



Who we are



Age UK Wandsworth is a local, independent charity that has been working with older people, aged 60-plus, in the borough for over 50 years. Our mission has been the same since day one: to promote the wellbeing of older people and make life an enjoyable and fulfilling experience.

We are a separate local charity from the national Age UK charity and we raise all our own funds, however we work closely with them to raise the issues facing older people.

Our strategic priorities for 2015-2018 are to:

- i. Support older people to live independently in their own homes for as long as they are able and wish to do so
- ii. Maintain older people's health and well-being
- iii. Prevent loneliness and social isolation
- iv. Enable older people to have choice and control over issues that affect them
- v. Involve older people in service planning
- vi. Ensure services are accessible to all members of the community and are of a high quality standard

Our internally focused aims are to:

- i. Lead, govern and manage ourselves effectively
- ii. Secure the necessary resources to support our work
- iii. Demonstrate and promote the value of our work

We develop services in response to local need and the funding that is available. We recognise that there are other organisations and charities that provide services and activities for older people and one of our principles is that we will work in partnership with them wherever possible to best support the people we work with.

We use our strategic aims to shape our services and we offer a range of different services that provide information, advice and practical help and support

The services we provided helped over 10,500 older people in Wandsworth this financial year.

“I’m so grateful for everything Age UK Wandsworth does for me. Just having someone to talk to makes a huge difference.”



Chair and CEO report

Age UK Wandsworth has continued its work of seeking to improve the quality of life of Wandsworth's older residents and has continued to work with and provide more services for more older people in our community. Over the year, we have been able to respond to the ongoing strong demand for our services and we helped over 10,500 people.

This year we were delighted to achieve the new Age UK Organisational Quality Standard. It recognises our commitment to quality, the high standard of our performance and certifies that we are a well-governed and effective organisation committed to the wellbeing of older people, our staff and volunteers and to working in partnership with others. The quality system that we were assessed against has been endorsed by the Charity Commission.

Our Advice and Support service was also awarded the Advice Quality Standard, the quality mark for organisations that provide advice to the public on social welfare issues. It demonstrates that we are easily accessible, effectively managed, and employ staff with the skills and knowledge to meet the needs of our clients.

Securing funding to continue to deliver our services remains a challenge and a priority as we know that services continue to be much needed by local older people. We were able to sustain the funding for most of our services and are pleased that funders recognise the value of our work and the impact we bring to improve people's sense of wellbeing and alleviating causes of concern and anxiety.

We received funding from two new funders this year. The City Bridge Trust awarded us 3 years' funding for our Advice and Support service, enabling us to expand our information and advice provision. Also, the Wimbledon Foundation awarded us three years' funding for our Out and About service, which increases older people's wellbeing and reduces feelings of isolation. This service had previously had been delivered with no external funding and through the commitment of volunteers.

We also set up a new service in the year, the Preparing for Power Loss project. We received 11 months' funding from UK Power Networks, via Age UK, to provide information and support to people to help them prepare for possible power loss.

More detail on all our services can be found on the following pages.

Sadly funding for two projects finished and we had to close the St. George's Hospital project and the outreach advice at the GP surgery. We were also no longer able to sustain the Garden Friends project solely through income received through charges. Valuable lessons were learned through these initiatives. Whilst we know demand for

these projects was strong, it was not possible to secure the funding to develop them to their potential.

Looking forward we will continue to provide high quality services in response to increasing demand. We are also working hard to demonstrate more clearly to funders the high value of our work, particularly when there is pressure on funding for services. We also need to be financially prudent in making sure our services are fully funded so that we remain financially viable. We will be reviewing our fundraising strategy and developing plans to ensure greater financial stability through diversifying our income streams. We will also build on the progress we have made in recent years to secure unrestricted income, including income generated from our own fundraising.

We would like to thank all those who contribute to the work of Age UK Wandsworth. Our funders and all those who donate to us help to sustain our services. Our dedicated staff make it an effective organisation that responds to changing needs. Our brilliant volunteers provide invaluable support across a wide range of services and our trustees help guide our strategic direction and provide oversight of the activities of the charity.



“Age UK Wandsworth bridged a gap when I needed it.”

What we do – our services



Advice and Support

The service offers free, confidential and impartial information and advice on a wide range of issues including benefits, money management, fuel/utility bills, health, disability, housing, community care, and concessionary travel.

We have a team of reception volunteers who answer the phone and greet those who visit the office. Together with the First Contact Coordinator, they provide information to older people and their family and carers on any issues affecting older people and local services that are available. Over the year the volunteers have given 1,690 hours of their time to help.

During the year, three advice workers and the service coordinator provided in-depth advice through drop-in and appointments in the office; telephone advice, home visits and written advice via letter or email. The advice is either one-off or if the issues are more complex, the advice workers provide follow-up appointments. In many cases, there is not just one issue that needs to be dealt with and the advice workers will look at all the issues and needs that someone has.

The advice drop-in was held on three mornings a week and continued to be very busy.

We also provided outreach advice to patients at a GP practice in Putney through funding from the Advice Services Transition Fund in partnership with the Citizen's Advice Bureau, DASCAS and the Carers' Centre.

- 8,400 people were provided with information
- 590 older people and were provided with in-depth advice
- 1,828 advice sessions were delivered
- 71% of advice enquiries were about benefits and entitlements
- 9% housing/homelessness
- 6% about other money issues
- 3% about finding help at home and home care charges

Outcomes achieved:

- 73% reported their understanding of their rights had improved
- 73% reported that they have more money available
- 64% reported more peace of mind
- 59% reported their housing situation had improved
- 59% reported that their ability to cope with debts and household budgeting had improved

Preparing for Power Loss

This service was set up to support and prepare older people for power loss, extreme weather and other disaster circumstances. The service provided

- Benefit entitlement checks and advising and signing people up to the energy services priority services register. We delivered 94 advice sessions to 54 people.
- Welfare checks to 109 people, checking that people knew to stock up on food and essential medicines, advising and signing up client to the priority services register and informing of other Age UK Wandsworth services and/or other local services.
- 10 awareness raising talks to 323 older people.

Carers' Support

This service offered support to older carers and carers of older people by providing information, advice and support, advocacy, including liaison with social workers and other agencies to support the carer. We also offered regular telephone support, support groups for carers and volunteer friendship/sitting service.

We supported 218 carers, however, from 1st August 2015 we had to close this service due to lack of funding. A new contract was awarded and this support for carers is now being provided by the Carers' Partnership Wandsworth.



Work with Community Adult Health Teams

We provided voluntary sector support and worked in partnership with other health and social care professionals providing intensive support to people at home to prevent hospital admissions. The multi-disciplinary teams support people with complex health and social care needs. During the year we helped 136 people by:

- Home visiting patients to assess their needs and providing on-going visits for follow-up work with patients and encouraging them to accept support and access services
- Making referrals to relevant services to aid their recovery and help to avoid hospital admission
- Supporting patients to access grants for household items such as white goods and furniture
- Assisting patients with housing issues and finding suitable accommodation and arranging sorting and packing of the house contents and house moves.
- Arranging private care packages for personal care and domestic tasks
- Providing support to access welfare benefits and benefits checks
- Providing help with form filling
- Liaising with service providers to ensure patients have accessed services and following up referrals
- Liaising with patient's relatives and offering support to them when needed

St George's Hospital

This was a pilot project which was based in St George's Hospital, offering information and advice to patients and their family members who needed support to access services when they were due to be discharged from hospital. We were also able to signpost to other sources of help in the community as appropriate. The service helped 160 people and was very effective at facilitating a timely discharge from hospital and assisting with a smoother transition to going back home and living independently.





Be-a-Friend

The service matches volunteers with housebound older people to lessen the impact of social isolation and alleviate loneliness. Volunteers will visit people regularly and provide companionship. A telephone befriending and support service is also provided to people who are waiting for a volunteer or who would just like a regular telephone call. We also link older people with other relevant statutory and voluntary organisations.

An initial home visit is arranged to meet all clients to identify what needs the person may have and if there is any additional help they may require. The coordinator will provide information and make referrals to all appropriate services and activities in the borough. Clients who would like a visitor will be matched with suitable volunteers, who have all had the appropriate checks, inductions and training. All clients also receive a birthday and Christmas card.

- 350 older people helped
- 171 volunteers involved during the year
- 2,772 home visits made
- 3,020 volunteer hours
- 92% reported reduced social isolation, 75% felt less anxious and depressed
- 106 people were referred to additional services

Out and About

This service offers one-to-one outings for those who are unable to go out alone. It provides an opportunity for physical exercise, helps to support better mental health through social activities and companionship, helping those at risk of isolation. The service matches volunteers with housebound older people, or those at risk of becoming housebound, with assisted trips out. The service arranges for volunteers to take out people out including trips to the shops, the park etc. This service also provides vital telephone contact to isolated Out and About service users.

- 55 older people helped
- 531 trips/outings arranged
- 17 volunteers involved
- Approx 1,100 volunteer hours

Case Study: Out and About

Mrs R is a retired 90 year old lady living in Southfields. She doesn't have any family but has a number of friends or neighbours that pop in to see her. She is quite frail and can't walk outside unaccompanied and needs a wheelchair when she goes out. She suffers from mild dementia which means she forgets things quite often but is still able to use the internet and loves to find things to buy online.

Mrs R couldn't leave the house to go out as she has no means of getting anywhere and was disappointed she couldn't get out to her favourite shops. One of her friends referred her to the Out and About service.

The co-ordinator for the Out and About service matched Mrs R with a volunteer Gina who lives locally with a car. Gina takes Mrs R out on alternate weekends or sometimes once a week and they usually go to Southside shopping centre, which is the only chance she has to go here.

Gina will push Mrs R in the wheel chair and they usually stop at one of the cafés for a cup of tea. Mrs R often meets people she knows to have a chat with. She told us "I'm so grateful for everything Age UK Wandsworth does for me. Gina is such a lovely girl and I look forward to my visits, I don't know what I'd do without her."

Now that Mrs R is going out regularly, her general wellbeing has improved. She feels better for having fresh air instead of being stuck at home indoors. Regular contact with the same person has helped her to build a strong relationship with the volunteer and has helped to reduce her feelings of isolation. She feels much more connected with the community as she sees people when she is out in the shopping centre. She feels more independent as she is able to choose the things she wants for herself rather than relying on people to pick things up for her. As Mrs R is socialising more she has felt able to do new things and has decided to come along to the next coffee morning we hold in our office once a month.



Case Study: Shopping service

Miss A is 83 and lives alone in a first floor flat. She registered with the Shopping Service in December 2012 and has used it ever since saying it is 'A God-send' and gives her peace of mind.

When she joined Miss A had been in bed with a bad back for weeks and had relied on neighbours for her shopping but felt she couldn't keep putting on them or rely on them to get it. Miss A was told that her spine is crumbling so moving about is a problem for her and she is unable to carry. She finds even a bottle of milk is too heavy to carry back from the shops.

Miss A is very aware of the importance of eating the "right stuff in her old age" and orders fresh meat, fruit, vegetables and is pleased that she can look after herself and eat well. The Shopping service makes a real difference to her. Once she told the shopping service co-ordinator "I haven't got any back up to help me and I don't know what I would do. I suppose my neighbours might help me now and then but I couldn't ask them to do my shopping all the time. It makes me worry just to think about it. I can rely on the service and I eat properly and sensibly and get proper nourishment and a good diet".

"Because I can't get out to go shopping, sometimes, I look at my cupboard and see the food going down and I really panic that I won't have enough to eat. Then after the delivery has been and all the bags are on my kitchen table, I sit and look at them and it makes me so happy and relieved."



Shopping Service

Our Shopping service provides internet shopping for those who find it difficult to do their own shopping and do not have access to a computer. We arrange shopping deliveries to the door through supermarket online services.

We are able to help many housebound older people and also those who are unable to carry bags to get their groceries delivered. This service enables people to maintain and facilitate independence, increases the probability of older people keeping healthy and being able to remain in their own homes and helps reduce demands on both adult care services and on health providers.

It works by using the online shopping services offered by those supermarkets that deliver in the borough: ASDA, Sainsbury's, Tesco, Waitrose. People register with us following which their individual account is opened with their chosen supermarket. We phone the registered user on agreed days and times to take the shopping order. We do not charge for the service but the supermarkets have a range of delivery charges from nil to £7 dependent upon which supermarket, the cost of the order and day and time of delivery.

- 66 people used the service during the year
- 1,849 orders were placed during the year
- 100% said they no longer worried about having to go out to get their shopping and they felt it helped not to have to carry it.
- 94% stated that they felt more independent and after using the service
- 79% stated there were improvements in terms of their health and general sense of well-being

Home from Hospital

The Home from Hospital service provides volunteer support for up to six weeks when someone is discharged from hospital. The aim of the service is to prevent older people, who live alone from being admitted or re-admitted to hospital. We can provide a volunteer who can offer low-level support to assist someone to comfortably settle in once they are back at home, regain their confidence and improve their quality of life. Volunteers can visit people in their own homes for an hour or two a week for up to six weeks and help by:

- Checking that there is enough food and drink available and that the home is warm
- Doing light shopping and housework
- Organising paperwork e.g. bills
- Assisting someone to do gentle exercises e.g. walking short distances
- Dropping in for a chat
- Accompanying someone to collect their pension or to a social activity
- Collecting prescriptions or encouraging them to use the delivery service
- Providing information and advice about other services they may require
- Helping to book transport for hospital follow-up appointments

The service does not provide personal care or a cleaning service and we would signpost to external agencies for this provision.

- 124 people helped through the service
- 65 people supported by a volunteer through 274 home visits
- 610 volunteer hours
- 16 volunteers involved

“I was down a lot after being in hospital and the service certainly cheered me up. I wouldn’t have recuperated as quickly without the visits.”



Handyperson

Our Handyperson service is well-established and provides practical help and support with a wide range of minor repairs and maintenance jobs in individuals’ homes. Our main aim is to enable older people to live independently at home for as long as possible.

We can help with fitting grab rails, stair rails and installing key safes. We also help with energy efficiency measures such as draught proofing, bleeding radiators and boiler checks over the winter period to help people remain warm and well.

We are in contact with a large number of new clients every year, and act as an important first point of contact for older people. When the handyperson visits someone who has not been in contact with us before, they are able to discuss and leave information on our other services and signpost and refer to other help available in the borough.

The Handyperson Service aims to carry out non-urgent jobs within 1 – 2 weeks. Staff work closely with health and social care professionals to facilitate hospital discharge and reduce the risk of falls at home, and if something needs to be done before someone can be discharged from hospital, such as a keysafe installation, this work is prioritised to be completed within two days. The service has two full-time handypeople and one full-time coordinator to maintain this busy service.

- 1,213 clients visited during the year
- 1,651 home visits made
- 3,155 jobs completed
- 489 keysafes fitted
- 97% of people report feeling more confident at home as a result of the service
- 96% report that the service has enabled them to remain independent in their home
- 85% feel less afraid of falling
- 96% report feeling safer and more secure at home

Garden Friends

Garden Friends provided a regular volunteer gardener for people who needed help to maintain their gardens and also provided companionship to those who are lonely and socially isolated.

The volunteers would visit at least once a month to carry out basic gardening tasks such as weeding or mowing the lawn, as well as providing companionship. The volunteers would also help with other low level practical support around the home such as posting letters or picking up a small amount of shopping .

62 older people participated and benefitted from the service and 48 volunteers were involved. Quarterly newsletters were produced and there was a horticultural talk and demonstration at a local garden centre and a Garden Friends pub lunch in October where clients met other members and enjoyed a free lunch, funded by a local building company.

Sadly we had to close the service as we were unable to sustain the service with the income received through charging.



Community Resilience

This project works in partnership with and gives grants to other local voluntary and community sector organisations to enable them to increase their capacity and resilience to deliver services and activities that improve the well being and quality of life of older people in Wandsworth. The activities also keep people living well at home and help to prevent hospital admissions.

The aim is to work with existing community groups to establish or develop four well-being centres in different parts of the borough. In order to achieve its aims, each centre will pilot an activity designed to increase or maintain the health and wellbeing of older people. These activities include exercise classes, cookery and nutrition classes.

We recognise the distinctive value of the voluntary sector is its ability to build long-term relationships with individuals and communities. We seek to draw on this in order to establish effective and holistic wellbeing centres which develop the resilience of their beneficiaries. We will also demonstrate the value and impact of the voluntary sector and we are developing monitoring and evaluation tools to evaluate the outcomes achieved by the project.

Across all four projects 80% of clients had improved or maintained their wellbeing (60% improved and 20% stayed the same).



Statement of Financial Activities for the year ended 31st March 2016

	Unrestricted funds £	Restricted funds £	Total funds 2016 £	Total funds 2015 £
Income				
Donations and legacy	23,365	240	23,605	24,616
Charitable Activities	23,150	612,480	635,630	662,785
Other trading activities	25,457		25,457	24,346
Investments	1,420		1,420	1,355
Total	73,392	612,720	686,112	713,102
Expenditure				
Raising funds	8,327		8,327	8,292
Charitable activities	43,086	657,562	700,648	683,459
Total	51,413	657,562	708,975	691,751
Net Income (expenditure) for the year	21,979	- 44,842	- 22,863	21,351
Transfers between funds	- 22,659	22,863		
Net movement in funds	- 680	- 22,183	- 22,863	21,351
Total funds as at 1 April 2015	253,368	79,047	332,415	311,064
Total funds at 31 March 2016	252,688	56,864	309,552	332,415

	2016 £	2015 £
Current assets		
Debtors	53,444	77,585
Cash at bank and in hand	462,110	792,652
	515,554	870,237
Creditors: amounts falling due within one year	206,002	537,822
Total net assets	309,552	332,415
Funds		
Unrestricted	252,688	253,368
Restricted	56,864	79,047
Total funds	309,552	332,415

Thank you

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

Funders

- Wandsworth Clinical Commissioning Group
- Wandsworth Borough Council
- The Henry Smith Charity
- Age UK
- City Bridge Trust
- Advice Services Transition Fund
- Wimbledon Foundation

Fundraisers

Individuals made donations and took part in an array of different activities, including:

- Café Bridge
- Virgin London Marathon
- Barney Goodland Cycling
- Edinburgh Marathon
- Pub Quiz
- Royal Parks Half Marathon
- Music Pub Quiz
- Dry Nov
- Silver sale
- Cake Sale

We are also very grateful for the donations from the following organisations:

- Ahmadiyya Muslim Association
- St Andrews Church
- Base Build Services
- Young & Co Brewery
- Asda stores

Our community fundraising raised a total of £20,307.

Volunteers

Over 250 volunteers were involved in helping with the delivery of our services during the year.

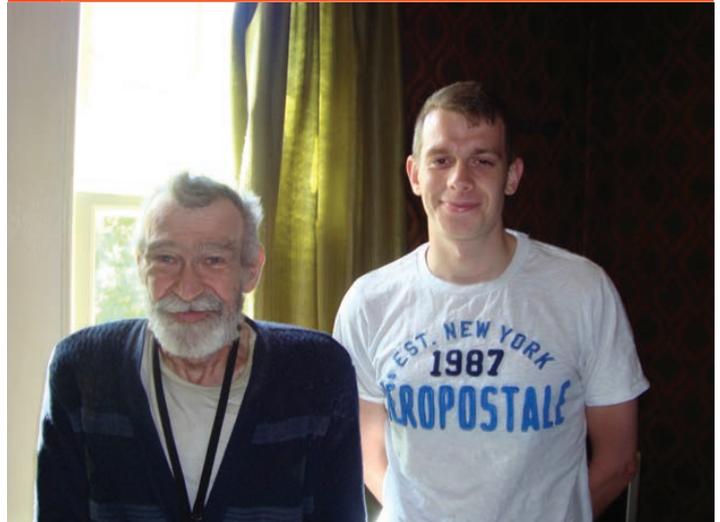
“Gina is such a lovely girl and I look forward to my visits, I don’t know what I’d do without her.”

Case Study: Volunteer

I started volunteering with Age UK on the Be-a-Friend program in April 2015. It’s a cause close to my heart as, with an elderly father I can see how easy it is for older people to become isolated and lonely through absolutely no fault of their own.

It was safe to say I was nervous meeting Derek for the first time but we had so much in common from the off and the conversation just flowed. I have to commend the volunteer matching team in the Wandsworth office! We soon settled into seeing each other for a few hours every weekend and straight away I could tell just how much it meant to Derek to have a bit of extra company and that he looked forward to our couple of hours together. That’s the best thing about volunteering - a few hours is nothing to us but it genuinely makes their week to see you.

I can 100% say that I have got just as much out of my time volunteering as Derek, if not more!



How you can help

Volunteering

Volunteering is a great way to give something back to your local community and make 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 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. Please make cheques payable to 'Age UK Wandsworth' and send it to 549 Old York Road, London SW18 1TQ (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.

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.

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