian Concern for the Elderly and the Afro-Caribbean Elders Association.

However, this initiative seems to have been short-lived and in 1993 Age Concern Waltham Forest was again exploring ways in which groups and organisations working with older adults might work together more effectively. Without dedicated funding, this proved a difficult task and for several years collaborative working was limited to small projects and providing meeting rooms, small grants and information and advice to other organisations and voluntary groups.

In 1999 a grant from the Baring Foundation enabled Age Concern Waltham Forest to employ someone to work solely on building a network of local groups. Two years' work and planning ended with the formation, at the request of local groups, of the *Waltham Forest Older People's Voluntary Sector Partnership* in 2001. The partnership's aims are to provide a single point of access to voluntary sector groups working with older people, to reduce social isolation, encourage older adults to get involved in community activities and to combat negative images of older people, including discrimination in all its forms.

Voluntary sector partnership membership grew from 50 members in 2002 to just over 70 in 2003 and reached 90 in 2004, a level which has remained more or less constant since. The partnership is an active and effective group. Last year, almost 600 older adults were referred to the partnership's administrators for help and advice. All were then put in touch with the partnership members who could best assist them.



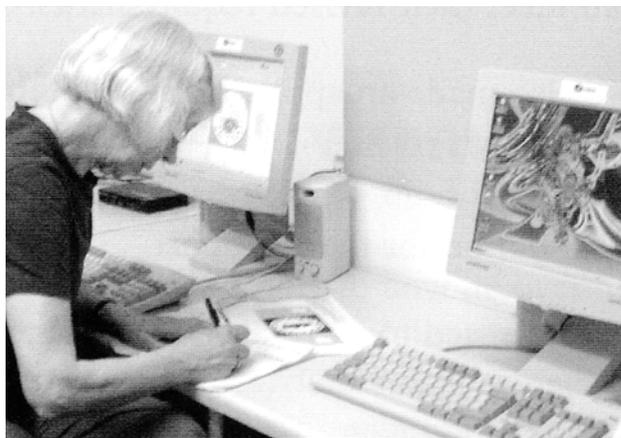
*The Older people's voluntary sector partnership logo, 2001*

## Silver surfers learning centre

Age Concern Waltham Forest set up an *Age resource desk* in our charity shop in 1998 to provide easy and convenient access to the internet. The *Age resource desk* was one of the first of its kind in London and became so popular that on some days keen shoppers would queue to get a chance to use this new resource!

During the first year of the *Age resource desk*, a grant was obtained to develop it to meet the unexpected level of interest in IT from older adults. Some of the grant was used to employ a development worker and the following year the *Silver surfers learning centre* opened in Orford Road, Walthamstow. The centre provided access to PCs, printers, scanners and, of course, the internet and ran a variety of short courses for older people who wanted to learn about the mysteries of word processing, spreadsheets, e-mail, the world wide web and other computer-based tools and technologies.

With the new premises and equipment, the Centre proved so successful that a waiting list for the learning events soon built up. Indeed, the Centre became quite famous and was soon receiving visits from other Age Concerns in and around London who wanted to run their own 'Silver surfer' programmes, as well as visits from older people's organisations in other European countries.



*A 'silver surfer' engrossed in her work, 2002*

In 2001, 2864 visits were made to the Centre by older people. The Centre was open 5 days a week and had 13 volunteer tutors, four reception volunteers and one full-time member of staff. The programmes available were also expanded to take in topics such as using computers for art and craft activities, family history, digital photography and building websites, and a series of outreach events were organised to introduce computers to older people who could not travel easily to Orford Road.

A three year grant of over £250,000 from the Community Fund was awarded to the Centre in 2003 and this enabled another full-time member of staff to be employed, existing events to continue, the provision of a telephone support helpline for learners and an expansion of outreach work.

Sadly, sufficient funding could not be found to continue the service when the Community Fund grant ended and the Centre closed early in 2007 - still with a waiting list.

However, a new Silver Surfers operation will start in 2008 to provide IT training and skills for older beginners throughout the borough in partnership with Waltham Forest council's Library service.

The *Waltham Forest older people's development programme* was set up in 2002 to promote the independence of older people through the delivery of person-centred care. The programme was, and remains, a partnership involving Age Concern Waltham Forest, the council's Social Services department and local health and hospital trusts and is part of a London-wide initiative to implement the government's *National service framework for older people*. This framework sets standards for the care of older adults across health and social services, which apply whether an older person is receiving care in their home, in a residential setting or in a hospital.

The *Waltham Forest older people's development programme* focuses mainly on the home environment and uses a case finding approach to identify older adults who could benefit from additional help to remain independent. Case finding involves working with local GPs to identify older adults at risk from functional decline, falls, social isolation, incontinence, depression or memory loss or any combination of these. If an older person is found to be at risk, they are offered a holistic assessment of their needs. Simple changes to older adults' homes and routines often can have big benefits to both the individual and more widely as it reduces demand for more expensive care or health facilities. As always, prevention is better than cure.

Case finding has now been running for five years and during this time over 1500 people have benefited in some way from referrals to services, changes to their homes or from information and advice following an assessment. Case finding is closely linked to our community-based programmes, such as our *Handyperson service*, to make older adults' home safer and more secure.

We have recently expanded the scheme, with Waltham Forest council funding, to provide a service specifically for Asian language speakers, which is significantly increasing the number of people receiving assessments from these communities.

## Case finding



*A sloppy slipper exchange - swapping old, worn slippers for a free new pair - is a popular part of our falls prevention programme, 2006*

## Volunteers

Age Concern Waltham Forest is completely reliant on its volunteers for much of its work. The range of activities undertaken by volunteers can be surprising. In 1984, for example, volunteers work was summarised in the *Annual report* for that year as follows:

*Volunteers at the Chingdale Centre are responsible for cooking, classes, escorts, driving, minor repairs, some administration; volunteers conduct our advice work; volunteers staff the fund-raising shop; volunteers staff the Drop Ins; volunteers do occasional jobs such as stapling, typing, printing, and a host of other jobs too numerous to mention.*

A Volunteer co-ordinator was appointed in May 1987 to attract more volunteers and provide support to the 100 volunteers already working for Age Concern Waltham Forest. By 1989, we had 122 volunteers with a further 33 'reserve volunteers' who carried occasional voluntary work that fit in with their other commitments.

In 1994, *Long service awards* were introduced to recognise the commitment volunteers make to Age Concern Waltham Forest. Sadie Pearce, Freda Berg and Pat Kay were the first recipients of the *10 years service award*. One of the first *2 years service awards* went to Dolly Skinner, who is still a volunteer and recently received a *15 years service award*. Further recognition of volunteers work came in 1997 when the *Volunteer of the year award* was introduced - the first person to receive this was Jean Smith, one of our home visitors.

Our Board of trustees are also volunteers, though in a different way, and they devote considerable time and energy to Age Concern Waltham Forest. Two people, in particular, deserve a special mention for their work as trustees. They are Ken Sanders - now a President and one of the first Executive Committee Members of Age Concern Waltham Forest - and Mike Pettit, who has been an Executive Committee Member and trustee for 18 years, 14 as Chair, and is now a President.

It is commitment such as this - and the time and skills our volunteers bring to their work - that make us the leading voluntary organisation for older people. What we have achieved is due in large part to the hundreds of volunteers who have worked for us since 1982.

Thank you all!



*A volunteer recruitment poster, 1986*

## 25 years a perspective

Sadly, in a short history it is impossible to cover all of the services we have provided - and do provide - or list all the people who have worked for Age Concern Waltham Forest and made such a difference to the lives of older people in the borough.

Over the last 25 years, older people's needs and expectations have changed a lot and Age Concern Waltham Forest has changed too.

As this brief history has shown, some of our services have been there from day one and are a continuous part of our work. Information and advice, home visiting and partnerships with other local groups and organisations are all examples of this.

Other services, such as our bereavement and loss support service, *The welcome project*, the *Silver surfers learning centre* and day care, have ended as funding ceased or other organisations took over the responsibility for the service.

But, as some services have ended, others have started, our healthy ageing and case finding programmes being good examples. And this will continue to happen as long as people's needs and expectations change and better ways of delivering services are developed. And we plan to be part of this process.

As for what we'll do next, it seems fitting to quote from Mike Pettit's report as Age Concern Waltham Forest's Chair in our 1992/93 *Annual report*:

*Elderly people do not wish to continuously battle for an adequate pension and against increased charges or cuts in services. They have contributed to society and in older life they have a right to be free of financial worries and to have access to services to help them maintain their dignity and independence. Politicians and decision makers should listen to elderly people and take account of their needs and priorities. Age Concern Waltham Forest will continue to provide elderly people with a voice on issues of concern and campaign on their behalf.*

Which is a pretty good road map for our next 25 years.

Age Concern Waltham Forest  
Zenith House  
210 Church Road  
Leyton E10 7JQ

e: info@ageconcernwf.org.uk  
f: 020 8558 0383  
t: 020 8558 5512  
w: www.ageconcernwf.org.uk

Registered charity: 1048212.

## Age Concern Waltham Forest

Age Concern Waltham Forest is the leading voluntary sector organisation for older adults in the borough.

We provide a range of services to support and help older adults and their carers, including a healthy ageing programme, case finding, hospital discharge services, providing information and advice, supporting the terminally ill and isolated, helping with the choice of a care or residential home and an advocacy service.

We also provide financial services, such as insurance and funeral plans.

We work in partnership with and administer the Waltham Forest *Older people's voluntary sector partnership*.

We work collaboratively with the borough's statutory agencies such as the London Borough of Waltham Forest, Waltham Forest Primary Care Trust, North East London Mental Health Trust and Whipps Cross University Hospital Trust.

More information about us and our services is available on our website:

<http://www.ageconcernwf.org.uk>

## Keep in touch

If you'd like to keep in touch with Age Concern Waltham Forest and stay up-to-date with issues affecting older people, why not join us? Membership of Age Concern Waltham Forest costs £5.00 per year but is free to adults over 55 who are receiving benefits.

More details are available on our website and from the Administrative Officer at Zenith House - our contact details are given at the top of this page.

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