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About us



Age UK Wandsworth is an independent charity that has been working with, and for, older people in the London Borough of Wandsworth since 1963.

Previously known as the Wandsworth Old People's Welfare Council and then Age Concern Wandsworth, in 2011 we became Age UK Wandsworth and part of the Age UK network of charities.

We are an independent charity. Whilst we partner with Age UK, we raise our own funding and all of our money is spent supporting the older people of Wandsworth.

The services we offer are 'preventative' – we aim to offer timely support to prevent a situation getting worse and a crisis happening. This means offering a range of services which aim to:

- ◆ Support older people living independently in their own homes for as long as they are able and wish to do so
- ◆ Improve or maintain older people's health and wellbeing
- ◆ Prevent loneliness and social isolation
- ◆ Enable older people to have choice and control over issues that affect them



“ They fitted everything for me so I can get around in my home ”

Rosa, 92, Southfields



“ I am now getting double the amount of money I was getting ”

Alan, 69, Battersea

“ Be-a-friend transformed my life. It's true! ”

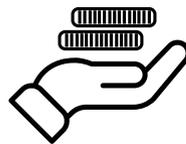
Jean, 97, Putney



The need



12% of people aged 65+ do not speak English as their main language



20% of these people are on low incomes



Over **39%** of these people live alone

Approximately

1 in 4

victims of recorded fraud in Wandsworth are 65+



29,300 people aged 65+ living in Wandsworth



The number of people aged 65+ is projected to increase by

44%

in the next **20 years**

50%

of over 65s in Wandsworth have a long term health problem or disability and



32%

are registered as disabled



There are **1,515** recorded cases of dementia for people aged 65+ in Wandsworth.

However, the estimated true number of dementia cases is

2,038

The average person in Wandsworth can expect **15 years** of deteriorating health in old age



Our services and projects



Be-a-Friend

Weekly volunteer visits, telephone befriending, birthday and Christmas cards. Access to information and support where required.



Community Resilience

Delivering services and activities within existing community groups to increase independence and wellbeing.



Shopping

Telephone service for weekly shopping which are placed on an online supermarket and delivered at a time convenient for them.



Men's Shed

A weekly group that meets to undertake practical projects, whilst enjoying a cup of tea and a chat.



Crimes Against Older People

A consortium of 27 local organisations, coordinated by Age UK Wandsworth, to identify crime trends and share information to reduce further crimes.



Volunteering

Recruiting, screening, reference checking and training volunteers for all Age UK Wandsworth services.



Service to take shopping orders, accompanied with an elderly person to the market and to save time to suit



Hospital Discharge Support

Volunteer visits for six weeks after hospital discharge, to help with the transition home from hospital.



Out and About

Fortnightly volunteer visits to take a housebound older person on a trip out to a local place, such as the shops or park.



Handyperson

Practical help in the home with adaptations and repairs. Adaptations are prioritised where a person is awaiting hospital discharge.



Voluntary Services Navigation

Information and referrals to local support services, activities and community groups. This service operates within Wandsworth Community Adult Health Services.



Information and Advice

Free and confidential information and advice on benefits, money, social care, housing and local services. Appointments in our offices or home visits available.

Our impact

5,870 phone calls taken by our **Advice and Support** team

7,440 older people given information

£590,187 in **additional benefits** secured for Advice service users

8,444 **volunteer hours** given throughout the year

434 one-to-one advice clients

184 older people assisted by the Voluntary Services Navigator

“ My volunteer helped me get back on my feet after being in hospital, she showed me how to use Amazon to get things delivered, organised for the handy person to come and change some lightbulbs and even some people to come and sort my garden so I can spend time there again ”
Hospital Discharge Support service user

“ Without your assistance with Personal Independence Payment form filling, and the confidence you gave me, I wouldn't have been able to do this myself. Our lives have changed with the extra money coming in, and to get help with a carer ”
I&A service user

351 **Volunteers** actively supporting our services

1,744 shopping deliveries made via our **Shopping Service**



391 older people supported by the **Be-a-friend** service

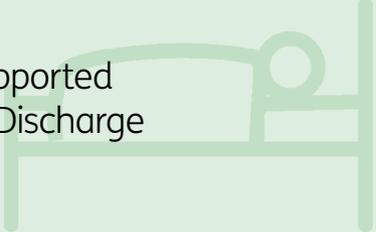


5,685 home visits made

“ You couldn’t possibly have found me a better match. J is so thoughtful, he’s become like family, and he’s actually introduced me to his family! I can’t thank you enough
Be-a-friend service user ”

“ The outings have transformed my life by enabling me to go to places I couldn’t get to on my own. It gives me something to look forward to
Out and About service user ”

“ I was so scared to walk or climb before the handrails, I feel very confident now
Handyperson service user ”



220 older people supported by our Hospital Discharge Support service



255 older people took part in health and **wellbeing activities** as part of the Community Resilience Project



847 trips out enabled by the **Out and About** service



27 local organisations now members of our Crimes Against Older People project



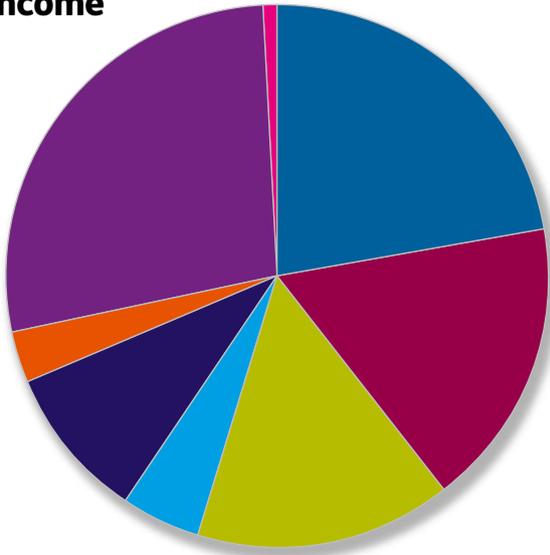
2,917 jobs completed by the Handyperson service (63% were falls prevention and hospital discharge)

Our finances

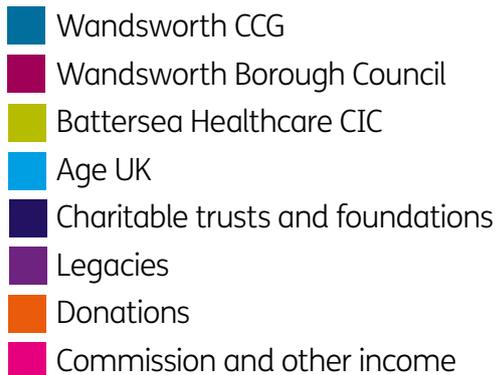
During 2017/18 our total income was £706,022 and our expenditure was £556,663.

During the year we received a significant legacy which we have earmarked for specific purposes to help with our future delivery of services.

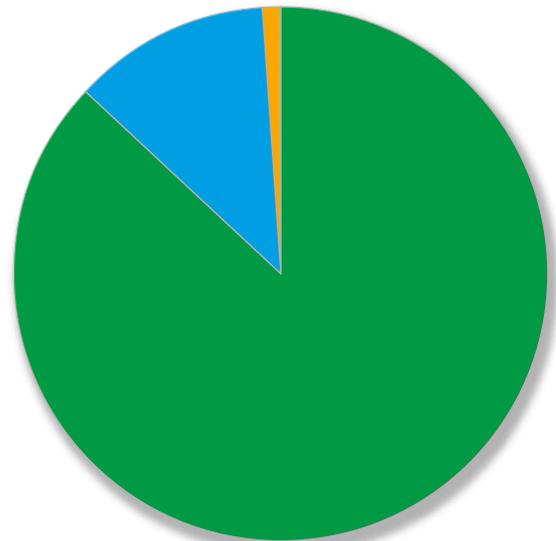
Income



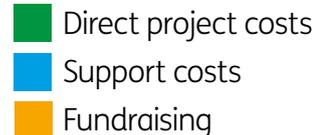
Income



Expenditure



Expenditure



Our plans

As the largest provider of older people's voluntary services in Wandsworth, we need to ensure our services meet the needs of the older people in our community.

With the population of older people in Wandsworth set to increase by 44% in the next 20 years, we also need to ensure we have the appropriate resources in place to meet the increasing demand for our services.

There is increasing pressure on statutory funding and in 2018/19 the Council will be commissioning preventative services from the voluntary sector which will affect a couple of our services. In order to ensure we have adequate funding we are thinking creatively about how to source the money we need, but also how we can work together with other organisations to ensure the needs of the older population are met.

It is important that our services reflect the changing needs of older people and digital isolation is becoming a serious problem as more of life's 'admin' moves online. We are delighted to be piloting a computer support service, thanks to some funding from Santander. Initial feedback has been extremely positive and we are looking to secure more funding in order to roll this out across the borough.

The Men's Shed continues to flourish in Roehampton and we are excited to report that the members are now converting an old

garage into a proper 'shed' which will allow for bigger, and more messy, projects!

This year will also see a revised organisational strategy following consultation with staff, trustees and service users. The plan sets out what we know of the needs of older people in Wandsworth and how we will meet those needs. Whilst it is a three year strategy, needs of older people and the external environments are changing and we will need to respond flexibly to these changes.

On the following page is a full list of everyone to whom we owe thanks, but we would like to pay a personal tribute to the office staff, whose passion and commitment ensures our services are run so effectively, and the trustees who give us their time to steer our organisation forwards.

We must also thank the hundreds of volunteers who are the lifeblood of our organisation and without whom we simply could not deliver our services.



Peter Lloyd **Chair of Trustees**

Rachel Corry **Chief Executive**

Our thanks

Funders

Wandsworth Clinical Commissioning Group
Wandsworth Borough Council
Battersea Healthcare Community Interest Company
City Bridge Trust
Age UK
Wimbledon Foundation
The Henry Smith Charity
William Allen Charitable Trust

Legacies

John Laverick
Audrey Freeland

Fundraisers

Amanda Egan
Sarah Avent
David Stewart
Heidi Green

Volunteers

Over 350 volunteers, including our trustees, have supported us this year and we would like to thank them all for their time, dedication and support

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