



Annual Report

2022-2023



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Message from the chair



As Chair of the Board of Trustees, it gives me great pleasure to share this annual report and celebrate another year of Age UK Westminster's important work. We are an organisation dedicated to empowering older adults in our community to live full and independent lives.

The 2022/23 period was, without a doubt, a challenging one. The lingering effects of the pandemic, along with the rising cost of living, amplified the difficulties faced by many older people in our city. Yet, amidst these challenges, I'm proud to say that the spirit of Age UK Westminster has shone brighter than ever.

Our committed staff and tireless volunteers worked diligently to adapt and expand our services in the face of adversity. We continued to provide critical services including:

- Information and Advice: Clear and compassionate guidance on issues surrounding finances, housing, health, and benefits.
- Befriending Services: Companionship and support to reduce loneliness and isolation.
- Social Activities: A range of groups and events fostering connection and wellbeing.
- Digital Inclusion: Helping older adults embrace technology and combat digital isolation.
- Dementia Support: To help those living with dementia maintain memory and mental function.

In addition to these core services, we have also launched exciting new initiatives in the past year:

- Wellbeing & Connections service launched in this year providing much needed post-hospital discharge support.
- Lancaster Gate ward lunch club.

The success of our work is owed to the dedication of our remarkable staff, the generous support of our donors, and the resilient spirit of the older adults we serve. Their stories are at the heart of our mission, and it's an honour to share their successes.

Fiona Healy-Connelly
Chair of Trustees

Message from the CEO



During the 2022/23 year, one thing remained clear: the importance of Age UK Westminster's role in our community is greater than ever. We see first-hand the evolving needs of older people, from the impact of the cost-of-living crisis to the challenges of accessing vital services in a rapidly changing digital landscape. It is with a deep sense of purpose that we continue our unwavering commitment to the wellbeing of older adults in Westminster.

We are immensely proud of several key achievements, most notably the support we've provided to older people via our information and advice service which has been especially needed due to the ongoing cost of living crisis. This service's success is a testament to our ability to listen, adapt, and provide tailored support that truly addresses the evolving needs of those we serve. Additionally, our digital inclusion project demonstrates our ongoing focus on creating opportunities for connection, learning, and empowerment within our older community.

The heart of Age UK Westminster lies in the extraordinary efforts of our staff, our dedicated volunteers, and the steadfast generosity of our funders. Thank you for entrusting us with your time, your expertise, and your resources. It is truly heart-warming to witness how lives are transformed through our shared work. Witnessing someone regain their confidence after a period of isolation, or seeing the joy that a digital skills class brings to an older person – these are the moments that remind us of the profound impact we make together.

While we take pride in our accomplishments, we do not underestimate the obstacles that still exist. Loneliness, financial insecurity, and limited access to health and social care remain persistent challenges within our older community. These issues, compounded by societal ageism, only solidify our resolve to advocate for those in need.

Moving forward, we invite you to join us as we envision a future where every older person in Westminster feels valued, respected, and supported to live life to the fullest. Whether you offer your time, share your voice, or provide a donation, your commitment helps shape a more inclusive and age-friendly community.

I remain deeply grateful for your partnership. Together, we will keep forging ahead, undeterred, in our mission.

Mehfuz Ahmed

CEO

About us



Age UK Westminster exists to promote the well-being of older people living in Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage, and social isolation for older people in our local community.

We also work to provide opportunities for older residents to get involved in Age UK Westminster's volunteer programme and provide input in the development of future services.

Our key services are run by dedicated staff and volunteers and are reliant on the good will and support of the local community.

Information & Advice Team

We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquiries line for information and signposting.

Befriending & Telephone Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. Telephone contact is also available for those who prefer this option.

General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older residents make the most of the internet and their digital devices in later life and helps towards preventing loneliness and isolation.

Activities

We run a wide variety of activities that help to increase the level of social interaction & physical health of our members. These include specialist activities for those living with dementia and exercise at home sessions for housebound clients.

Our mission and values



OUR MISSION

Our aims are:

- To encourage choice and opportunity for older people.
- To be a direct service provider of high-quality services for older people.
- To ensure that older people are aware of, and have access to, the benefits to which they are entitled.
- To advocate on behalf of older people.
- To tackle issues such as isolation and loneliness within our local community.
- To promote positive attitudes towards older people and ageing.

Age UK Westminster will promote and support individual rights and choice within our services.

Users are entitled to:

- Have their cultural, ethnic, religious, sexual, and emotional needs respected.
- Enjoy freedom from threat, injury, insult, and ridicule in every aspect of their life.
- Enjoy their personal independence and personal choices and to receive help in achieving these.
- Users should be known by the name of their choice, be treated with dignity, and be assured that their personal and private matters will be treated in confidence.
- Care for themselves as far as they are able irrespective of how long this may take to accomplish.
- Be involved in decisions concerning the services they receive.
- Be kept informed of any future changes that may affect the services they receive.

Who we serve



Age UK Westminster is dedicated to serving the diverse needs of its residents across all demographics. In this annual report, we present a comprehensive analysis of the demographics of our clients, providing valuable insights into the population we serve.

77% of our clients are aged 65 and above. This underscores the importance of our efforts in addressing the unique requirements of this demographic, including assisting clients accessing all benefits they're entitled to and opportunities for social engagement.

Geographically, our clients are spread across various wards within the Westminster area, with notable concentrations in Church St (11%), Queens Park (9%), Marylebone High St (7%), and Harrow Road (7%). This information enables us to allocate resources effectively and adapt our outreach strategies to better serve the specific requirements of each community.

Age

- 23% are aged 50-64
- 38% are aged 65-74
- 27% are aged 75-84
- 12% are aged 85 or older

Wards or Areas

Abbey Road: 6%, Bayswater: 5%, Bryanston & Dorset Sq: 1%, Church St: 11%, Churchill: 2%, Harrow Road: 7%, Hyde Park: 3%, Knightsbridge & Belgravia: 2%, Lancaster Gate: 4%, Little Venice: 4%, Maida Ward: 8%, Marylebone High St: 7%, Pimlico North: 3%, Pimlico South: 2%, Queens Park: 9%, Regents Park: 7%, St James: 2%, Tachbrook Road: 2%, Vincent Square: 4%, Warwick Road: 1%, West End: 4%, Westbourne: 6%.

Our trustees

Our board of trustees are an elected group of individuals that has overall responsibility for the management of Age UK Westminster. The board seeks to ensure the best interest of service users in all types of management decisions.



Fiona Healy-Connolly
Chair of Trustees



Dr Ann Black
Vice Chair



Ian Adams
Trustee



David Durnford-Slater
Trustee



David Kent-Lemon
Trustee



Neil Carthy
Treasurer



Michele Mestrinaro
Trustee



Joel Levack
Trustee

Our impact



96% would recommend Age UK Westminster to a friend

28,876
number of client contacts

30,923
volunteer hours donated

£1,066,315.45
financial gains for our clients

15,871
visitors to our website

Our services



4,676

contacts made with older people, their families and carers

1,704

older people supported by the service

378

older people signposted to other services

389

home visits

1151

internal referrals

2,360

issues identified

Information and advice

Overview

The Information & Advice (I&A) team provides comprehensive support and advice on a variety of welfare services dedicated to the older residents of Westminster. The team directs clients to suitable services both within Age UK Westminster and amongst our voluntary sector partners.

This service empowers our service users to live more independent, fulfilling, and enjoyable lives.

The team offers assistance with a broad spectrum of concerns, including:

- Welfare benefits
- Debt and financial management
- Housing matters
- Health and social care needs
- Consumer-related issues, such as utility bills
- Support with form completion
- General guidance and referrals

£1,066,315.45 gained for older people in Westminster

“

Before coming to AUKW, I was choosing between heating my home and buying nutritious meals to assist with my health conditions, AUKW assisted me to get Pension credit, I am now able to afford both.

”

Information & advice case studies

Mr G from London started to lose his vision over the last 2 years and its got a lot worse. He was referred to me by Adult social care after they had registered him visual impaired to help with his benefits. Mr G was only standard rate Universal Credit and standard rate PIP care.

Action taken/ support provided

We applied to PIP to get the mobility element, we then submitted medical certificates to Universal credit they sent out the UC50 health assessment form for us to complete. We also contacted Adult social care to explain that he had suffered burns getting into his bath.

Outcomes

Mr G was awarded the health element on his Universal credit which was an extra £390 monthly and also awarded advanced rate care & Mobility on PIP £691 a month. Adult social care did an assessment and agreed to fit a wet room.

Mr G was extremely happy with the outcome. He is now able to manage financially and manage better at home with his new adaptations to his bathroom. He was very grateful for our support and sent me a thank you card.

Mr J, 77-year-old male, lives alone and self-referred. Significant noise disruption from neighbour below for the past 2 years resulted in Mr J feeling very distressed. He had resorted to sleeping on the mattress in the kitchen because this was the room that was the least affected.

He was reluctant to move as he loved his flat and the location. However, he was resigned to the option of moving as the downstairs resident had mental health issues which were the cause of the noise issues and would not be moved.

Action taken/ support provided

We supported the client to liaise with the landlord to find a solution. This involved advocacy at the complex priority move panel meeting. As he didn't want to move but felt that he had no other option, he wanted to ensure that the new property was one where he could feel comfortable.

Outcomes

The move to a property that met Mr J's requirements was finally provided in May 23. He has reported that it will be life changing to be able to relax once again in his home.

279

befriending matches



5,600

Befriending contacts -
in-person

11,160

Befriending contacts -
telephone

28,000

Befriending volunteer
hours

Befriending

Age UK Westminster is committed to addressing the issue of social isolation among Westminster's older population. Research has shown that loneliness can have a detrimental impact on both mental and physical well-being. To tackle this challenge, we provide a one-to-one befriending service for vulnerable older adults who live alone and/or are experiencing social isolation.

Through this initiative, we carefully match isolated older people with friendly, local volunteers who agree to visit them on a weekly basis. During these visits, our Befrienders offer much-needed social interaction and emotional support. They also encourage the older person to stay active by accompanying them on short walks and assisting with light tasks.

In addition to the in-person befriending service, we offer a telephone befriending service. Volunteers provide weekly 30-minute phone calls with one or more older adults who are at risk of becoming socially isolated or may feel lonely. Studies have demonstrated that regular phone conversations can make a significant difference in uplifting the spirits of older people.

By offering these personalised befriending services, Age UK Westminster is dedicated to reducing social isolation and loneliness among Westminster's older people, thus supporting their overall well-being.

Befriending case study

A longstanding Westminster resident, at 88, Anita lives with severe arthritis and heart issues. She has no family or friends nearby and relies solely on her daily carers for social interactions. Despite this, the client still felt lonely and isolated due to being bed bound.

She referred herself to our Befriending project and was assessed by our Befriending Coordinator in her home. She stated that she wanted to have regular discussions about life and what was going on in the world with someone through a face-to-face befriending relationship.

Soon, she was matched with a friendly volunteer who agreed to visit the client weekly on Saturdays. At the initial match meeting, both the client and the volunteer got along extremely well and had a long conversation together.

Now, the duo meets regularly on the weekend, and Anita says that she has benefitted greatly from these visits. She looks forward to their weekly meetings, saying: **"It's just lovely. She is such a nice girl and we do crosswords together, which is fun"**.

Having this regular company has positively impacted the client's life and she definitely seems more chirpy whenever we call to check in.

The volunteer also finds that the support she gives the client is immensely rewarding and she enjoys learning more about the client's life. Despite the client being housebound, the pair always try to find new and exciting ways to add variety to the visits.



Anita

Photo for illustrative purposes only, and not the actual case study.

One highlight that they both enjoyed was when they "watched some of the King's Coronation together and had some lemonade to pretend that we were having a garden party".

Both the client and the volunteer say that now they have more of a friendship. They continue to meet at their weekly home visits and agree that the sessions have made a huge difference to both of their lives.

275

Age UK Westminster
volunteers

193

corporate volunteers

30,923

volunteer hours

31

volunteers aged 65+

£406,637.45

equivalent value of
volunteer hours*

Volunteering

Our volunteers make a unique and invaluable contribution to the lives of older people in Westminster. Through a wide range of services and support, there is little that cannot be achieved through the shared enthusiasm, creativity, diverse skills, and extensive experience of our volunteer team.

We welcome individuals of all ages and backgrounds who would like to dedicate their time to supporting older people in Westminster. Our volunteer roles span a variety of meaningful initiatives, including:

- Exercise at Home Programme
- 1:1 Walking Support
- Marketing and Communications
- MCST Dementia Support
- Telephone Enquiries and Signposting
- Digital Support
- Befriending
- Information and Advice
- Fundraising
- Charity Shop Operations
- Administrative Support
- Client Service Support
- Volunteer Recruitment Assistance
- Translation Services

By tapping into the unique talents and dedication of our volunteers, Age UK Westminster is able to provide comprehensive support tailored to the diverse needs of the older population in our community. We are grateful for the invaluable contributions of our volunteers, whose efforts make a profound difference in the lives of those we serve.

*based on the information supplied in the National TOMS Framework platform. This is a platform which is used to measure social value.

Volunteering case study

Every year many of our volunteers go above and beyond to support the organisation and its cause. One of these volunteers is RW. 32-year-old RW is one of the organisation's many long-serving volunteers. She is a befriender to JS who is now 95 years old and lives alone with no immediate family close by.

The two were introduced to each other at the beginning of 2018 when RW was just 25 and decided to dedicate some of her spare time by becoming an Age UK Westminster's befriender.

At the time both RW and JS lived in the same area of south Westminster which made it more convenient for the two to meet up regularly. Their common interests also played a big role in their initial matching; they both enjoy going out and meeting new people.

Although RW now lives outside of Westminster, she is still very committed to ensuring that their contact is maintained. The two have developed a wonderful friendship that continues to flourish to date and demonstrates what a successful befriending match looks like.

RW has said, "I see JS as almost part of my own family and we still see each other regularly. We have had Christmas lunch together." RW has always tried to involve JS in her life as often as possible. A few years ago, when she ran a virtual London marathon, JS and RW's flatmate set up a small supporting spot. They planned the route so that RW could run via JS's flat, which she thinks she quite enjoyed.

Over the years since becoming JS's befriender, RW has continued to go out of her way to support the organisation in various ways including when the befriending team needed help for two elderly relatives to travel to their appointments. RW offered to escort the two service users who had only recently immigrated to the UK from Ukraine to attend their urgent appointments at the Home Office to sort out their immigration status.

More recently, RW was one of the first befriending volunteers to respond to our call requesting help from existing volunteers to accept additional Telephone Befriending clients to help reduce the waiting list of clients waiting to be matched with volunteers. RW responded by calling on her work colleagues, friends and neighbours, encouraging them to become Age UK Westminster's volunteers. This resulted in 16 volunteering enquiries.



RW

Photo for illustrative purposes only, and not the actual case study.

128+
volunteers

14
festive activities

17
corporates supported
the project

£15,245
raised

539
clients benefitted
from the project

Christmas Project

For more than 20 years, Age UK Westminster, in partnership with St. Paul's Boys School, has delivered the Christmas Lunch Project, providing isolated older people on Christmas Day with a festive meal, a gift, and companionship. As the sole charity in Westminster delivering to older people at home on Christmas Day, our efforts combat the loneliness often felt during this time. Despite challenges posed by the global pandemic in 2020 and 2021, we adapted, delivering festive hampers to vulnerable residents with the support of local funders, corporate partners, and volunteers.

In Christmas 2022, alongside 100+ volunteers from St. Paul's School, we delivered 300 Christmas meals and organised various festive activities in the community throughout December. Additionally, we hosted 6 Christmas lunches, 3 afternoon teas, 2 festive coffee mornings, a Christmas concert, and workshops such as wreath and card making.

Funding from Paddington Charities, Bain & Co, GIC Singapore, and others, along with generous individual donations, made the project possible. Without statutory funding, the project relies on the support of these trusts and donors.

The impact of our 2022 Christmas Project extended to over 500 residents aged 60 and above, providing them with companionship, meals, hampers, and social activities during a time that can exacerbate feelings of loneliness. With continued community support, we aim to alleviate the isolation felt by older people throughout the year, particularly during challenging times like the festive season.

“

Thank you for giving me the opportunity to join some very special events that I would never have experienced otherwise and meet other people that was very valuable and for helping me to get out of my home which has been a challenge on occasions

”

17

489

clients participated in activities

275

activities held

3,579

attendances

Activities

Age UK Westminster offers a diverse array of activities and services to support older people in the local community. As a charity with over 70 years of experience, we are deeply committed to helping older adults live independently, stay active, and remain engaged with their local surroundings.

During the 2022/2023 period, this included:

Exercise Classes: We provided a variety of exercise classes designed to help older people maintain their strength, balance, and flexibility, enabling them to stay active and healthy.

Social Clubs: Our social activities and events offered older adults the opportunity to make new friends and enjoy a range of enriching pursuits, such as arts and crafts, games, and outings to local attractions.

Coffee Mornings with Informative Talks: These allowed our clients to learn something new in the company of like-minded older adults, fostering a sense of community and intellectual stimulation.

Through this diverse array of activities and services, Age UK Westminster is dedicated to supporting the overall well-being of older people in our local community.

“

I have been attending the Age UK Westminster Fit4Life sessions with Sharon for a couple of years now. The classes are great fun while still being a very worthwhile workout. I have felt an improvement in my fitness and strength over this period thanks to the classes.

”

18

Activities case studies



Liz



Miles

Photos for illustrative purposes only, and not the actual case study.

Participant name: Liz, attended our art workshop*

Why did you join this class?

I studied Art and fashion design before and wanted to connect again. It was also an opportunity to meet new people and to create new friendships in a social and friendly setting.

Do you have a favourite part of the class?

I liked both workshops Jewellery and Visual Art enjoying working with different ideas, colours, textures and techniques.

How has this class impacted your overall wellbeing?

The art workshops gave me a sense of achievement. I had become quite isolated and attending the classes got me out of my home. I looked forward to the weekly classes and to catch up with the group and to have a regular routine.

Participant name: Miles, attended our Fit4Life class*

Why did you join this class?

I have been attending the Age UK Westminster Fit4Life sessions with Sharon for a couple of years now. The classes are great fun while still being a very worthwhile workout.

Do you have a favourite part of the class?

Parts of the classes are aimed at improving our balance and co-ordination which are very important as we get older. Sharon plays a great mix of upbeat music during the classes, which is great for motivating us and keeping our energy levels high.

How has this class impacted your overall wellbeing?

Last year I had to have an operation and I feel that the benefits of the classes helped me to recover more quickly. By coming to the classes regularly we get to make new friends.

*not their real names

191
clients

1019
client contacts

713
1:1 sessions

57
group sessions

Digital Inclusion

Age UK Westminster supports Westminster residents aged 50+ to build their confidence and knowledge using digital devices such as smartphones, tablets/iPads and laptops.

The services offers both group sessions and 1:1 support as some people learn through a combination of both.

Whether they want to connect online and access local services, do online shopping, learn how to use Zoom and join virtual activities, set up and use email addresses and WhatsApp accounts or connect to loved ones through video calls, Age UK Westminster's Digital Inclusion Service provided support.

Becoming digitally connected can reduce feelings of isolation, loneliness and can improve physical and emotional wellbeing.

Topics covered included:

Computer basics, Email & Skype, Using the internet, Internet security, Music & audio, Smartphones & tablets, Social networking and government services, shopping & banking

“

Very good, volunteers very helpful,
very keen to help, understanding
without judging.

”

Digital inclusion case study

Brenda* was referred to the Digital Inclusion Service after contacting our Information and Advice Service.

She had no experience of using a digital device or getting online. She joined our new group sessions at the Sky Up Digital Hub and was loaned a tablet and given free data to practice at home. She started out using the Learn My Way online learning platform to learn the basics, focusing on modules such as 'using your device', 'basic touchscreen controls' and 'common touchscreen features'.



Brenda

Photo for illustrative purposes only, and not the actual case study.

She was quick to learn and soon progressed to exploring more features of the tablet such as the camera and carrying out internet searches.

She downloaded a TV player app in order to be able to watch her favourite programmes and set up a supermarket loyalty card account. The support that the service provided to her enabled her to learn to use a digital device and to begin to explore what being online has to offer her.

She shared that she was very pleased to join our sessions and get the loan of a tablet and is excited to be online.

Other Feedback

“So very helpful, it’s a very good idea to have a project like this for the elderly users as it opens up new ways of contact and getting information fast”.

This participant has a smartphone and tablet and says she has received help straight away with whatever she has asked for. She says that she has learned a lot, such as how to get rid of nuisance emails and clear internet searches, amongst other things.

“Marvellous volunteers, brilliant, I value how Age UK Westminster maintains networking with their clients”.

This participant has learned how to send emails from her phone and now wants to get online fulltime and to refresh her already gained knowledge.

66

specialist MCST sessions

8

Heart of Westminster
Memory Cafes

579

attendances at group
sessions

84

clients accessing the
project

Dementia Support

Age UK Westminster offers a selection of activities for people living with dementia to help memory and cognitive function.

Participants take part in meaningful and stimulating activities through our Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

MCST activities include:

- Discussions
- Word games
- Quizzes
- Physical activities
- Creative and musical activities

The Heart of Westminster Memory Café in partnership with The Salvation Army's Regent Hall.

The Age UK Westminster Memory Café offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. It provides a mixture of talks, information and advice, entertainment and activities.

“

I never miss a Tuesday group session. Talking and sharing ideas with other people is the highlight of my week, I really look forward to it. Sometimes we talk about things that I would find difficult to talk to my family about, it's so good to talk with people who all share the same struggles.

”

Dementia support case study

David has attended the weekly Tuesday afternoon sessions for the last two years. The group is regular and small and everyone present is given every opportunity to contribute.

The group is a mixture of ages, languages, nationalities and backgrounds. The common feature is that all of the group are at different stages with varying types of dementia.



David

Photo for illustrative purposes only, and not the actual case study.

This requires the skill of the facilitator to include each member of the group, even those with limited English or an unwillingness to speak. The question "How are you" is put to each of them and she is very capable of assisting anyone who is hesitant or forgetful.

Before David joined the group he was becoming increasingly isolated as old friends seemed to be less and less in contact.

The weekly agenda always includes an interesting topic for which some informative documentation has been prepared and they all get copies. David often takes handouts home that he shares with his wife so they can carry on talking about what was discussed in the group. If, during discussions, someone suggests a related subject, it goes onto the future agenda.

The sessions are invaluable as participants benefit from social contact plus the determination to get to the class. They provide a welcome break and the sense of increased well being that comes from discussing a new topic.

Sometimes David is interested enough to find out more of the topic when he gets home. Recently, for example, he ended up buying a copy of the featured class book about woodland birds for his great grandson. He looks forward to sharing it with him.

*not their real names

23

clients who participated in
Lunch Club

14

sessions

98

attendances

Warm Hubs Lunch Club

Age UK Westminster's Warm Hubs Lunch Club provided a welcoming space for older residents in the Lancaster Gate ward to socialise, enjoy a nutritious meal, and access vital support services during the 2022-2023 winter months.

These events brought together individuals aged 55+ who were at risk of isolation and loneliness, whether living alone or lacking close friends and family nearby.

The lunch club served as a lifeline for older adults struggling with the cost-of-living crisis. Attendees were warmly welcomed into a comforting environment where they could enjoy a hot meal, receive useful information and referrals to additional Age UK Westminster services like befriending, dementia support, and advice on claiming benefits.

The lunch club fostered community by commemorating special occasions and holidays together. As an entry point, it connected participants to Age UK Westminster's full breadth of active ageing programs and raised awareness of ways to enhance their independence and wellbeing.

This critical service demonstrated Age UK Westminster's community-centred approach, simultaneously addressing urgent needs like food insecurity while proactively combating the serious impacts of loneliness. The Lunch Club supported the charity's mission of promoting fulfilling lives for the borough's older residents.

182

home visits

41

clients accessing the service

134

exercise sessions delivered

48

supported walking sessions

Exercise at Home

At Age UK Westminster we recognise the importance of keeping fit and active and how this can be difficult for some. Our Exercise at Home sessions aid mobility, increase strength and can reduce stress levels.

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

“

The volunteer came into our life as a guardian angel. My husband suffered a major stroke 8 1/2 years ago and was very reluctant to meet a new trainer. Fortunately, the minute he met her (the volunteer) with her radiant personality he agreed to exercise with her. He not only agreed but looks forward to seeing her and enjoys every minute of training. He feels much better after each session, and the only comment I can make is that I wish he could do it twice a week.

M, wife of client

”

Exercise at Home case study

One of the clients that joined the 1:1 supported walking programme described it as a 'saving grace'.

May* used to be very active in the past and lived in her own apartment in a community where she was very comfortable. A few years ago, she developed a number of health conditions. She has no immediate family close to support her and so she made the decision to move into supported living accommodation leaving her neighbours behind. This was just before the covid-19 pandemic.

Since the move and due to the pandemic lockdown restrictions, she developed a high fear of falling and anxiety. She does not know any of her neighbours and at the point of referral and assessment had not been outside her house (unless for medical appointments) for over six months.

The volunteer matched with May reported that for the first two sessions they walked up and down the corridor, as the client did not feel confident enough to go outside.

However, by the 4th session May was willing to walk around the building where she lives, which is such an amazing progression given the challenges she lives with.

They are now working (and walking) towards the goal to be confident enough to walk to the end of the street, which is full of restaurants and cafés and will provide May with the opportunity to engage and start to feel a part of the community she lives in.



May

Photo for illustrative purposes only, and not the actual case study.

Wellbeing & Connections

New! Post-hospital discharge support launched in July 2023

14

clients accessing

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

Once referred, our team arranges an initial home visit with the client to conduct an assessment identifying their immediate needs. We can provide short-term help with essential tasks like light shopping, picking up prescriptions, contacting GPs, and serving as a friendly point of contact during those first crucial weeks at home.

After a few visits, clients are then connected to ongoing Age UK Westminster services like Befriending, Exercise at Home, and Digital Inclusion as well as other relevant charities, council services, and community organisations. This holistic approach ensures a smooth transition home and long-term independence.

We accept self-referrals directly from older adults or referrals from family, friends, health workers, and medical professionals.

The service exemplifies Age UK Westminster's commitment to empowering our borough's older residents to age well. By easing the transition home, we help lay the groundwork for continued independent living.

171

contacts

“

Thanks so much for helping me get my reablement care package sorted out.

”

Wellbeing and Connections case study

Lara* was referred by a close friend who was concerned after her friend suffered a stroke. A phone call was made to introduce the service to her carer and a home visit was arranged. During the home visit, the client mentioned that she was very lonely due to the lack of mobility post-stroke. She was very keen to do some exercise and was tired of just sitting around and watching TV.

Lara was referred to our Exercise at Home team who are currently waiting for the GP sign-off to start sessions.

The carer mentioned that there were increasing bills and costs coming in and that they were worried about finances. We arranged for the Information & Advice service from Age UK Westminster to attend a home visit with us to assess her benefits. Though Lara was receiving everything she was entitled to, she was eligible for a one-off Sainsbury's voucher of £250 which came through two weeks after the joint visit.

While Lara has no digital device, she said she would be interested in learning some skills so she might attend virtual drop-in sessions. She has been referred to the Digital Inclusion service and is receiving lessons on how to use a tablet which she has borrowed from us. She now has her own email address to contact friends and family.



Lara

Photo for illustrative purposes only, and not the actual case study.

Initially, we offered a total of six home visits with Lara to help her feel less isolated and to give her back some independence.

However, on the supposed final visit, it was clear more support would be needed. We worked with Adult Social Care, her local GP and the district nurse to ensure any health and wellbeing concerns were addressed.

We asked for referrals to health-related services and these referrals were successfully put in place for the client.

*not her real name



Future Plans

As Age UK Westminster looks to the future, we are committed to building on our successes and continuing to provide vital support and services to older people in our community. Our plans for the coming year are focused on two key areas: strengthening our partnerships, and improving our impact.

Strengthening Partnerships

We will continue to strengthen our partnerships with local organisations and stakeholders, including:

Collaborating with healthcare providers: We will be working closely with health services to improve the overall health and wellbeing of older people in our community.

Partnering with local businesses: We will be engaging more with the local business community to raise funds, increase awareness, and explore new ways to support older people.

Collaborating with other organisations: We will continue to build connections and coordinate our efforts with other organisations serving the older adult population in Westminster.

Improving Our Impact

We are committed to improving our impact and ensuring that our services are making a real difference in the lives of older people.

We will be continuously improving and adapting our services through regularly reviewing and refining our services to better meet the evolving needs of our community.

We are excited about the future and remain committed to our mission of improving the lives of older people in Westminster. We look forward to working together with our partners and stakeholders to make a positive difference in the lives of older people in our community.

Funding

Age UK Westminster is funded through a variety of sources, including grants, donations, and income generated from our own fundraising activities.

Grants

One of the biggest sources of funding for Age UK Westminster comes from grants. We receive funding from both local and national grant givers, which helps to support our core programs and services. This grant funding is often provided on a yearly basis and is subject to certain conditions and requirements.

Donations

We also rely heavily on donations from individuals and organisations. These donations come from a variety of sources, including members of the public who want to support the charity's work, local businesses, and philanthropic organisations. Donations are typically used to support specific projects or initiatives, such as funding our dementia support program or digital inclusion services.

Fundraising Activities

In addition to grants and donations, we also generate income through our own fundraising activities. This can include events, online campaigns, and other initiatives. The funds raised through these activities are used to support the charity's ongoing work and to help expand our programs and services.

We are deeply grateful for the support of all our funders, whose generosity enables us to continue providing vital services and support to older adults in our community.

£6,337.50

in donations

£202,213

trusts and grants
funding

24

new funders secured

30

Fundraising stories

Walking 10k throughout May

Asha, a 50-year resident of Westminster, did her part to support the vital work of Age UK Westminster. Throughout the month of May, Asha embarked on a personal challenge to walk 10 kilometers each day. "It's a cause that is very close to my heart," Asha explained. "During the lockdowns, Age UK Westminster was there for me, providing food parcels and helping with my shopping. Now I want to give back and support them in any way I can."

Asha has long been an active participant in Age UK Westminster's community events, particularly enjoying the regular tea parties when I'm at home."

"No matter what, I know I can count on Age UK to be there for me," Asha reflects. "That's why I'm excited to take on this 10K walking challenge throughout May. It's my way of saying thank you, and of helping them continue supporting older adults like myself in Westminster."

Asha's dedication and community spirit are a true inspiration, and Age UK Westminster is grateful for supporters like her.

Thank you Asha



£380
raised

Funders

We couldn't be there for older people in Westminster without the much-needed support we receive from the following funders:

- Age UK
- Elise Pilkington Charitable Trust
- Sir Robert McAlpine Foundation
- Paddington Charities
- Queens Park Community Council
- Howard de Walden
- NHS NWL Winter Fund
- Westminster City Council
- Strand Parishes Trust
- City Bridge Trust
- The Swire Charitable Trust
- Groundworks
- Age UK / Emmanuel Hospital
- Lancaster Gate Ward Funding
- Westminster Almshouses
- Redevco
- The Charity of Sir Richard Whittington
- Vincent Square Ward Funding
- National Lottery - Awards for All
- WCC Community Priorities Funding
- The Nagle Family Foundation
- NHS Health Check EOI
- Garfield Weston
- Bayswater Ward Funding
- Portman Foundation
- Queens Park Ward Budget Funding
- French Huguenots Charitable Trust
- WG Edwards Charitable Foundation
- GLA Voter ID Awareness fund
- Central and NorthWest London NHS Foundation Trust
- Good Things Foundation
- London Marathon Charitable Trust

Organisations and corporates

These companies and organisations provided vital support to Age UK Westminster

- A2Dominion
- Abbey Centre
- Age UK Kensington & Chelsea
- Adult Social Care
- Bain & Company
- Baringa
- Beechcroft Care Home
- Beethoven Centre
- BlueBay Asset Management
- Carers Network
- Church Street Library
- Davey's Court
- Department for Transport
- GIC Singapore Real Estate
- Green Doctors
- Halycon Days
- Howard de Walden Estate
- Lords
- Marston Holdings
- Marylebone Church
- Marylebone Library
- Mayfair Library
- McKinsey & Company, London
- Neighbourly
- Newton Europe
- NG Bailey
- North Paddington Food Bank
- NSL
- Oaktree Capital
- Octavia
- One Westminster Social Prescribers
- Open Age
- Paddington Library
- Parkhouse Christmas Meals
- Penfold Place
- Pubmatic
- Queens Park Champions
- Quod
- Richardson Publishing Group
- Southbank International School
- St. Mungo Association
- The Crown Estate
- The Salvation Army (Regent Hall)
- Time and Talents
- Virgin Media O2
- Waitrose
- Wates
- Wearisma
- Westminster Citizen Advice Bureau
- Westminster Connects
- Westminster Foodbank
- Wetherby Senior School

Volunteer Awards Ceremony 2023



Activities Highlights





Visit our website

