

# Annual Report 2019-2020



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## COVID-19

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Whilst this document officially reports on the financial year 2019-2020, we would like to share how our organisation has responded to the biggest crisis of our generation – COVID-19.

The Coronavirus pandemic has required us to fundamentally change the services we offer, in addition to running our existing services in a new way. During the first lockdown, we delivered over 3,500 emergency food parcels, had over 350 people receiving telephone befriending and started two new services to respond to the evolving needs of self-isolating older people.

In early March, we knew that a problem was coming when our Shopping Service was finding it impossible to get delivery slots for existing clients. We were also receiving an increasing volume of calls from older residents who were worried about how they could access food and household essentials.





Our response was to establish an emergency food parcel service, with food collection points around the borough and teams of volunteers packing and delivering parcels.

As the numbers grew, our office was no longer big enough to support the new service. We started working in partnership with the Wandsworth Council to support the older residents in our borough, and moved our operation to the Town Hall.

In parallel to responding to the food crisis, we re-purposed our befriending service to become telephone befriending and had over 350 people receiving regular telephone calls from our army of volunteers.

As the pandemic progressed, it became clear that another issue for those isolating was inactivity, due to staying at home. There is a wealth of fitness content online, but many older people don't have devices or, if they do, may not be comfortable using them in this way.

We developed a new service to address this issue – Active Chats. This service matches isolated older people with trained telephone befrienders, who will call up for a chat and work through gentle, seated exercises designed by a personal trainer. We also have a 'sister' service, LGBTQ+ Chats, which offers telephone befriending, exercise and mindfulness to older LGBTQ+ residents from a volunteer in the community.



A second service that we have developed is 'Independent Shopper', which offers support with online grocery shopping. The ultimate aim is to enable older people to feel confident doing their own shopping online, once we have helped with the initial hurdle of setting up an account and doing a first shop.

At the time of writing, case numbers are rising again and we are heading into a second wave. However, having adapted our existing services and launched new ones, we feel fully prepared to meet the needs of our older community throughout the pandemic.



# 2019-2020 Impact Report

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## Information & Advice

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

**1,066**  
advice sessions

**3,461**  
people supported with  
Information and Advice

**£791,309**  
extra benefits  
made available

**564**  
advice customers

**143**  
home visits

**85%**  
of clients reported  
feeling less stressed  
and anxious about  
money as a result of  
the benefits advice  
they had received





## Be-a-Friend

Weekly volunteer visits, telephone befriending, birthday and Christmas cards.

“I have been thoroughly enjoying getting to know Alan. He really has lived an exciting life and I’m so privileged to get to hear, first hand, about decades that I have not lived through.”

Be-a-Friend telephone volunteer



“From the bottom of my heart, I would like to say thank you for the three wonderful ladies you have sent me over the years.”

Mrs R, Southfields

**3,672**  
volunteer hours

**2,408**  
home visits

**370**  
service users





## Handyperson Service

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

“Thank you very much for your prompt and efficient service in providing a key box and grab rails at my mother’s house. The handyperson was most helpful, knowledgeable and professional. After a fall the week before, the items fitted will help my mother to retain some independence and remain at the home that she loves.”

Mrs J, Roehampton

**1,640**  
home visits

**1,151**  
service users

**3,045**  
jobs completed





## Digipals

Friendly digital support delivered in local libraries and sheltered accommodation.



“I was given a smart-phone by my children and it’s like an alien to me! It’s great to be able to pop into Digipals with my problem and come away with the answer.”

Mrs G, Wandsworth

394

individual support sessions held

6 venues across borough

95%

of service users felt more confident to try what they had learnt independently





## Hospital Discharge Support Service

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

**120**

volunteer hours

**18**

volunteers

**254**  
people supported





## Voluntary Services Navigator

Working within Community Health Services providing information/support and facilitating referrals to voluntary services for people with complex health conditions.

**295**  
people  
supported

**217**  
referrals to voluntary  
support services

“You have helped me so much. I have been very upset since my wife died and you have helped me to get out and see there are things to live for.”

Mr P, Tooting





## 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.



“Before Beth came to see me, I didn’t want to get up in the morning as what was the point. We go out now and I really enjoy her company.”

Mrs J, Balham

**1,996**  
volunteer  
hours

**61**  
service  
users

**922**  
trips out





## Shopping

Telephone service to take weekly shopping orders, which are placed with an online supermarket and delivered at a time to suit the service user.

**“Got us our groceries in these difficult times in spite of all the problems you must have encountered because of the virus. I don’t know how you managed to get our shopping delivered so we could have food we can eat. Marvellous.”**

Mr Y, Battersea



**1,528**  
deliveries

**72**  
people supported





## Roehampton Shed

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



“I used to do carpentry work for a living, now I am older this gets me out of the house and keeps my job alive. It keeps me connected to people.”

Mr P, Roehampton

20  
regular  
members



## Case Study 1 - Advice Service

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Mr M and Mrs M contacted Age UK Wandsworth in April 2019 for advice about a State Pension for Mr M, who had recently stopped working. We helped him claim his State Pension and advised the couple to claim Pension Credit and Housing Benefit. As they are a mixed age couple, with Mr M being pension age and his wife being working age, we had to ensure that the claims were made quickly as the regulations relating to benefits for mixed-age couples were due to change on 15th May 2019.

They were awarded Pension Credit and State Pension totalling £255.55 per week and Housing Benefit of £57.00 per week. We helped them to claim a disabilities reduction in Council Tax worth £85 per year and also helped Mr M claim Attendance Allowance. He was awarded Attendance Allowance of £58.70 per week. They were then exempt from non-dependent deductions in the Housing Benefit, increasing the weekly award by £100. We helped them to make a claim for Council Tax Reduction and they now receive a Council Tax reduction of £600 per year.

If the couple had come to see us for advice later than 13th August 2019, they would have had to claim Universal Credit instead, meaning they would have been worse off by £110 per week.



## Case Study 2 - Out & About

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Mrs S lives alone and has a number of illnesses affecting her mobility, including a stroke that has left her unable to use her left side. Mrs S was becoming depressed as she couldn't leave the house on her own, so we matched her with a volunteer on our 'Out and About' Service.

When her volunteer first rang up, she said she would come to meet her on Christmas day. She was shocked that someone she had never met would visit her on such a special day.

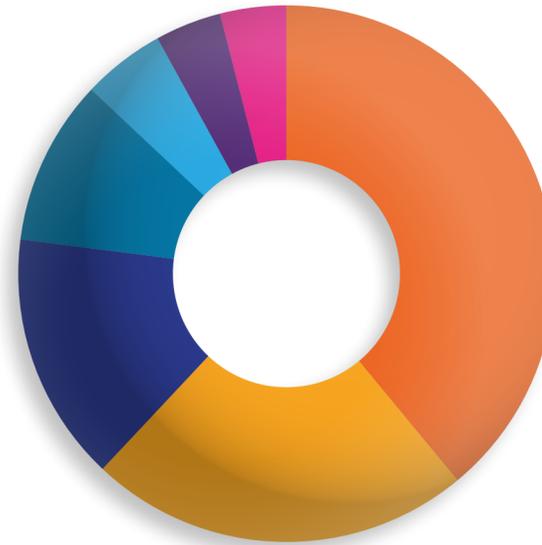
“When D started taking me out, the first time being Christmas day, it touched me so much that she would give up her time like that and I was so grateful. We have developed a very good relationship and shared many stories. My past experiences in life make her laugh, sharing these stories helped to build our friendship into a very close one. I feel that she regards me as a very good friend and she has made such a difference to my life. It is hard to find such a great bond, but she is such a nice person and her aura has changed my life. When she came into my life, I was very down and now I look forward to seeing her and have a reason to get up in the morning. She calls me during the week and that contact makes me feel wanted and that I have a purpose for life.”



# Finances

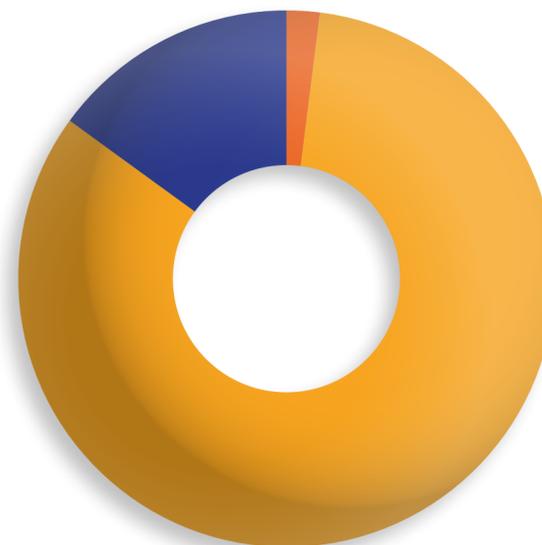
During 2019-2020 our total income was £649,098 and our total expenditure £556,957. Age UK Wandsworth, therefore, reported a surplus in 2019-2020 of just over £92,000. Our surplus mainly resulted from legacies, strong community fund raising and generous donations both from local residents and other supporters. Our financial reserves at the end of the year were robust. This has stood us in good stead during the COVID crisis in 2020-2021 when we have been able to continue with our usual services, and respond to the increased needs of the local community.

Income



● Battersea Healthcare:	39%
● Wandsworth Council:	23%
● Trusts and Foundations:	15%
● Legacies:	10%
● Fundraising, donations and trading:	5%
● Age UK:	4%
● Other including CCG:	4%

Expenditure



● Fundraising costs:	2%
● Direct project costs:	83%
● Support costs:	15%

**“Our objective is to secure as much long-term funding as possible to create financial stability for our charity and services.”**

Jenny Alexander,  
Co-Chair of Trustees



# Thanks

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To everyone who has supported us with time or money (or both!), we owe a huge debt of gratitude. As a local, independent charity, we are completely reliant on the support of grant-givers, local businesses and volunteers from the community.

## Funders

- Wandsworth Borough Council
- Wandsworth Clinical Commissioning Group
- Battersea Healthcare Community Interest Company
- Age UK
- City Bridge Trust
- The Henry Smith Charity
- Wimbledon Foundation
- Santander Foundation
- Postcode Community Trust
- National Lottery Community Fund

## Fundraisers

- Louise Bell
- Joe Cornwall
- Amanda Egan
- Heidi Green
- Abi Jenningsa
- St Anne's C of E School
- St Michael's C of E School
- The Roche School
- Ronald Ross School
- Southfields Academy

## Legacies

- Marion Farley
- William Harry Bolsom

## Volunteers

Over 350 volunteers, including our trustees, have supported us this year and we would like to pay tribute to the incredible work they do for our older community in Wandsworth.

## Businesses

- M&S FoodHall Southfields
- Sainsburys Local Earlsfield
- The Keysafe Company



# Can you help us?

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We are reliant on the generosity of local businesses and individuals to sustain our services.  
*Now, more than ever, we need financial support.*

You can donate at [www.ageukwandsworth.org.uk](http://www.ageukwandsworth.org.uk); one off donations are wonderful, but regular monthly donations (no matter how small) are even better as they enable us to plan forwards.

One of the most impactful ways to provide us with long-term support is by leaving a gift in your will, after you have looked after friends and family of course! It's straightforward to do (talk to your solicitor or have a look at our website for guidance) and is one of ways you can make a profound difference for older people in Wandsworth.

However you give, please remember we are Age UK Wandsworth, not Age UK.

With your help, we can support more older people in our Community, now and in the years to come.

## Contact details

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