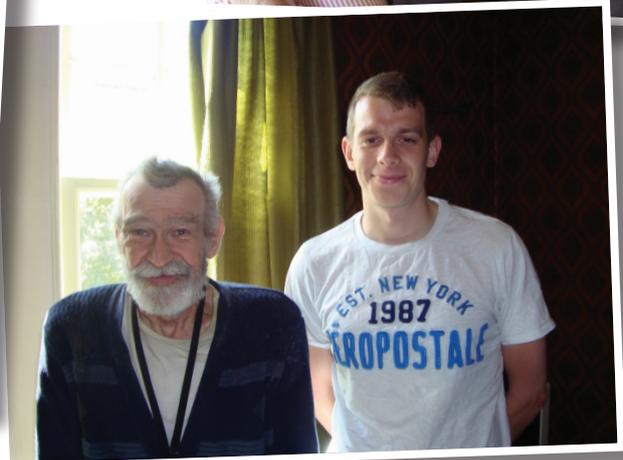
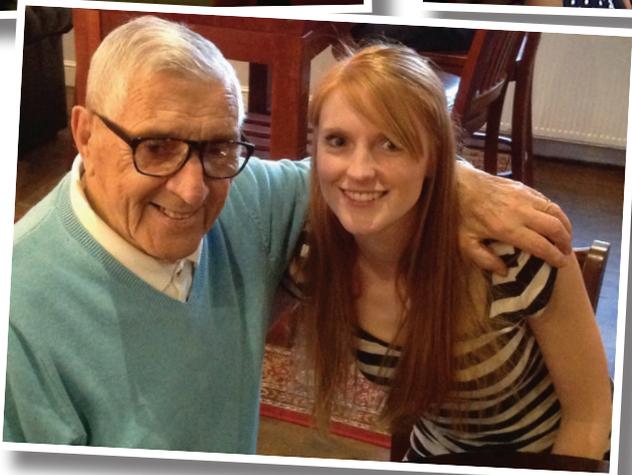


# Age UK Wandsworth

Annual Report and Accounts 2014 / 15



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# Introduction

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Age UK Wandsworth is a local independent charity that provides a range of services to improve the wellbeing of older people in the London Borough of Wandsworth. Over this last year we have worked hard to diversify our funding to enable us to continue to deliver these much-needed services. We have been successful at increasing our funding from charitable trusts and foundations and other sources of income, which makes a big difference in the current economic climate. The charitable trusts and foundations include The Henry Smith Charity, The Mercers' Company and the Pat and Anthony Charitable Foundation. We are grateful to all our funders and they are detailed on page 7.

We are delighted that we have been able to develop and establish three new services this year:

- Information and advice at St George's hospital
- Community Resilience
- Garden Friends

More information on these services can be found on pages 3 to 5.

We also continue to deliver other high quality services and show that these are much needed. In particular our Advice and Support service was awarded the Age UK quality of advice standard, demonstrating the quality of service that we provide.

Unfortunately funding for two services finished during the year and we had to close the Your Care Your Choice and Money Matters services. Both of these services had provided excellent information, advice and support to older people and their carers on accessing care and helping people to make the most of their finances. It is always hard to close services as we know how much they are required by people, however, we also need to make sure we have sufficient resources to deliver our services.

Due to an identified skills gap in the board of trustees, we are pleased to say we recruited a

new trustee, Richard Smuts, who has extensive marketing experience and advises and supports the charity in this area.

Sadly we heard about the passing of one of our trustees, Barbara Willerton MBE, in April 2015. She had served as a trustee of the charity for over 12 years and during that time made a hugely valuable contribution. She will be greatly missed.

Looking forward, we will continue to focus on developing and maintaining high quality services. Additionally we will strive to diversify our funding base so that we are financially sustainable and resilient. We will develop a new strategic plan for the next three years and endeavour to demonstrate the quality and impact of what we do in order to access the financial and volunteer support we need.

We would like to thank all our trustees for their hard work and diligence that they put into their role and all our staff for their enthusiasm, dedication and commitment; without them none of the work of Age UK Wandsworth could develop as it does.

Peter Lloyd, Chair

Rachel Corry, CEO



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# What we do – our services

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Age UK Wandsworth provides a range of services to people aged 60-plus, living in the borough of Wandsworth. We have detailed the services below.

## Information and Advice

Age UK Wandsworth aims to improve the quality of life of older people and their carers through the provision of independent information, advice and support.

1. The **Information** service is open Monday to Friday 10am – 4pm and is the first point of contact to the organisation for visitors and telephone callers. It provides initial answers to the wide range of enquiries it receives and signposts to other organisations and services where appropriate. This year the service provided relevant information to over 2,486 visitors to the office and dealt with over 7,627 telephone calls.
2. The **Advice and Support** service provides more in depth advice and support on a range of issues. These include helping people claim benefits to which they are entitled, housing options, transport, health and disability, leisure and social activities. This year the Advice and Support service provided 747 clients with advice on 2,812 issues. They delivered 2,426 advice sessions and carried out 115 home visits. In addition they helped secure £862,815 in additional benefits for older people. The

service also delivered an outreach session at a GP practice in Putney, enabling easier access to information and advice.

3. The **Your Care Your Choice** service provided information and support to help 85 older people or their relatives arrange their own personal or social care. This service ended at the end of September 2014 as no further funding was available.
4. The **Carers Support** service helps carers to maintain their health and well-being and sustain them in their caring role. It provides support to older carers or those caring for an older person, including one to one

## Case Study – Advice and Support

Mr and Mrs H contacted Age UK Wandsworth Advice and Support Service by telephone to ask for a benefits check. Mr H is housebound and they were finding it difficult to manage on a low income especially paying for fuel bills. The Advice Worker arranged to visit the couple at home and identified that Mr H may qualify for Attendance Allowance due to problems he was having with his personal care as a result of his heart problem, arthritis, sight loss and diabetes. We also identified that their income was low enough to qualify for Pension Credit. The Advice Worker ordered an Attendance Allowance form and arranged to visit them again at home to complete the application. Mr H was awarded the lower rate of Attendance Allowance giving him an extra £54.45. At that point we assisted Mrs H to make a claim for Carers Allowance as she was caring for her husband for over 35 hours per week. The couple were awarded Guarantee Pension Credit which qualified them to also access full Housing Benefit and Council Tax Support. The couple are now much better off and find the extra money very useful to pay for their weekly shopping and higher fuel bills, reducing their level of anxiety and stress.

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support, information and advice, liaison with other agencies, group activities, day trips and volunteer befriending service. In 2014/15 the service provided support to 242 carers.

5. The **Money Matters** service is a partnership project with Age UKs Sutton and Merton, to help people to better manage their money. The service provided information, advice and support on making savings by finding the best energy tariff and avoiding scams. The project started in April 2013 and ended at the end of March 2015. In the last year, 354 clients were helped through workshops and 1-1 sessions.

6. The **Community Resilience** project began in January 2015 and is funded by Wandsworth Clinical Commissioning Group (CCG) for two years. It aims to increase the effectiveness and resilience of local voluntary sector organisations in their role as wellbeing hubs for older people. A significant focus of the Community

Resilience project is to demonstrate the impact of the voluntary sector's work in supporting older people to stay out of hospital, and to have a better quality of life.

In 2014/15 the project funded two organisations - Furzedown Project and Katherine Low Settlement - to run exercise programmes for people over 60. It also provides in-kind support, as well as grant funding, for development work with community and voluntary sector organisations in the borough.

7. Age UK Wandsworth also provides outreach into the Wandsworth Community Health Services and St George's Hospital. Two staff provide information and support to patients and their families, helping them to facilitate access to services such as benefits help, housing and practical help and support through all the available resources of the voluntary sector and appropriate organisations.

### Case study – Be-a-Friend/Out and About

Ray has been receiving support from Age UK Wandsworth since 2010. He was first referred by a social worker for two of our services; Be-a-Friend and Out and About.

Ray was very socially isolated as his health had declined as he was dealing with numerous health conditions which limited his mobility and he could only leave the house with support and a wheelchair. Ray had been housebound for eight years. He told us "I was stuck in the house, day in, day out, not knowing whether it was Monday, Friday, Christmas Day or Easter. It was terrible. I didn't get out at all except for hospital appointments".

Ray did not have his own wheelchair at the time so Age UK Wandsworth provided him with one. One of our volunteers collected Ray and took him out in the wheelchair. Ray was so pleased to be out and seeing people.

He told us that before Age UK Wandsworth had been supporting him he had become very depressed. He said

"I know it sounds silly but suddenly then I'd got a reason to get up in the morning. Before that it didn't matter if I was staying in bed 24 hours a day. I was very, very depressed, but once I started going out that changed my whole life completely".

Ray was also provided with a Be-a-Friend volunteer who visited him at home weekly. He was also referred to Wandsworth Community Transport to take him out to the local supermarket. He said of the support he had received from Age UK Wandsworth "All in all, without all of you, I had nothing whatsoever. I know it might sound a bit corny, but it really has been a life changing experience".



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## Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their home to enable them to live independently and to maintain their health and well-being.

**8.** The **Be-a-Friend** service matches volunteers with housebound older people. The service offers regular volunteer visitors. The service also offers a telephone support service and birthday and Christmas card to all clients. 323 older people were supported through this service including 101 people who had volunteer visitors. 232 people received regular telephone befriending.

**9.** The **Handyperson** service undertakes a range of practical tasks to reduce the incidence of falls in the home and assists those unable to carry out minor repairs and adaptations themselves. The handypeople fit grab rails, key safes, stair rails and key safes. The service helped 1,153 clients, 2,646 jobs have been carried out and 1,595 home visits were made.

**10.** The **Garden Friends** service was established in May 2014 to provide basic gardening support to those older people that find it increasingly difficult to maintain their gardens. The older people are matched with a volunteer who can visit an hour or more a month to do some basic gardening and regular companionship. All clients who join the service pay an annual membership fee. For the first year 25 older people benefitted from using the service and there were 161 enquiries and referrals received.



**11.** The **Out and About** service provides volunteers to accompany housebound older people, or those at risk of becoming housebound, with assisted trips out. The service itself is coordinated by volunteers. This year we arranged 529 trips out for older people enabling them to leave the house. Trips included going to the local shops, park or hairdressers.

**12.** The **Home from Hospital** service provides practical support to people when they are discharged from hospital. The service is delivered by volunteers who will visit weekly for up to six weeks. The aim of the service is to prevent people being readmitted to hospital. During the year 46 people have been supported by volunteers, 271 volunteer visits were undertaken, totalling 583 volunteer hours.

**13.** The **Shopping** service provides internet grocery shopping for those who do not have access to a computer and arranges shopping deliveries to their door through supermarket online services. The orders are taken over the phone at regular agreed times. This year 84 people used the shopping service and 1,984 orders have been processed.



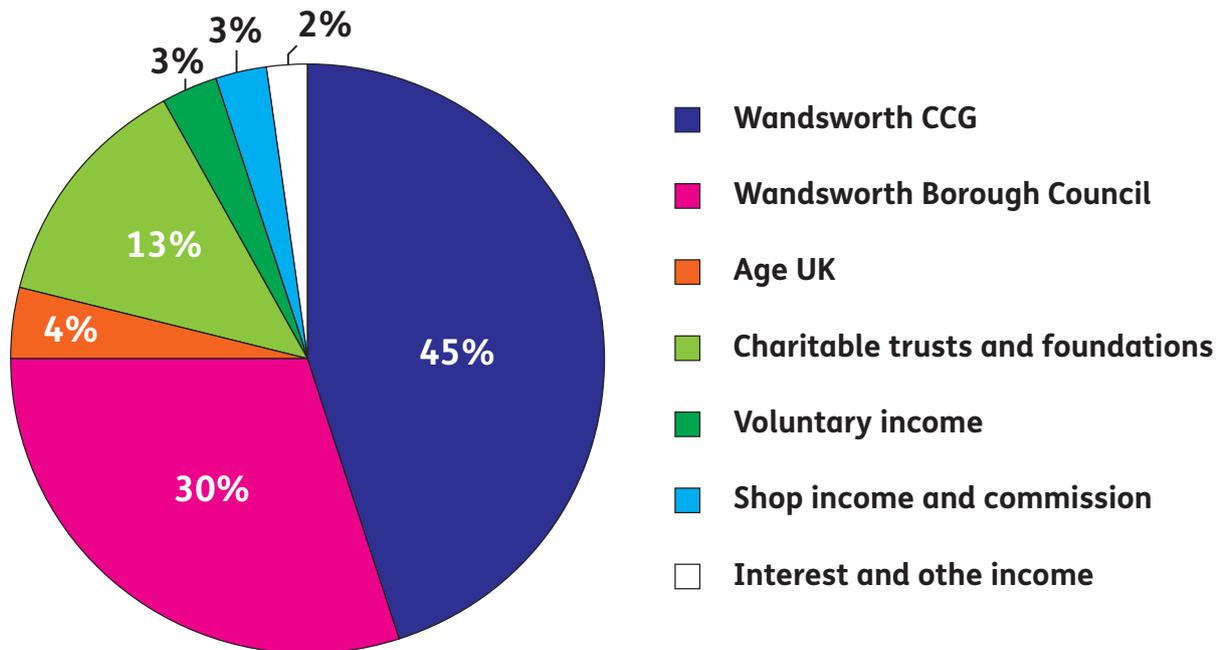
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# Finances

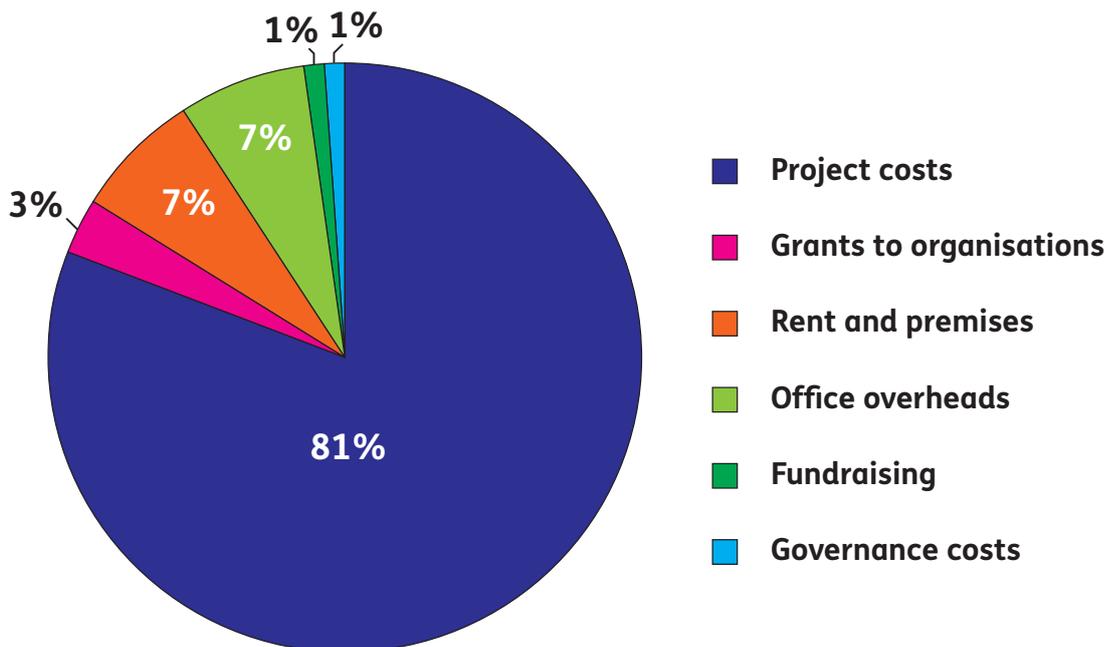
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During 2014/15 our total income was £713,102 and our expenditure was £691,751, generating a small surplus of £21,351.

The source of income is summarised below:



Expenditure is broken down as follows:



The above figures are taken from our full audited report and financial statements for the year ending 31<sup>st</sup> March 2015. A copy is available on request from the Chief Executive.

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# Thank you

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We would like to thank all the following organisations and individuals who supported Age UK Wandsworth in 2014/15 and enabled us to deliver our services.

## Funders

- Wandsworth Clinical Commissioning Group
- Wandsworth Borough Council
- The Henry Smith Charity
- Comic Relief
- Age UK
- Big Lottery Fund
- The Mercers Company
- The Pat and Anthony Charitable Foundation
- Alzheimers' Society
- Community Safety Trust

## Gifts in wills

- Joan Maylor
- Kathleen Hattley

## Individual donations

Many people have made donations, either one-off donations or regular payments, or undertaken fundraising activities.

## Volunteers

Over 200 volunteers were involved with the charity during 2014/15. We are only able to achieve what we do with the on-going support of our volunteers who are engaged in the delivery of most of our services.



## How you can help

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### Volunteering

Volunteering is a great way of giving something back to your local community and making a positive difference to other people's lives. Volunteers play a very important role at Age UK Wandsworth and help us to deliver the various projects and services which support older people and their families. To find out more about volunteering with Age UK Wandsworth email: [volunteering@ageukwandsworth.org.uk](mailto:volunteering@ageukwandsworth.org.uk) or telephone 020 8877 8940.

### Making a donation

You can make a one-off donation of cash at our office, by cheque or postal order, or through our website [www.ageukwandsworth.org.uk](http://www.ageukwandsworth.org.uk). Please make cheques payable to Age UK Wandsworth, 549 Old York Road, London SW18 1TQ and send it to us (please do not send cash through the post).

### Fundraising

Raising money can be both fun and challenging and makes a vital contribution to our services. Sporting challenges, pub quizzes, raffles and cake sales are just some of the ways that you can help to raise money. To find out how you can get involved or to discuss fundraising ideas of your own, please contact Hicky Kingsbury on 020 8877 8959 or [hicky.kingsbury@ageukwandsworth.org.uk](mailto:hicky.kingsbury@ageukwandsworth.org.uk).

### Leaving a gift in your will

Leaving a gift in your will once you have provided for loved ones is a valuable way of making a long-lasting contribution to our work. It would help us to sustain and develop our existing services and support those who are in need in our community. If you would like to find out more about how you can help Age UK Wandsworth through a gift in your will, please contact Rachel Corry on 020 8877 8950 or [rachel.corry@ageukwandsworth.org.uk](mailto:rachel.corry@ageukwandsworth.org.uk).

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