



Welcome to our 2016 / 17 Annual Report



Age UK Wandsworth is a local, independent charity with a simple mission: **To promote the wellbeing of older people and make life an enjoyable and fulfilling experience.**

At Age UK Wandsworth, the services we offer are 'preventative', so that by offering timely support we can prevent a situation getting worse and a crisis happening.

We want to help older people live independently in their own homes for as long as they wish; to improve or maintain their health and wellbeing; to prevent loneliness and social isolation and enable them to have choice and control over issues that affect them. This means offering a range of services to support important aspects of their lives. Making sure they have the money they are entitled to, a home that is warm and safe, food in their cupboards, health and care support where it's needed, social contact on a regular basis and information about any issue that concerns them.

We continue to work closely and co-operatively with many organisations in Wandsworth to provide high quality services for older people. We signpost to and receive referrals from a wide range of local organisations, including other voluntary sector providers, the Council and health and social care professionals.

This year we are thrilled to have been able to develop another service, our 'Men's Shed' in Roehampton. This weekly group provides a much needed activity group for older men in an area with very little provision for the elderly.

As we all know, the older population is growing. And with cuts in funding to social care services, we are finding that the role of the voluntary sector is becoming more important in ensuring the wellbeing of our older people. We too have faced cuts in our funding this year and this has had an impact on number of clients we are able to take on and the waiting time for some services. Securing the

funding to sustain our services, and indeed grow to meet demand, remains a priority for us and we are so grateful for the continued support of our funders.

This year we were pleased to receive new funding from Public Health Wandsworth to co-ordinate a multi-agency forum to reduce crimes against older people. We also secured new funding from Age UK, the national charity to develop our Information and Advice service.

We also owe a debt of gratitude to the hundreds of individuals who support us by individual fundraising or personal gifts. We would also like to thank all those who give their time to supporting older people in Wandsworth. This year we had over 300 active volunteers serving in this community.

As a local organisation supporting local older people, it's so encouraging to see the value and impact of our work being recognised in, and supported by, the local community. But we need to do more to get our message out there and competition for the 'donated' pound is fierce. This year we will be looking to develop a combined marketing and fundraising strategy to ensure our offering is communicated in a clear and compelling manner.

This coming year we know that the Wandsworth Clinical Commissioning Group and the local authority will be reviewing the funding they give to the voluntary sector and will start commissioning for services. We welcome the opportunities that Commissioning can bring and the stability of longer-term funding rather than non-recurrent one year grants.

We hope this annual report provides a useful overview of our services and their effectiveness in supporting the older residents of our community in Wandsworth.

Peter Lloyd, Chair of Trustees and Rachel Corry, Chief Executive

The year in Summary



11,800
people helped



3,724
home visits made



1,714
shopping orders made

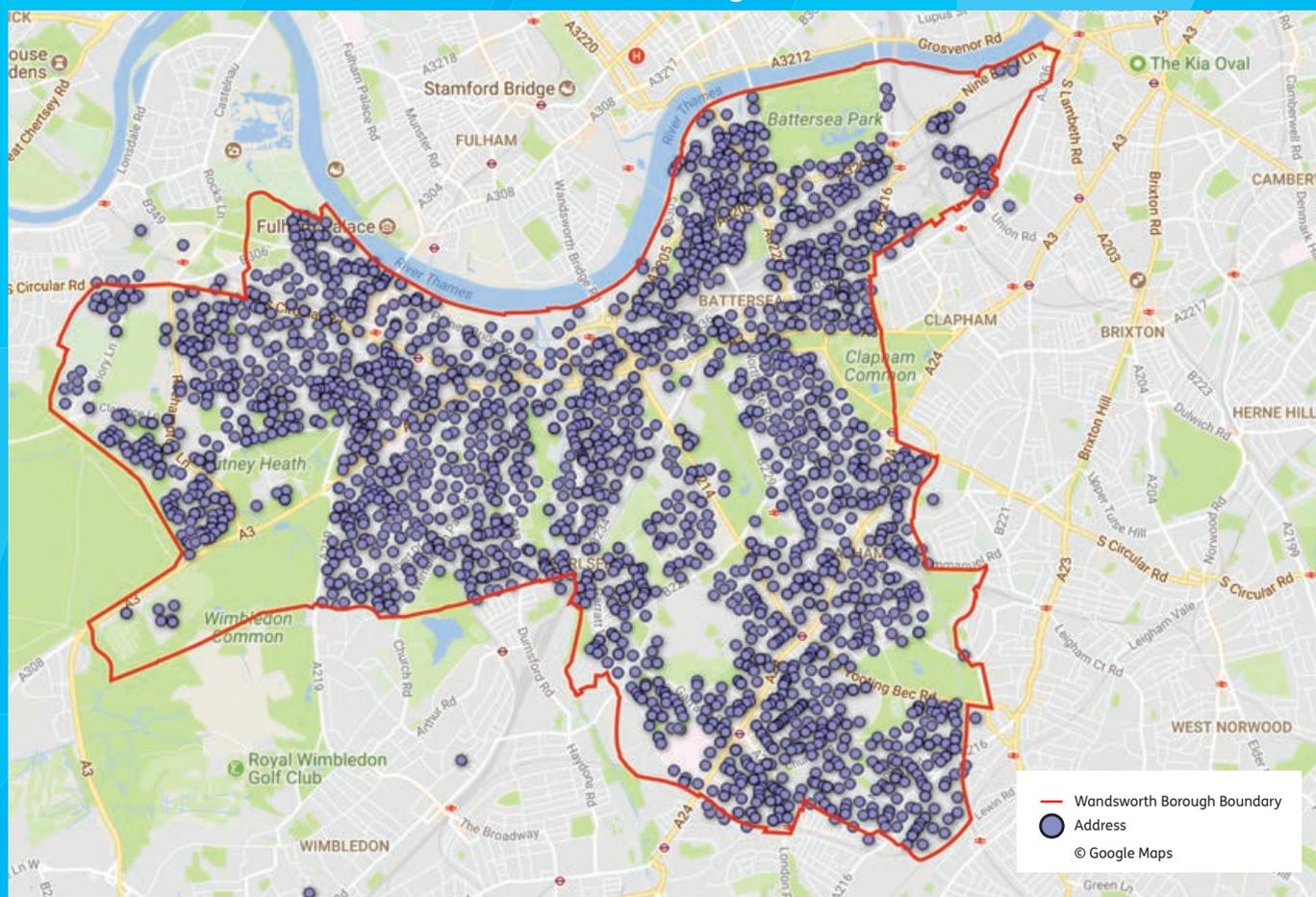


£603,664
additional
financial
support
made
available

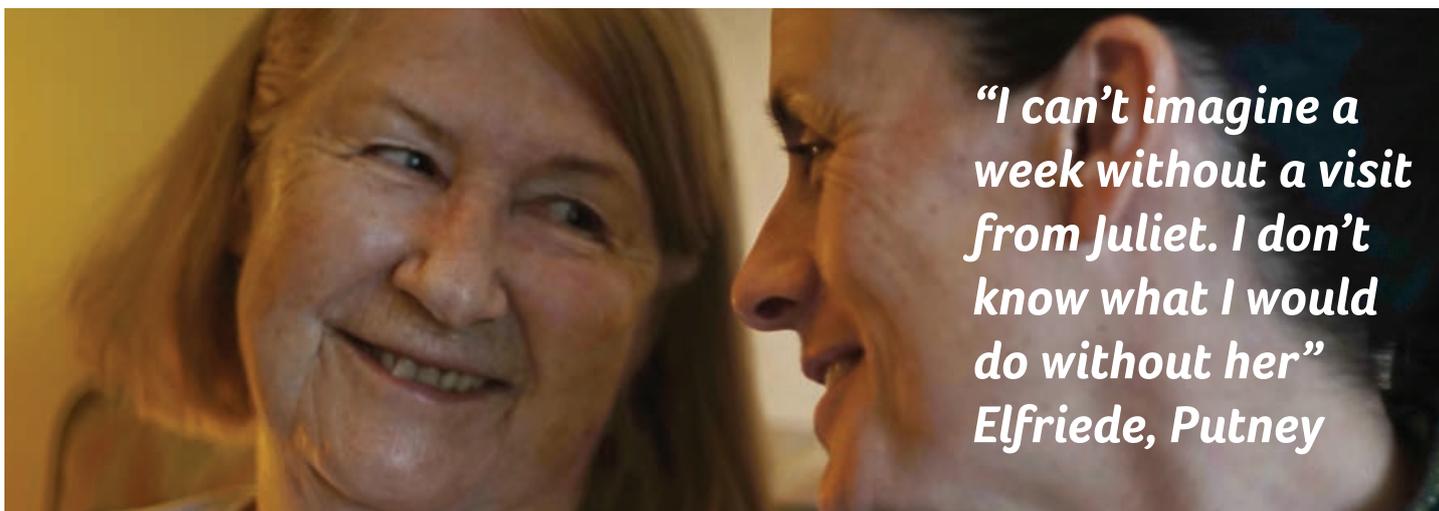


323
volunteers

2,606 addresses visited this year



What we do in Wandsworth



*“I can’t imagine a week without a visit from Juliet. I don’t know what I would do without her”
Elfriede, Putney*

Be-a-Friend service

We match socially isolated older Wandsworth residents with volunteers who are able to give their time and provide companionship to an older person. After an initial meeting with our service co-ordinator to discuss their situation, we then find a compatible ‘friend’ who will start visiting. This initial meeting also allows us to signpost to other services and provide information to ensure they are aware of all the help and support they are entitled to. Our ‘Be-a-Friend’ service is effective in reducing feelings of isolation, promoting access to other support services and allowing our older residents to retain independence for longer.

- **2,562 home visits made**
- **413 people helped**
- **186 volunteers involved**
- **3,840 volunteer hours**

Out and About service

This service enables regular outings for those older people who are unable to go out alone. We match individuals with a trusted and trained volunteer who visits once a fortnight to take them out. The excursions can be anything from a visit to the shops, a trip to the theatre or simply a walk in the park. This service helps to promote physical activity, support better mental health and ultimately prevent further isolation.

- **627 trips completed**
- **49 people helped**
- **29 volunteers involved**
- **1,100 volunteer hours**

Case Study – Elfriede, Putney

I first met Juliet when I was discharged from hospital following a short illness. I was weak and without confidence and all I could do was lie on the sofa. Age UK Wandsworth sent Juliet round as part of their ‘Home from Hospital’ service and she was able to visit me regularly and help me get back on my feet. Just knowing that someone was coming who could help me around the house, and keep me company, was so important when I wasn’t well. I was very sad when the six weeks, the time you get with ‘Home from Hospital’, came to an end. I don’t have any family who can visit and I couldn’t imagine a week without a visit from Juliet. I asked whether Juliet might be able to visit me as part of the ‘Be-a-Friend’ scheme and thankfully she was happy to carry on. Three years have passed and Juliet still visits every week, sometimes with her beautiful daughter. We are now firm friends and I love her. I don’t know what I would do without her.

Juliet – Age UK Wandsworth volunteer

Elfriede and I have established a wonderful friendship over the last 3 years. We were initially introduced after Elfriede returned home from a prolonged stay in hospital.

We meet on a weekly basis, usually at Elfriede’s home. One of our regular activities is a session of “brain training” usually lead by my 81 year old friend! The time we spend together is so valuable to Elfriede and even small gestures mean so much. I am able to provide practical help around the house and assist with day-to-day administration such as shopping or doing things online. My help means that Elfriede doesn’t have to feel overwhelmed by these tasks, which could otherwise knock her self-confidence. We have also enjoyed the occasional day trip together and consequently, Elfriede continues to be sociable outside of her home. Our friendship does not just provide assistance to Elfriede, I have also gained a friend and we are a support to one another.



413 friendships

What we do in Wandsworth

Information and Advice service

Age UK Wandsworth provides free, confidential information and advice on a wide range of issues for people aged 60 and over, their families and carers. We can advise people on their rights and entitlements and also the local support services available to them and those who care for them. Appointments to speak with our advisor can be held in our Wandsworth office or, for those who cannot go out, in the comfort of their home.

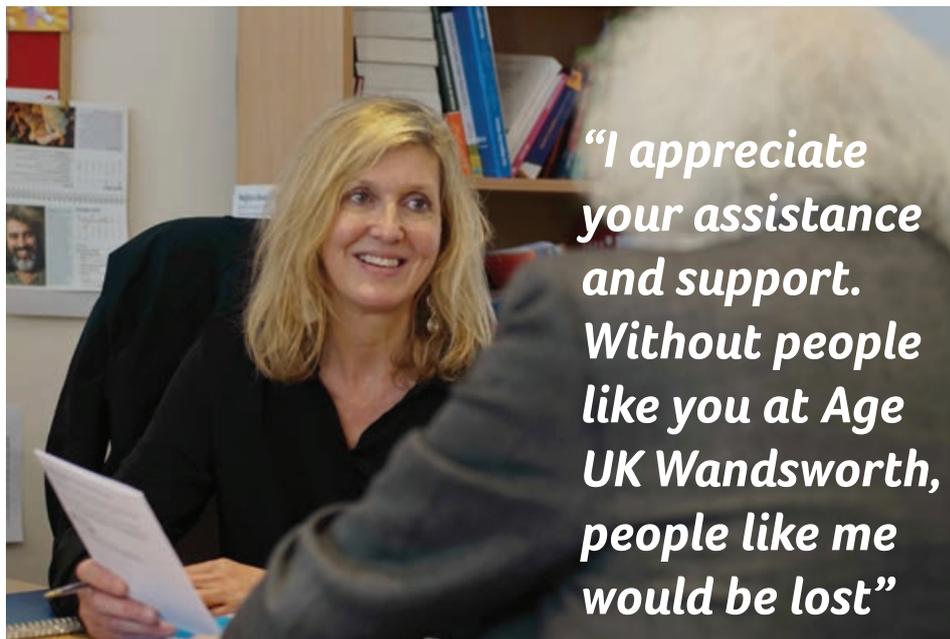
We advise our clients on:

Welfare Benefits. Advice for those over 60, including advice about current benefit entitlement, checks to identify any new entitlement and assistance in applying for them.

Money. Advice to help people understand other sources of financial assistance, such as grants, and advice about rebates and concessions e.g. help with water rates.

Social Care. Helping people to identify care and support services appropriate to their needs. This includes advice about accessing Social Services and advising on how to pay for care and support.

Housing Advice. Helping older people understand their housing options as well as their housing and homelessness rights.



“I appreciate your assistance and support. Without people like you at Age UK Wandsworth, people like me would be lost”

Local services. Advising older people on the services, support, groups and activities and concessions available locally.

- **£603,664 additional money made available for older people**
- **9,196 older people provided with information**
- **891 in-depth advice sessions delivered**
- **76% of people reported having more money available**
- **68% of people say they now worry less about financial issues**

Case Study - Mr Johnson, 81, Battersea

Mr Johnson lives alone in a sheltered housing flat. He contacted Age UK Wandsworth to ask for a benefits check at the suggestion of his sheltered housing warden. He was finding it hard to make ends meet after paying for some NHS dental treatment and buying new glasses.

We visited Mr Johnson at home and found out that because he is in receipt of Guaranteed Pension Credit, he should not have had to pay for the NHS dental treatment and the glasses. So I completed ‘Help with Health Costs’ refund application forms and helped him to send them off.

As Mr Johnson is experiencing problems with his health and is having problems with his personal care during the day we advised him that he should be entitled to Attendance Allowance at the lower rate. We ordered a form for him and arranged another visit at home to complete the application form.

Mr Johnson was awarded the lower rate of Attendance Allowance of £55.65 per week and received a refund of the dental charge and an amount for the glasses. We called the Pension Service with him to ask them to send him a copy of his entitlement award letter so that he could show this to the optician or dentist the next time he had an appointment.

Because Mr Johnson is now receiving Attendance Allowance and he lives alone, he is also entitled to a Severe Disability Premium and so received an extra £62.45 a week of Pension Credit on top of the £55.65. We helped him to apply for both of these benefits.

Mr Johnson says he felt really desperate before he contacted Age UK Wandsworth but, thanks to our advice, now feels he can cope financially.

What we do in Wandsworth



***“I used to find it very difficult to reach the bolt of doors. But now I can. The mobility of every limb has been improved”
Joan, Battersea***

Community Resilience Project

This project aims to increase the sense of wellbeing and levels of independence of older people in Wandsworth by dispersing grants to fund activities within existing community centres. Funded by Wandsworth Clinical Commissioning Group (CCG) we work with four community centres to deliver health activities such as chair-based exercise, dance classes and healthy cooking classes. Our partner organisations are:

Autumn Rose Club
Furzedown Project
Katherine Low Settlement
Tooting Graveney Day Centre

This project has also overseen the process of setting up the Men’s Shed in Roehampton.

The benefits of growing these community ‘wellbeing’ centres are manifold. Not only do they improve the health and fitness of those who attend, but the regular social interaction brings improvement in emotional health. Furthermore, the centres are able to signpost to other sources of information and support and therefore provide further help in maintaining independence in later life.

- **156 people accessed community funded activities across the four centres**
- **80% of older people who attend the hubs reported improved levels of wellbeing**

The Men’s Shed

The Men’s Shed was set up to provide an opportunity for older men to meet with each other in Roehampton, an area of Wandsworth that has limited resources for older people. Each week the men meet and work on practical projects such as furniture upcycling or their own projects which they bring along.

The opportunity to socialise on a regular basis whilst doing something practical has proved a success and we look forward to the group growing and their friendships deepening.



What we do in Wandsworth



“The Handyperson made me feel quite at ease and since she fitted the key safe I don’t need to worry about who is at the door” Margaret, Roehampton

Handyperson service

Our Handyperson service provides older Wandsworth residents with practical help so they can feel safe in their home and live independently. The service is available to anyone over 60 whether a homeowner, private or council tenant. We employ three handypeople (two of whom are women) who can perform minor repairs, DIY tasks and minor adaptations in the home. The work we undertake can help prevent falls and accidents, improve home safety and ensure energy efficiency. We also do adaptations to prepare homes for people returning from hospital and therefore prevent delays in hospital discharge.

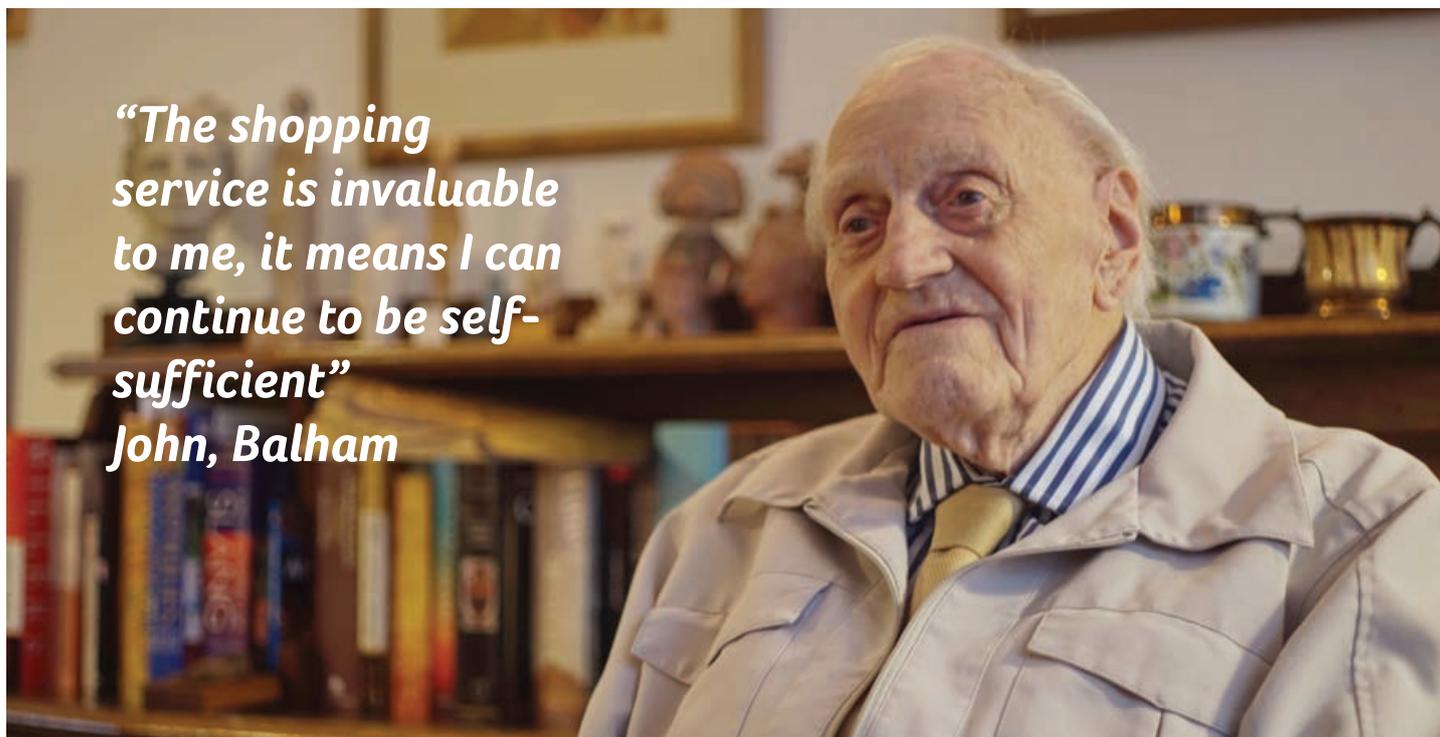
- **1,610 home visits made**
- **739 new clients**
- **3,289 jobs completed**
- **2,051 adaptations made to prevent falls**
- **231 jobs undertaken to aid hospital discharge**
- **100% of people feel more confident at home**
- **96% of people feel less afraid of falling**
- **100% of people feel they can remain more independent**

Home from Hospital service

This service operates to assist with the transition home following a stay in hospital and prevent re-admission. Our service coordinator will initially meet with the person to discuss their needs and offer information on any additional services or requirements. A DBS-checked and trained volunteer is then selected to visit the individual on a weekly basis and help with jobs around the house, do shopping, encourage gentle exercise, collect prescriptions and also signpost to further support if required. With the pressure on social services, our ‘Home from Hospital’ team are seeing increasingly complex cases.

- **171 clients received home visits**
- **975 hours of volunteer time given**
- **84% of clients were referred to, and used, other Age UK Wandsworth services**
- **100% of people said the service helped with their recovery and recuperation**
- **100% of people said that the service boosted their wellbeing and confidence**
- **87% of people agreed that the service helped them to manage independently at home**

What we do in Wandsworth



“The shopping service is invaluable to me, it means I can continue to be self-sufficient”
John, Balham

Shopping service

Our Shopping service supports those older people in Wandsworth who may struggle to get out to the shops and who don't have the facilities or confidence to do an online shop. A simple regular telephone call allows us to do all their shopping online and have it delivered at a time to suit them. Regular weekly phone-calls become so much more than a shopping order, personal relationships are formed which reduce feelings of isolation. Concerns can be discussed and we can signpost to other services.

This valuable service is crucial in maintaining the independence of older people and can enable people to remain in their homes thus reducing the need for more expensive care home places.

- **1,714 shopping orders made**
- **72 people helped**

Case Study - Elizabeth, 83, Southfields

Elizabeth is a widow who lives alone. Her nearest family is a niece who lives over 50 miles away. Elizabeth has a progressive illness and was struggling to get her shopping. She'd lost over 2 stone in weight by the time she registered with the service and she needed to know she could get her food shopping every week. Her diet and what she eats is 'very important' to her. Elizabeth is a vegetarian and the supermarkets have a much wider selection and choice than local shops which means she orders what she enjoys and what she wants. Elizabeth has been using the service for seven years now and we have got to know her very well.

Over the years Elizabeth's condition has worsened and she has carers come in to help her 3 times a day. She has to use a wheelchair all the time, even in the house, and

now sleeps downstairs in a hospital bed. She is unable to go out unless someone can take her in the wheelchair.

Her speech has deteriorated to such a level she is very reluctant to speak on the phone to anyone she doesn't already know as she finds that they 'really struggle to understand her and it is embarrassing and frustrating'. Fortunately, after so many years of using the Shopping service every week Elizabeth is 'confident enough' and happy to speak over the phone to give her order and also to chat about things that may have been happening to her. She remains incredibly positive and cheerful, even though her situation is a very difficult one. As she says 'I don't know what I'd do without the service or how I would cope as I'd just be in a hopeless situation. Thank goodness I can use it and you can understand me'.

What we do in Wandsworth



Case Study: Mr B, Roehampton

This gentleman in his 60's was referred to the complex care team within CAHS. On our first visit we found that he had an external fixation frame on his leg following a broken leg. This had been on his leg for several years and, as he was very depressed and suffering with agoraphobia, he had not left the house for several years. After building up a relationship with the client we were able to encourage him to have the frame removed and accept home care to support him at home. We worked with him to access help and support with his agoraphobia, depression and bereavement. We visited him for a few months and built up a good relationship with him and during this time he opened up about his depression and the death of his partner. He had also been diagnosed with bladder cancer and was refusing to have any further treatment. As we had a good relationship with him we encouraged him to attend appointments and even arranged transport. We also suggested counselling and found a 'home visiting' counselling service to visit his home and help him come to terms with his illness, the bereavement and improve his general mental health. We persuaded him to have a 'befriender' visit regularly as his only contact was our team and his carer who came 3 times a week. The counselling and befriending are going well and they are working towards Mr B going out of the house for a walk to the local pub or coffee shop. This is such a huge improvement from when we first visited. He is now having active treatment for his bladder cancer and his mental health has improved greatly.

At the discharge visit he stated he felt 'a thousand times better'.

Voluntary Sector Navigation

Age UK Wandsworth has a staff member who works within the NHS Community Adult Health Service (CAHS) supporting older people who have complex care needs. We provide a vital link within CAHS to ensure individuals are receiving the right levels of support and care and that they have access to the full range of voluntary, statutory and private support services. Our service coordinator provides home visits to make an initial assessment and, if appropriate, will develop a care plan to prevent hospital admissions and enable further independence in the home.

- **106 referrals received**
- **86 people visited at home**
- **99 onward referrals made**

"I feel a thousand times better" Mr B



What we do in Wandsworth



Crimes against older people

Age UK Wandsworth co-ordinates the Crimes Against Older People forum (CAOP) which meets monthly and is attended by all local stakeholders involved with crime prevention in Wandsworth.

These meetings are an important forum to share information on local crime issues and help put in place preventative measures to reduce crime against our older community.

At each meeting we:

1. Review key issues and trends in crimes committed against older people in Wandsworth.
2. Discuss actions that can be taken to address these trends and measures to raise awareness amongst other agencies and services.
3. Agree measures to directly raise awareness with older people on the dangers of scams, fraud, domestic violence and other crimes to which they are vulnerable.

This year we co-ordinated the development of an awareness raising programme which delivers a presentation and literature to venues across the borough, including day centres and sheltered housing schemes.

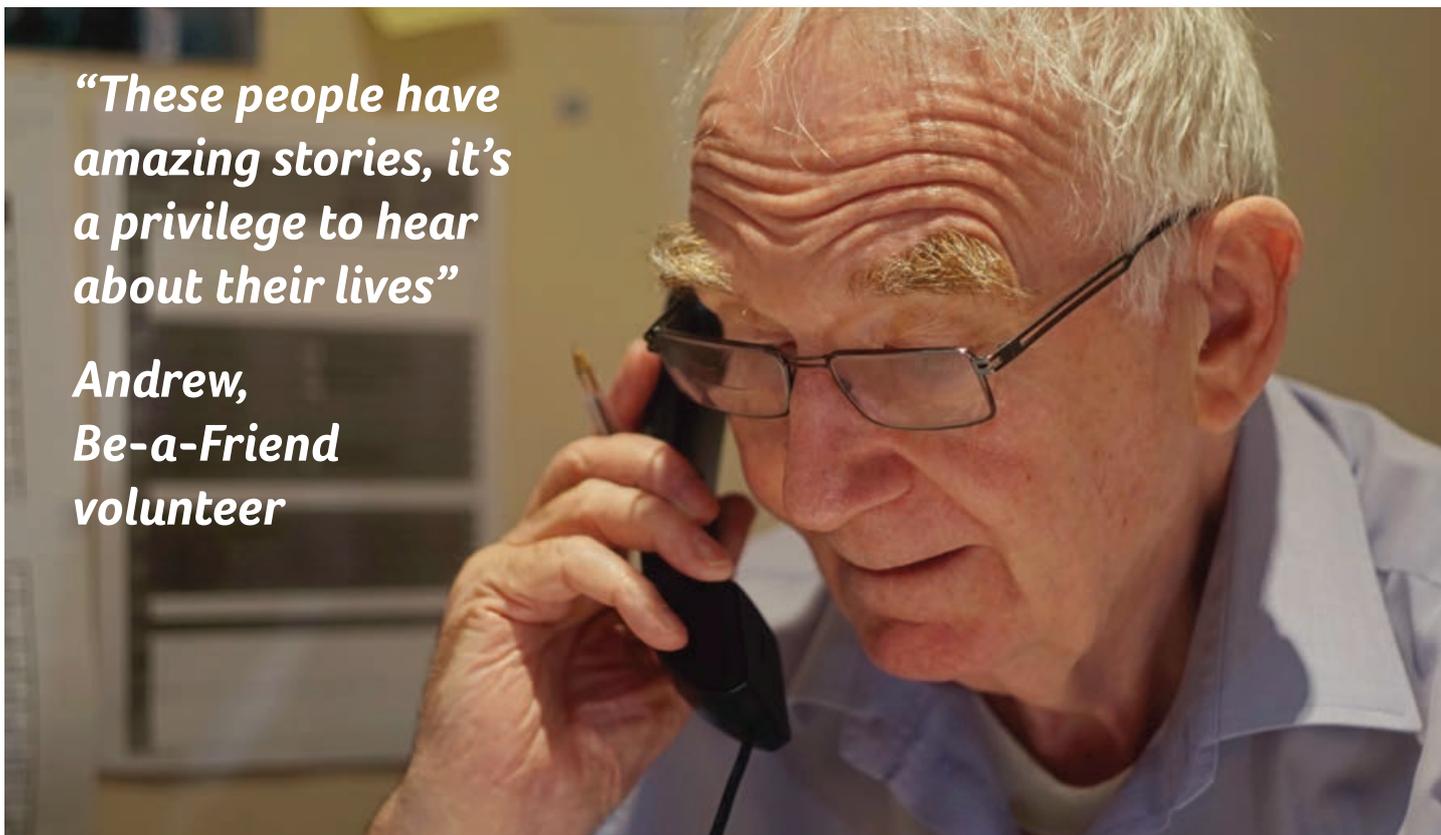
We also secured funding from the Battersea Crime Prevention Panel and Wandsworth Council for the design, print and distribution of a new leaflet 'Crime awareness advice for the older community' see picture above.

In early evaluation there would appear to be an impact on certain crimes that the CAOP forum have raised awareness about. For example, there was a decline in reported purse thefts in supermarkets following a CAOP plan to increase 'awareness raising' police visits to those supermarkets.

What we do in Wandsworth

“These people have amazing stories, it’s a privilege to hear about their lives”

**Andrew,
Be-a-Friend
volunteer**



Volunteer service

This service is the ‘gateway’ for all our Age UK Wandsworth volunteers. Our volunteer coordinator recruits, trains and motivates volunteers and keeps them up to date with our latest news.

Volunteers are vital to the Age UK Wandsworth operation and a number of our services are heavily reliant upon them for the effective delivery of that service. Be-a-Friend, Home from Hospital, Out and About, Information and Advice, Shopping and Reception all use volunteers to provide part of their services.

Our volunteers are offered training in Safeguarding, Wheelchair pushing, First Aid, Bereavement, Mental Health Awareness and Dementia Awareness.

Anyone over the age of 18 is welcome to join the team and most volunteers find that, as well as providing support to older people in the community, they also find the experience fulfilling and enjoyable.

- **323 volunteers involved this year**
- **236 new applications received**
- **134 new volunteers recruited**

Case study: Andrew Hunter – Be-a-Friend volunteer

Actually I started off as an Age UK Wandsworth client! One morning I found I couldn’t get out of the bath and thought a hand-rail would be very useful. So I called the office here and they sent round a lovely handy person who fitted the rail, and it didn’t cost a penny.

I was so impressed with the organisation that I felt I wanted to give something back. I don’t have much money but I have plenty of time and so started volunteering as a telephone befriender.

I come into the office each week and spend the day calling people to check they are ok and for a general chat. I get a great deal of satisfaction from knowing that I am able to provide a small element of sociability and conversation to those who are lonely. These people have amazing stories, it’s a privilege to hear about their lives.

I have now been volunteering for 7 years and have no intention of stopping anytime soon. I enjoy being able to help the older people in our community. And it gets me out of the house so it’s good for me too!

Project staff



Be-a-Friend coordinator
Melanie Lawrie



Chief Executive
Rachel Corry



**Community Resilience
Project coordinator**
Jeraline George



First Contact coordinator
Vivien Yalcin



**Fundraising &
Marketing coordinator**
Emma Chisholm



**Handyperson
coordinator**
Rhian Jenkins (Job share)



**Home from Hospital
coordinator**
Anais Thede



**Information & Advice
coordinator**
Philippa Burns



**Out & About
coordinator**
Heidi Green



Shopping coordinator
Catherine Waters



**Volunteer / Handyperson
Service coordinator**
Zoe Daniel (Job share)



**Voluntary Sector
Navigator**
Charlotte Allen

Statement of Financial Activities for the year ended 31st March 2017

	Unrestricted funds £	Restricted funds £	Total funds 2017 £	Total funds 2016 £
Income				
Donations and legacy	26,989	3,000	29,989	23,605
Charitable Activities	35,000	497,022	532,022	635,630
Other trading activities	21,864		21,864	25,457
Investments	546		546	1,420
Total	84,399	500,022	584,421	686,112
Expenditure				
Raising funds	7,780		7,780	8,327
Charitable activities	63,321	507,326	570,647	700,648
Total	71,101	507,326	578,427	708,975
Net income (expenditure) for the year	13,298	- 7,304	5,994	- 22,863
Net movement in funds	13,298	- 7,308	5,994	- 22,863
Total funds as at 1 April 2016	252,688	56,864	309,552	332,415
Total funds at 31 March 2017	265,986	49,560	315,546	309,552

	2017 £	2016 £
Current assets		
Debtors	45,990	53,444
Cash at bank and in hand	379,584	462,110
	425,574	515,554
Creditors: amounts falling due within one year	110,028	206,002
Total net assets	315,546	309,552
Funds		
Unrestricted	265,986	252,688
Restricted	49,560	56,864
Total funds	315,546	309,552

Thank you

We would like to say a big Thank You to all our funders, organisations and individuals who have supported us over the year.

Funders

- **Wandsworth Clinical Commissioning Group**
- **Wandsworth Borough Council**
- **City Bridge Trust**
- **Age UK**
- **Wimbledon Foundation**
- **The Henry Smith Charity**
- **Public Health Wandsworth**
- **The Ross Girls' Charitable Trust**
- **William Allen Charitable Trust**

Fundraisers

Individuals raised money in an array of different activities including:

- **Café Bridge**
- **Pub Quiz**
- **24 Peaks Challenge**
- **Netball Tournament**
- **Royal Parks Half Marathon**
- **Vintage evening**
- **Silver Sale**
- **British 10K**

We are also grateful to the following organisations:

- **Hanne & Co**
- **St Andrews Church**

Volunteers

Over 300 volunteers supported us this year and we would like to thank them for giving their time and support to Age UK Wandsworth.



5 things you can do to help us

1. Give your time

Volunteering is a great way to give back to your local community and make a positive difference to the lives of older people. It is also hugely rewarding and can have a positive impact on your life. Our volunteers are a vital part of our organisation and enable us to deliver our services to as many people as possible. There are many different volunteering roles at Age UK Wandsworth, to find out more email volunteering@ageukwandsworth.org.uk

2. Give your financial support

We are heavily reliant on the generosity of local donors and could not sustain our services without this income stream. With an increasing demand for our services, we would love to help more people. If you felt able to give a one-off or regular donation then please contact emma.chisholm@ageukwandsworth.org.uk

3. Give as you live

This is an easy way to donate money just by shopping online as usual. The retailers donate a percentage of what you spend to your chosen charity, it doesn't cost you anything extra. Just register at www.giveasyoulive.com and choose to support Age UK Wandsworth. Easy!

4. Give your energy

Fundraising activities are an enjoyable but important way of raising money to support our services. Whether it's a sporting challenge, a pub quiz, a themed party or a cake sale we can provide posters, collection tins, online giving pages and heaps of support. Please contact emma.chisholm@ageukwandsworth.org.uk

5. Give a legacy

Leaving a gift in your will, after you have provided for loved ones, is a valuable way of making a long-lasting contribution to our work. These gifts allow us to develop our existing services and help more older people across Wandsworth. 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@ageukwandsworth.org.uk

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