



# Impact Report

## 2023-2024



# Our mission is to help everyone to 'Age Well in Wandsworth'

We provide a range of services to ensure older people in the borough have access to the money they are entitled to, a home that is safe and warm, food in the kitchen, physical activities to maintain good health and wellbeing, information and advice about issues that concern them, and social connections to combat loneliness. Our support allows older people to stay living independently for as long as they wish to do so.

## Contents

CEO's Highlights	2
Our Services	3
Our Finances	27
Our Funders	28
Our Volunteers	29
Thank you	31



# CEO's Highlights

2023-2024 was yet another challenging year for the older residents of Wandsworth as the country continued to feel the impact of the Cost of Living crisis. However, our hard-working staff were able to carry on supporting older people to maintain and improve their health and wellbeing. Our highly-trained Advice team also did a sterling job of increasing the incomes of numerous individuals through complex benefits checks, bringing over a million in additional income to older residents in Wandsworth (compared to an admirable 830K last year).

We won two multi-year contracts that allowed us to achieve one of our strategic goals to set up our new Community Engagement Service, encompassing digital, health and wellbeing activities to tackle loneliness and social isolation in the community. We also organised an Age Friendly Conference to get the conversation started in Wandsworth about becoming an accredited borough. Finally, Age UK Wandsworth's impact was recognised by the judges of the Wandsworth Chamber of Commerce Business Awards, who crowned us "Best Charity".

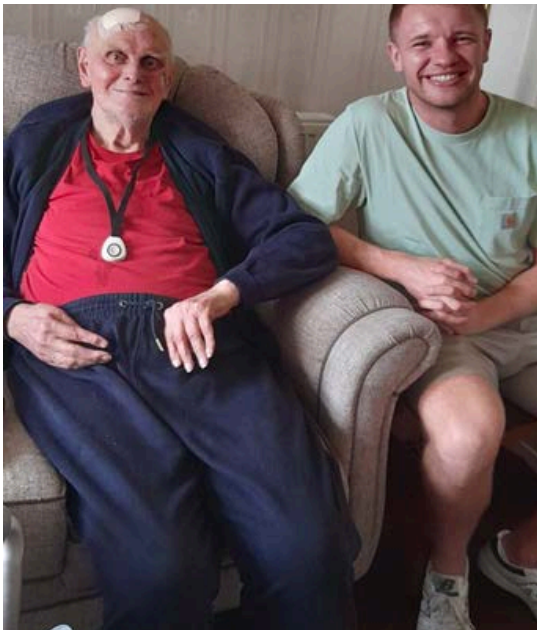


Natalie de Silva, CEO



# Be-a-Friend Service

Our Be-a-Friend Service has matched thousands of older people with volunteers across the borough since its inception several decades ago. Many people become isolated in later life through no fault of their own and the service aims to reduce loneliness by creating a regular social interaction with a trained, DBS-checked volunteer. Most volunteers visit their friend's home each week for a cup of tea and a catch up, with clients reporting significant benefits to their mood, confidence and wellbeing. Be-a-Friend clients also receive birthday and Christmas cards to help alleviate loneliness on these special occasions; ours will often be the only card they receive.



**Mr B enjoying a catch up with his volunteer**



85 trained befriending volunteers

4,420 volunteer hours including telephone calls and in-person befriending visits



90 clients supported 1-1

"I am very pleased with the volunteer. She is good company and I like her. She visits me regularly and we get on very well."

**Miss P, Be-a-Friend client**

# Case Study

Mr S is an 80 year old man with a chronic health condition who lives alone in Balham. His partner died 2 years ago and he doesn't have many visitors. He enjoys horse racing and used to go to the races, but now he can only watch it on TV. He was a bus driver and was very active when younger. He was referred by Social Services after a stay in hospital with a heart condition. Mr S is mobile around his home, but doesn't go out much alone these days. He does online shopping and emails, but he really misses having company and someone to chat with.

Age UK Wandsworth helped Mr S with immediate assistance after his stay in hospital, but there was a clear need for longer term support. We tried a couple of options for support, including helping Mr S to a coffee morning, before we matched him with a 1-1 volunteer. In January 2024, we introduced him to his new volunteer. They stay in the flat and chat if the weather is bad and they go out for a walk when the weather is mild. Mr S has found it immensely useful to be connected with the outside world again through his volunteer and to be able to go out for a walk. They hope to go to the horse races together one day!

"I would be completely alone without my volunteer. Thank you for finding her for me and for all of your help when I was in hospital."

**Mrs H, Be-a-Friend client**

"My volunteer is my lifeline. I really don't know what I'd do without him."

**Mr B, Be-a-Friend client**

# Befriending Plus Service

Our Befriending Plus Service, which started in 2020-2021, is an extended version of the Be-a-Friend Service, for clients identified by social workers as needing additional support with organisation and "life admin" in their home. It aims to prevent clients from requiring packages of care in the future, by reducing loneliness and increasing independence at home. After assessment by the Service Coordinator, the client is matched with a local volunteer who can provide regular companionship, as well as help with small tasks at home. These include admin, such as opening and filing post or organising appointments, as well as practical support at home. Volunteers are also encouraged to help their client to access the local community, for example, going for short walks together or visiting the shops.



**"My volunteer is an angel from heaven. She has changed my life for the better. Thank you for all the support over the last 3 years."**

**Mr A, Befriending Plus client**

**"Thank you for asking and caring."**

**Mrs S, Befriending Plus client**

**53 clients supported**

**1,576 volunteer hours including telephone and in-person**

**49 volunteers**



# Case Study

Mr G is an 87 year old man whose life changed following a stroke in 2019. He lives alone in Sheltered Housing and his only family is a niece who does not live in London. Mr G originally accessed our Information and Advice Service, who also signposted him to our Better at Home Service. He was then paired with a Befriending Plus volunteer in 2021 after his physiotherapist requested support with shopping and administration that had become hard to manage after his stroke.

Mr G continues to have medical appointments that the volunteer supports him to organise and when he has had further hospital stays he has been provided with additional help from our Hospital Discharge Support Service.

The volunteer paired with Mr G says, “We talk about his home country a lot and it's nice to feel like I'm helping someone just by providing my company. I don't bring any particular skills or knowledge, I literally just sit and converse with someone and we both benefit from it. I think everyone should endeavour to volunteer if they can.”

"She does consistently say that it's amazing that people are willing to give up their time to spend time with people like her and seems genuinely surprised and appreciative that services like this exist."

**B, Befriending Plus volunteer**

“She is always really appreciative and happy when we go out. We chat and she gets to pick up some bits and decides where she wants to go. I think it makes a real difference to her mental health each week.”

P, Befriending Plus volunteer

# Foot Clinic

Due to demand from Wandsworth's residents and our organisation's commitment to falls prevention, we opened a Foot Clinic Service in 2021-2022. This is a paid-for service that offers nail cutting and basic foot care treatment by a trained foot health practitioner. The clinic operates once a month from our day centre treatment room (we are unable to provide a home-visiting service).



**Our professional treatment room is accessible and equipped to meet basic foot care needs**

"I've been a few times now and my feet always feel better afterwards. It makes walking easier too."

**Mrs F, Foot Clinic client**

32 people attended the clinic for foot care appointments

"It's really nice to know that my mum's foot care can be looked after as I don't live nearby."

**Daughter of a Foot Clinic client**



# Handyperson Service

Our Handyperson Service offers practical help for older people in the borough in their homes. We provide a free or low-cost service for odd jobs with our trusted handypeople. Often, jobs that help to prevent falls, such as fitting grab rails, taping down carpets and replacing bulbs, can be done for free. Other jobs, for example, putting up pictures, building flatpack furniture or installing WiFi, can be completed for a charge. The Handyperson Service is also responsible for jobs that enable older people to be discharged quickly and efficiently from hospital into their homes, such as moving furniture to allow the delivery of a hospital bed or installing key-safe boxes. This plays a vital role in supporting hospitals to ensure a smooth, safe and timely discharge for clients.

## Case Study

Mr and Mrs N have been known to our charity for over a decade and used a number of our services. They both struggle with mobility and a recent fall caused Mr N to fracture his neck. Our handyperson attended to fit rails to help them safely navigate the three flights of stairs to their top-floor flat and installed a key safe for their carers to provide support.



2,080 jobs completed

1,204 clients supported

96% of urgent hospital discharge jobs completed within 2 working days

"It is so reassuring to know that you are there and that I can call for advice and to talk things through and it puts my mind at ease."

**Mrs N, a Handyperson Service client**

# Gwynneth Morgan Day Centre

In 2021, we opened a truly unique Day Centre Service in the heart of Wandsworth for a mixed client group of older people, adults with disabilities, and adults with dementia. Our experienced and friendly support workers provide clients referred by social workers with transport to and from the centre, a full timetable of stimulating activities, including music, crafts, games and cooking, as well as specialised dementia care. Facilities include an adapted IT suite, an adapted gym and reablement equipment, a dance studio, an accessible training kitchen, and a sensory garden.

53 individuals attended each week

2,600+ group activities, classes and games sessions

17+ themed activity days/weeks (that were designed in response to client requests), including: Easter, Diwali, Eurovision, Chinese New Year, Santa's Grotto, Back to School, Country and Western, Day at the Beach, Kick-off Summer, Hawaiian Holiday, Hallowe'en, Black History Month, Windrush Day, Pancake Day, Valentine's Day, Carnival, and LGBTQ+ Icons Day.



"The client's daughter is extremely happy with her mother's days with you. She reports that her mother is in a good mood after and even the next day."

**Wandsworth Council social worker**

"Staff are so friendly and kind. I like coming because otherwise I'd be alone at home. We have so much laughter and music here and it makes me happy."

**Mrs H, Day Centre client**



“I wish I could come here every day,” Miss J, Day Centre client



# Hospital Discharge Support Service

Our Hospital Discharge Support Service offers short-term support to help those who have been discharged from hospital with their transition home. Staff meet the clients in person or over the phone, to find out what they would like to achieve to help meet their recovery goals. They are then supported with life organisation, such as collecting prescriptions and making appointments, or building confidence with tasks such as getting to the shops or travelling on the bus. When the support has ended, the person can then be signposted to further support from other services in our charity or other organisations, to continue their recovery at home and reduce the risk of hospital readmission.

437 people supported with a successful hospital discharge

354 home visits



"I feel so much less stressed since you've been helping me. I don't know what I'd have done if you hadn't come to see me."

**Mr G, Hospital Discharge Support Service client**



"Thank you so much for the update! I'm really pleased to hear she was able to walk back from the GP – we have been trying to do this for a while but we haven't been able to."

**Wandsworth Social Worker**

"I really appreciate your services and have recommended them to the rest of my colleagues on the team."

**Community Healthcare NHS Trust**

# Case Study

Mrs H is a 78 year old woman living alone in Tooting with bowel cancer. She was introduced to our charity by a friend and self-referred after she had major surgery and needed some support with her transition back home.

We visited her several times to assist her with making her home safe during her recovery, to help her go through her post and identify which letters needed responses, and to set up her mobile phone and configure her new television so that she had some entertainment while she was recovering.

Mrs H's GP reported back: "She is very grateful for the support you have given her and with the social aspect of it as she is socially isolated. She doesn't receive many visitors and she likes to have someone around, especially as you assisted her with small tasks and technology issues. She said you were charming and helpful!"

"The client was really grateful that you helped him get back on his feet and walked with him to the supermarket for the first time after leaving hospital."

**Wandsworth Social Worker**

"Thank you for helping me sort out my prescriptions after I came out of hospital. It's been so hard since my husband died and I've found all the paperwork so overwhelming. It was really useful when you helped me to set up my new phone and now I can ring my daughter for a chat."

**Mrs D, Hospital Discharge Support Service client**

# Information and Advice Service

We offer free and confidential advice on benefits, money, social care, housing and local services. Appointments in our offices, over the telephone and via email are available, as well as home visits. Our service facilitates access to entitlement for those who are facing exclusion or barriers and alleviates financial hardship and reduces poverty by boosting clients' income.



**Thank you to Floral Angels for donating flowers that our clients have been able to take home after they visited us**

**£1,023,407 of benefit gains claimed for Wandsworth residents**

**2,456 in-depth advice sessions delivered**

**5,574 guides, leaflets and other information distributed**

**10,287 support enquiries**

**90% of older people claimed their rights and entitlements, resulting in increased income.**

# Case Study

Mr G is a 64 year-old man, who lives alone in sheltered housing accommodation. He has several health conditions including Chronic Obstructive Pulmonary Disease (COPD), which significantly affects his breathing and his ability to leave his home and take part in activities.

Our adviser first met Mr G when we visited his sheltered housing scheme to give a scams awareness presentation to residents, which he attended. We also offered benefit check appointments to residents and Mr G accepted this offer. During his appointment, Mr G informed us that he had attempted to apply for Personal Independence Payment (PIP) himself, but he was turned down. Following a discussion, our adviser encouraged Mr G to re-apply for PIP with our assistance. He agreed and our adviser followed up with appointments to help with this, which resulted in Mr G's PIP claim being successful.

This support provided him with an additional income of £137.25 per week, which is £7,137 per year.

Our adviser also assisted Mr G to successfully apply to the local authority for a discretionary payment, to help him purchase a fridge. Mr G was very grateful for the help. He feels less isolated because the extra income helps him to use taxis when he is not able to use public transport, so he can now go out and take part in activities. He commented that he was very thankful for the time that Age UK Wandsworth had given him, and he felt relaxed and comfortable with our adviser, which made it easier for him to talk to her about his concerns.

"A big THANK YOU to Age UK Wandsworth for being there for me when at times life gets a little bit overwhelming."

**Mrs C, Information and Advice client**

# Maintenance Cognitive Stimulation Therapy (MCST)



In 2022-2023, we launched our pilot MCST scheme and we then secured a second year of funding to continue the project. MCST is currently the only form of treatment for dementia offered under NICE guidelines. The course is for people with mild to moderate dementia who can commit to attending weekly sessions over six months. There are new themes each week, with a mixture of games, exercises and activities designed to stimulate the brain and prevent cognitive decline.

14 individuals with dementia

14 unpaid carers supported

64 sessions delivered



"I just want to say a massive thank you for all the focus, care and attention you put into this group. On behalf of my dad and myself, please know we truly appreciate everyone at Age UK Wandsworth and fully recognise the love you have for what you do. We are ever so grateful."

Unpaid carer of an MCST client





## Case Study

Mr Y is an 80 year old man who was born in Jamaica and then lived in Wandsworth as an adult for over 60 years. He used to be an accountant and always loved learning. He was diagnosed with dementia at the end of 2022 and has not been able to access much support with his condition. Mr Y loves music from the 40s, 50s and 60s and enjoys listening to the radio and watching programmes from the 60s and 70s. Attending the group meant he was able to start expressing his likes and dislikes more openly and had fun taking part in discussions and trying physical activities too. His confidence would grow a little in sessions where he was designated the group leader for an activity and Mr Y would always tell the group how much he enjoyed his time there.

"When he remembers information, he says the group must be working. He thoroughly enjoys the music and the different themes each week and I've heard nothing but fantastic feedback about his visits. What I've noticed is that it's a great opportunity for him to socialise and he's celebrated each week for what he can achieve. I think his memory retention is better and he can tell me what he did and sometimes remembers what he had for lunch. He shows such joy when he talks about the sessions and clearly feels safe and happy when he's with you. I'm so grateful."

**Unpaid carer of an MCST client**



# Online Food Shopping Service

A telephone-based service to take regular food shopping orders for those who are unable to shop in person or use online shopping websites independently. Clients can shop with a supermarket of their choice and choose a delivery date that suits them. The service is free, however, most supermarkets charge variable delivery fees. Prospective clients need to be able to speak clearly over the phone, and commit to weekly or fortnightly appointments with the Shopping team to place their orders. The service aims to encourage independence and choice at home, by allowing clients to choose their groceries every week, rather than a limited meal delivery service, for example. Other benefits include the regular phone contact of the service alleviating loneliness, and clients can often report other issues to staff, who can then signpost them to support. Clients must have a mobile phone that is linked to their bank account, as enhanced security processes have now been introduced by most major banks. This means that for online shops to be placed successfully, the client must be able to manage the one-time passcode (OTP) sent to their mobile.

65 individual shopping clients

1,585 shops ordered and delivered



"I'm really struggling at the moment, so this service is a life-saver."

Mrs T, Online Food Shopping client

"I find the service brilliant and wouldn't know what to do without it. I don't have anyone who can do my shopping for me and I can't go out so it works really well for me."

**Mrs R, Online Food Shopping client**

# Case Study

Miss K is a 77 year old woman with a hearing impairment, who lives alone in Wandsworth. She used to be very independent, but had a fall that resulted in a hospital stay. She was supported by our Hospital Discharge Support Service, who then referred her to this service as they and the client realised she would need longer term support.

Miss K was keen to continue using the same supermarket she used to use when shopping in person, so we were able to create an online account for her and talk her through the process of how to register her mobile phone with her bank for online shopping. She was anxious about managing the OTPs necessary to complete a shop, but we were able to talk her through this process also.

Since joining the service, Miss K had a second fall and expressed relief that we were there to support her with her shopping. She mentioned to staff that she had a loose carpet, so she has since also benefitted from using our Handyperson Service.

"I'm so pleased with the service. You've made such a difference to my life, but please don't ever close, I need your service and would not know what to do without it. Thank you!"

**Mrs D, Online Food Shopping client**

"I am so pleased with the service and I just don't know what I would do without you. You do a brilliant job and are so helpful as I can't go online myself or get out to the shops since my last fall."

**Miss K, Online Food Shopping client**

"Thank you for keeping in touch whilst I've been in hospital and for being there as soon as I was out so I had shopping."

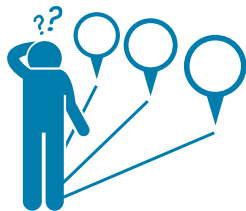
**Mr E, Online Food Shopping client**

# Voluntary Services Navigator

The Voluntary Services Navigator (VSN) works in partnership with General Practitioners, Community Health partners, Social Care colleagues and other Voluntary Sector organisations. The VSN provides a wide range of information and specific support for clients when they have been unwell, have a long-term condition and/or are socially isolated. The VSN works with the client to find out what they feel they need, helps them to connect with services, and can assist them with making referrals. Clients often need encouragement to use services, especially when they have been unwell or lack confidence. The aim of the VSN is to provide clients with choice and control over their health and well-being and aid their independence at home and in the community.

300 referrals made to other services

306 clients supported



"Thank you so much for all your help and kindness. I feel safer at home now. You have been a wealth of information."

Mr R, VSN client

## Case Study

Mr R is a 79 year old man who lives in central Wandsworth and has cancer and diabetes, as well as mobility issues. He doesn't have any family living nearby and his wife died in an accident several years ago. He was initially referred to the charity for help with benefits, which he was assisted with to improve his financial income, and was then signposted by the Advice team to the VSN when it was discovered that he had complex needs.

The VSN conducted a home visit and noted that Mr R would benefit from falls prevention aids and a key safe, so she referred him to our Handyperson Service. The VSN also referred him for a pendant alarm in case of falls. In addition, as Mr R is socially isolated, the VSN signposted him to clubs and activities around the borough.

# Scams Awareness and Prevention

Our specialist Scams Advisers deliver a programme of scams talks to raise awareness of how to identify and report common scams. These talks take place at supported housing schemes, day centres and other community venues. We also offer 1:1 scams support for those who have been a victim of a scam, or who are concerned about what to do if they come across one.

514 people attended our  
scams awareness group talks

242 people received 1:1 advice  
and support on scams



## Crimes Against Older People Forum

Age UK Wandsworth has chaired the Crimes Against Older People Forum (CAOP) since 2015. CAOP members meet on a quarterly basis to review and discuss reported crime figures in Wandsworth where the victims are aged 60 plus. The purpose of this inter-agency meeting is to identify crime trends and raise key issues that inform strategies to reduce and prevent such crimes from taking place. We also plan events around the borough to raise awareness amongst older people in the community and help them to stay safe.

**"The speaker was knowledgeable and explained everything in such clear terms and made the talk really interesting."**

**Attendee at a Scams talk**



# Community Engagement

Every 3-5 years, our CEO and Board draft a strategy for the organisation that outlines the existing services that the charity would like to grow and new services that residents would benefit from. We analyse local and national data, including the voices of our own clients, to inform our decisions. We also review the priorities identified by Wandsworth Council and our local health partners to see how our work might align.

As part of our current strategy, we noted that our existing services were all embedded well in the borough and that our newest service, our Day Centre, was thriving, so it was time to develop our work directly in the community. This would include growing our coffee mornings, finding more funding for exercise groups, expanding our work with ethnic minority older people, growing our existing service to tackle digital exclusion, developing our offering for LGBTQ+ clients, finding further funding for dementia support, developing a new way to approach intergenerational activities, and offering social activities for men and women separately. We also wanted to find a constructive method to work in partnership with and support smaller charities than our own and to find a better way to hear the views of older people in Wandsworth.

A series of successful grant applications in 2023 and 2024, including a larger one for Wandsworth Council's "Age Well" initiative, has allowed us to quickly grow our Community Engagement Service and meet the majority of the goals outlined above within the first year of operation. We have a new, exciting array of activities and groups; we've started an Older People's Advisory Group; and we have allocated funding to offer small grants to other charities whose aims align with our own and who provide different offerings or reach community groups that we do not have access to.



"I love coming to the different classes you put on. I meet different people and I've started making new friends, which I didn't expect."

**Ms D, Community Engagement Service client**



# Digital Inclusion Programme

Our new Digital Inclusion Programme (DIP) tackles digital exclusion by offering 1:1 support from staff and volunteers at regular drop-in sessions in Wandsworth's libraries, where clients can bring their own phone, tablet or laptop to learn on. Clients can also borrow a tablet, with a data package, for up to three months as part of our popular tablet loan scheme, with advice and guidance to purchase their own at the end of the scheme. In addition, the programme supports Wandsworth Council's social workers with the use of care technology in clients' homes to promote independent living. Care technology can include a wide variety of helpful devices, such as tablets, smart watches, and Alexas.

107 sessions held in the community

"I can tell I'm making progress. I feel less isolated and alone now."

**Ms A, DIP client**

200+ people supported to get online

"It's nice to be able to learn something new and improve my computer skills. I'm getting connected to the outside world again!"

**Miss A, DIP client**

400+ people given digital information





# Case Study

Mrs B is a 73 year old who was given a smartphone by a family member, who wanted to stay in touch with her as they don't live nearby.

Mrs B began attending our library drop-in sessions each week with the goal of learning how to use the phone and get online. She wanted to be able to keep in touch with her family and respond to emails and WhatsApp messages.



Once she became more confident with her phone, Mrs B started using her GP's app and learnt how to order repeat prescriptions and book appointments. Her next goal is to learn how to do her online shopping independently!

# Roehampton Community Shed

A weekly group to meet and work on practical projects, as well as enjoying a cup of tea and a chat. The group, which started in 2016, meets across two venues on the Alton Estate. Attendees use their shared skills to work on projects using scrap wood and reclaimed materials donated by local businesses. Projects are community-minded; they have included creating attractive plant boxes, school book boxes, hedgehog houses and bug hotels to increase local biodiversity and improve the local area. We also provide a safe space where mental wellbeing is a priority and people can make social connections that help to alleviate loneliness and social isolation.

2 Shed sites

20+ regular attendees

4 women's DIY days

4 suicide prevention talks  
focusing on Men's Mental  
Health

2 community open days





“Thank you for organising the women’s sessions. All the women in our group learnt so much. None of us had even held a drill before and now we know how to saw a piece of wood correctly and put up our own shelves!”

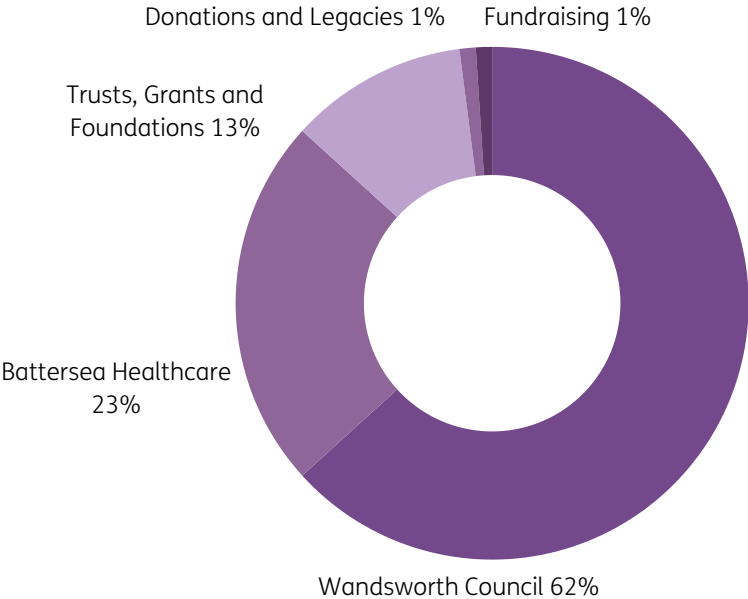
**Mrs P, Roehampton Community Shed client**



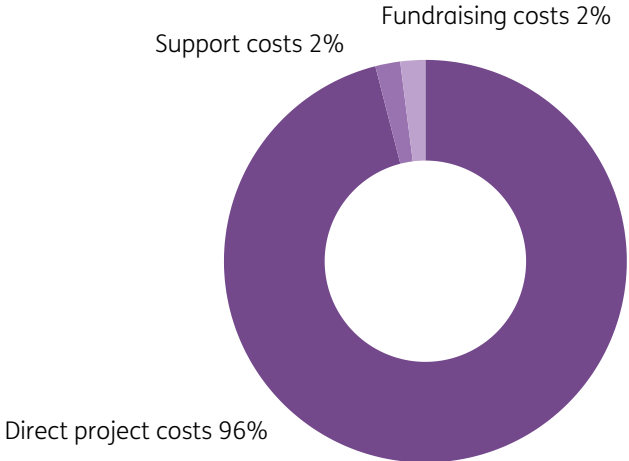
# Our Finances

In 2023-2024, our total income was £1,793,423 and our total expenditure was £1,555,432. Age UK Wandsworth therefore reported a surplus of around £238K. Having strong reserves has enabled us to continue providing our core services and offers us a cushion as we are faced with rapidly rising utility bills and high pressure on other costs.

## Income



## Expenditure



# Our Funders

As a completely independent local charity, we are reliant on support from a variety of grants and trust funds. We are grateful to the following organisations whose grants and services have helped to fund our services this year:

**Wandsworth Borough Council**  
**Battersea Healthcare Community Interest Company**  
**Trust for London**  
**Age UK London**  
**Wandsworth Clinical Commissioning Group**  
**Wimbledon Foundation**  
**The Rothesay Foundation**  
**Age UK**  
**ASDA Foundation**

## Legacies

Legacies enable us to plan ahead to secure the future of our services and we are thankful for those who generously choose to make a gift to Age UK Wandsworth in their will.

**This year, we received one legacy from Rolf Buhler Alexander, for which we are enormously grateful.**



# Our Volunteers

In 2023-2024, we had 300+ active volunteers supporting services across the charity. We are grateful for each and every volunteer for giving up their time to improve the lives of older people in their community.

## Our volunteers say...

"Volunteering with Age UK Wandsworth has helped me to feel like I'm part of the local community and I've made a real connection with the older person I volunteer with!"

**Be-a-Friend volunteer**

"I love volunteering with Age UK Wandsworth and really look forward to coming in each week to help with the MCST group. It's time filled with warmth, learning and laughter, and I always return home with a smile on my face. The staff and the service users are an amazing bunch. Everyone is just so welcoming and it's rewarding to be a small part of something I think is so important!

Thank you for having me!"

**MCST volunteer**

"Being a volunteer in the I&A team means that I really get to make a difference to people's lives and the benefits they can access. I can also use my past work experience to help older people fill in forms that they wouldn't be able to do alone."

**Information and Advice volunteer**

Scan the QR code  
to begin your  
volunteering  
journey today.



## How can I help?

We are always happy to hear from new people over the age of 18 who would like to join us in giving back to our local community in Wandsworth! There are a variety of different ways to volunteer. For example, you could host a weekly coffee morning or lunch group to tackle loneliness, support an activity session, befriend an isolated individual, answer our office phones to chat to someone in need, offer digital support at a group session, help with form-filling to increase someone's benefits, enter data on the computer for one of our services, support people 1-1 with dementia or disabilities, or help people learn how to use tools at our Shed. It depends on your personal skills and interests. Most roles take 1 or 2 hours per week and some roles, like befriending, you can do outside a 9-5 job.

## Why should I volunteer?

You get a sense of wellbeing after helping someone, you become a part of your local community, you feel less lonely yourself, it looks great on your CV, and you get to be part of our fantastic team at Age UK Wandsworth!



# A special thanks for donations

A&R Woolf Charitable Trust  
Charlotta Lyckeus  
Clapham Old Town Trees  
Co-op Foundation  
Fairlee Pharmacy  
Floral Angels  
GoodGym  
Hillbrook Primary School  
Jenny Alexander  
Leyland SDM Clapham Junction  
Lidl GB  
Neighbourly  
Next Door  
Pines and Needles

(Continued on next page)



We would also like to thank our dedicated staff team for their continued hard work this year, as they continue to go above and beyond to improve the lives of older people in Wandsworth.



# A special thanks for donations

Roehampton Club  
Sainsbury's Local Old York Road  
Sainsbury's Local St John's Hill  
Softwire  
St Anne with St Faith, Wandsworth

The Anthony and Pat Foundation  
Vitality Corporate Services  
Wandsworth Preparatory School  
William Allen Young Charitable Trust  
Wimbledon Foundation



Our Board of Trustees has gone from strength to strength in recent years and we would also like to express our thanks to our trustees, who so generously volunteer their time to support our CEO in leading Age UK Wandsworth.

# A special thanks for fundraising



We had marvellous volunteers who ran in the Royal Parks Half Marathon; abseiled 262 feet off the ArcelorMittal Orbit (including 3 of our trustees, our Day Centre Team Leader, our Day Centre Deputy Manager, our Be-a-Friend Coordinator, and our CEO); climbed the Cutty Sark rigging (including 1 former trustee and our Be-a-Friend Coordinator, again!); and dressed up as Santa and completed the Santa in the City night-time walk/run for us! Wow!



# A special thanks for governance

Whilst we are proud of all the trustees on our Board and grateful for the amazing effort they put in as volunteers, we wanted to give a special mention to Jenny Alexander and Lara Sonola, who have been our Co-Chairs for the last 6 years. They have completed two terms of office and will be standing down at our AGM in November 2024 in line with our Articles of Association.

Chairing a Board is an exciting role and a person can make a real difference to a charity, but it's not a job for the faint-hearted. For Jenny and Lara, not only was it their first time in post as Chair, but they had to learn how to manage the role as a job-share, and they had to recruit a new CEO and learn how to work with her as a trio.

Our CEO says, “Jenny and Lara have been the best Chairs a CEO could wish for. They have been incredibly generous with their time and shared their invaluable knowledge and skills to help the charity keep improving during an intense period of change and growth. They will be sorely missed by us all.”

THANK YOU TO JENNY AND LARA!

# Donate

**Help us to be there for future generations!**

Age UK Wandsworth is a local, independent charity committed to supporting older people in the borough. We are separate from the national Age UK charity and other local Age UKs.

Much of our work depends on the generosity of local individuals and businesses. Now, more than ever, we would love your help to reach even more older Wandsworth residents each year.



Charity number: 1069406



**@ageukwandsworth**

549 Old York Road  
Wandsworth  
LONDON  
SW18 1TQ

**020 8877 8940**

[www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth)  
[info@ageukwandsworth.org.uk](mailto:info@ageukwandsworth.org.uk)