

Annual Review & Impact Report 2022-2023



The voluntary sector has faced some significant challenges over the past year due to the impact of the cost-of-living increases – more so than other sectors due to the limited resources that most charities have.

We, at **Age UK Hertfordshire** are no exception and have had to continue to deliver services under increasing cost pressures, being reliant as ever on volunteer support. However, an additional challenge for the sector this year has been the shortage of people coming forward to volunteer, which has been attributed in part to the cost-of-living pressures that people are facing and needing to focus on paid employment, and the burn out factor following the surge of volunteering during the pandemic.

This has meant that resources have been reduced from both cost pressures and volunteers. As a result, we have had to find ways of achieving the same goals with less resources, and one of the keyways that we have found to do this is expanding our collaboration.

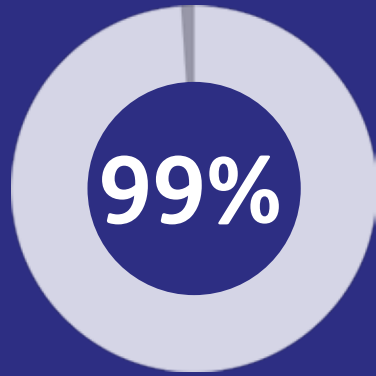
By working with other voluntary organisations, we can pool resources and support each other to achieve the same end goals. We have done this with many partner organisations over the years but this year we have worked very closely in particular with our brand partner **Age UK Dacorum**, who work in very similar ways to us. As we explore ways in which we can continue to work together in the year ahead, we have taken the opportunity to reflect on the combined impact that both charities have had over the last year, and so this report comprises the information of that combined impact.

Thank you for all the support...

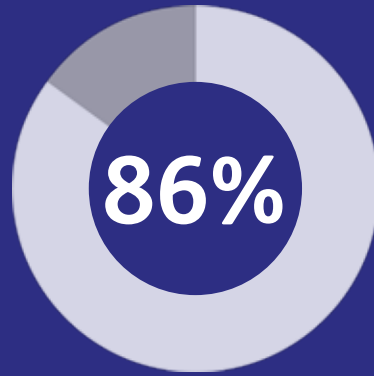
We couldn't do all this without the generous and on going support of local businesses, organisations and individuals. So to all of you we give our heart felt thanks and appreciation and look forward to working with you in the future.

- Anne Harte Exercise Groups
- Arnold Clark
- Bengo Golf Society
- Charities Trust
- Croxley Green Parish Council
- Mitsubishi
- Sanctuary Housing
- ShareGift
- Simon Gibson Charitable Trust
- United Reform Church
- Waitrose
- Watford Grammar School
- Watford Parish
- Watford Rotary
- Age UK National
- Berkofest Jubilee Concert
- Berkhamsted Chamber of Commerce
- Berkhamsted Rotary Club
- Berkhamsted School
- Berkhamsted Town Council
- Childwick Trust
- Dacorum Indian Society
- Dacorum Borough Council
- Paul de Hoest
- Herts County Council
- Indigo Tree
- Roger Jefcoate
- Swing Gate School
- Thomas Coram School
- Tring Charities

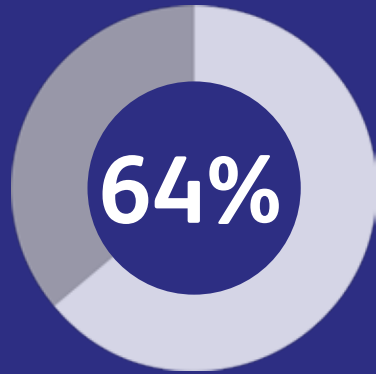
The Difference We Made 2022-2023



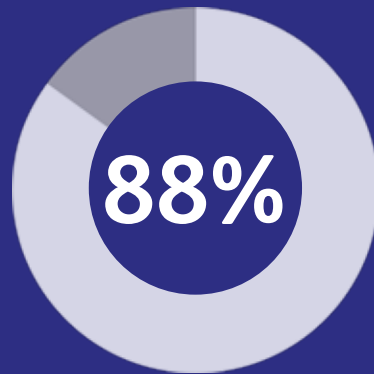
live locally



are over 65



are female



have a long term
disability

21,499
club attendances.

1055
carers supported.

18,143
people supported.

163
Digital Inclusion sessions.



The difference we are making to those using our services...

It took a series of tragic events for Mary to realise her world had fallen apart. Losing her husband, then her job and her home left her bereft and unable to cope. In desperation she searched for help and found it at the Age UK Dacorum. Regular calls and a listening ear began her journey to recovery. This included signing Mary up to a course to support her new career. When Mary felt able to cope, she told us, “The Bereavement Service has helped me through my darkest days. I can now try to get my life back to normality.”

Testimonials

Daniel became one of our clients after losing his wife. He wrote to our Bereavement Service Manager, Sue Beardshaw, expressing what the service meant to him. “I would like to take this opportunity to say how grateful and thankful I am for your heartfelt support at my time of grieving after my wife passed away. I was in a very bad place when, out of the blue, came the phone call from you offering me solace with your understanding of my plight and words of wisdom. Of all the bereavement services, yours is the only one which has continued to support me to try and get to a better place. Long may the service you offer continue to those suffering grief. Once again, I cannot thank you enough”.



In partnership with local charities we continue to support those with dementia, memory and cognitive impairment.



The Hertswise partnership completed its 6th year of service delivery this year, which was a significant milestone for the service. We continue to provide much needed support for people with dementia and memory impairment, and their carers via community groups and individual support sessions which aim to improve wellbeing through physical, social and cognitive activities.

Recognising the impact of COVID, particularly on carers, the Hertswise partnership started a pilot for the Carer Respite groups this year, which offered an extended group session with additional support to enable carers to have a much-needed break where they could focus on their own needs. This has proven to be very effective and popular, and we look forward to seeing it develop further in the year ahead.

There has been a significant amount of work in re-establishing the face-to-face support over the last 2 years following the lockdown restrictions and to help people to recondition both physically and mentally. All aspects of the Hertswise service including young onset and carer support have worked well to meet the changing needs of the community.



Partnerships & Hertwise

20,479

contacts made through one-to-one sessions and group activities.

7,889

Group attendances.

2,135

New referrals to service.

654

Home Support sessions.



“I’m glad I called. I didn’t know what I needed until I spoke with them.”



The need for support from older people continued to increase during 2022-23 as people were impacted by the cost-of-living crisis.

One of the key factors affecting older people on low incomes and living with long term health conditions was their inability to increase their incomes through paid employment and so were reliant on the additional payments provided by the government.

Our Information & Advice (I & A) team helped older people claim £8.1 million of their benefit entitlements this year and distributed £80,000 of food vouchers so that people had additional assistance with the costs of living. The food vouchers were made possible by Hertfordshire County Council via the Household Support Fund.

The number of enquiries coming to our I & A team also increased by 34% this year due to the concerns from older people on financial wellbeing.

Information & Advice

£8.1m

raised in unclaimed benefit entitlements for older people in Hertfordshire.

£80,000

Is the value of food vouchers distributed to people in need by the service

4,448

People supported.

598

People reached via Scam Awareness Talks



**“My Home Helper brightens my day,
she does a brilliant job.”**

Our Help in the Home Service has continued to be very popular with older people who need a trusted provider to help with daily living activities. The service supports people with domestic tasks such as cleaning, changing bed sheets, shopping and putting away, hoovering, dusting, cooking light meals etc. We also provide companionship visits for those who are feeling isolated or to enable a carer to have a break.

It enables people to remain independent by supporting them to maintain the standards that they expect in their own home. This regular support provides a safety net for the clients and their families, the team are able to help address concerns and where necessary signpost to additional support. The regular contact with their home helpers improves their mental health and is a comfort to know that support is just a phone call away.

Due to the Integrated Care System (ICS) for Hertfordshire now including West Essex, we are now looking to expand the service to support residents of West Essex in the coming year.

Help in the Home

58,846

hours of support provide.

1,292

people were supported.

311

new clients joined the
service.



The difference we are making to those using our services...

Mr and Mrs Smith started with us in March 2017, a social worker was involved and we helped with decluttering and a deep clean.

Their home helper continued to support them over the next few years as Mr Smith's health deteriorated. He went into permanent care in Feb 2020 which Mrs Smith found very difficult and was very lonely.

The home helper has been a great support to Mrs Smith taking her out shopping, cleaning and companionship visits. As Mrs Smith's health deteriorated her home helper helped to arrange for her to go in to sheltered housing as she had been alone in her house and was struggling to manage.

Her home helper also helped pack up all her items and moved her in to a lovely new flat which she is very happy in. Her home helper continues to visit weekly to help.

Testimonials

Mrs Brown and her husband were referred to us by the Community Navigation Service to advise on their benefits entitlement and our services.

They used almost all their savings and were worried about their future. We advised on their benefits entitlement and the application process of all relevant benefits.

Mrs Brown reached her state pension age last year, but she didn't make the application, she didn't know it wasn't awarded automatically by reaching the SP age.

She has now applied for her SP and received over £5000 lump sum and an additional regular income. She and her husband can't believe the huge change in their financial circumstances.

They are still waiting for the outcomes of few benefits applications. However, they already feel less stressed and more positive about their future.



“You have been so friendly and helpful. I’m very grateful.”



Our Visiting Scheme and Telephone Club continued to support people who are experiencing loneliness and isolation over the year.

Combined, Age UK Hertfordshire and Age UK Dacorum have provided over 50,000 hours of befriending support through their volunteers last year which is a significant amount of support.

This was only possible through the support of their volunteers, who we are very thankful to.

“It is a warm feeling knowing that you have improved someone’s day by doing something so little.”

Befriending

43,878

Volunteers hours provided during the year by our dedicated volunteers.

11,554

Befriending telephone calls made.

632

Volunteers supporting this service.



**“With help from the InTouch Team,
I was able to take back control of
my life.”**

Our InTouch Team provides a listening service and offers emotional support to people going through difficult times in their lives.

We find that with ageing, comes additional emotional challenges and so the service is much needed and continued to help some of the most vulnerable members of the community last year.

Many of the issues that the team help with are complex and can take time, and often centre around themes including bereavement, social isolation, depression and anxiety.

The impact of the cost-of-living has caused significant increases in anxiety, depression and concerns about the future and so the team have been busy supporting with the mental wellbeing of those individuals by listening, building confidence, and empowering people to access advice to explore potential options to help their situation.

InTouch Team

2,899
support calls made.

550
people were supported,
experiencing challenging life
events.



“Without your help I would not be where I am now. My life is able to start again”

Age UK Dacorum provides a much-needed Bereavement Listening Support Service to people experiencing the loss of a loved one.

This service started during COVID-19 in response to the increase in bereavement cases that resulted from the pandemic and has remained in high demand since. The significant number of support hours provided by this service last year demonstrates the need, as people need ongoing support to help manage their grief.

The service has helped many people reach positive outcomes through the support it has provided, and we look forward to developing this service in the year ahead to meet the changing needs of the community.

When Mary felt able to cope, she told us, ***“The Bereavement Service has helped me through my darkest days. I can now try to get my life back to normality.”***

Bereavement Listening Support

66

People supported through the service.

3,904

support calls.

814

support hours provided.



Age UK Dacorum offers support to people living in the Borough who give unpaid care to a relative, neighbour or friend, where one of them is over 50.

Age UK Dacorum provide a dedicated Carer Support Service which focusses on group and individual support for carers.

This involves emotional support to help carers in their role, as well as providing respite support via the groups and providing information on their rights and entitlements as well as connecting them with other support services available.

The service continues to support carers if their role changes, especially through bereavement, it is essential in helping to prevent loneliness, supporting them to find a life beyond caring for a loved-one.

Becoming isolated can be a factor for carers, especially as many put their own needs and health secondly, having someone to talk can enable them to open-up about their situations and get the necessary support.

Carer Support

93
people supported.

254
Number of contacts.

245
number of group
attendances.



Supporting and promoting the importance of a nutritious and varied diet.

The Nutrition & Dietetics Support (NDS) team continued to support the Hertfordshire Community Trust dietitians through focussing on the social contributors to malnutrition and supporting the patients to address them through signposting and referring, and supporting the individuals to access the support they need.

Social isolation can be a factor in the incidence of malnutrition among older people, so it is vital those at most risk are supported to prevent decline and to maintain wellbeing.

The NDS team work to tackle the social causes of malnutrition, by providing information on other services like Lunch Clubs to reduce loneliness and isolation, practical support with domestic tasks and shopping support and Befriending services all coming together to support the Dietitians and Support Workers.

Nutrition & Dietetics Service

547

support contacts made.

182

clients supported throughout Hertfordshire.

80

people reached through awareness raising talks



Working together to provide those recently discharged or with wellbeing issues to get the services they need.

The Hospital & Community Navigation Service (HCNS) partnership also completed its 6th year of service delivery and continued to provide Social Prescribing support to people in need.

The countywide team of Link Workers worked as an integrated team across hospitals, PCN's and communities to support those facing issues including, social isolation, debt and finance issues, mental health issues, housing, and homelessness as well as practical tasks such as emergency food parcels and shopping.

The demand for this service increased significantly due to the impact of the cost-of-living crisis with many people struggling with mental health, physical health and finances needing to be connected to support services.

The Better-at-home and waiting well services also provided vital support ensuring that those being discharged from hospital, and on waiting lists for treatment were contacted and supported where needed to get additional help with reducing the risk of health decline.



Hospital & Community Navigation Service

16,543

Cases were managed during 2022-23 by the HCNS team.

26,270

Separate issues were dealt with as a result of the cases managed.

Top 3 issues

- Social Isolation
- Paperwork Support
- Support in the Home



“I have always loved the Age UK club, I have made good friends and it has always been the highlight of my week.”

Our Active Ageing Clubs include our 10-3 clubs, Asian clubs, Brainwaves groups, Clitheroe Health and Wellbeing Centre, Chalmers Court Dementia Day Centre and Young at Heart clubs continued to provide a much needed opportunity for people to meet with others and take part in the range of support activities offered including Men in Sheds, arts and craft activities, entertainment, talks and information sessions, exercise classes, gardening, outings and much more.

The Men in Sheds group also built an amazing carriage to celebrate the Queen’s Jubilee and the 100th birthday of 2 of our lovely members.

“On my first day at Men in Sheds I met Alan - who I didn’t even know - and we got a little model plane out. He started to help me make it, and then I took it home to finish it.”

Active Ageing

13,365

attendances at our Lunch Clubs and Day Centres.

338

Men in Sheds attendances.

1,292

Exercise sessions.



Supporting those to live more independently for longer in their own homes.

We launched our Handyperson and Gardening service this year and joined the already established and very popular service provided by Age UK Dacorum. This service supports people with practical help needed to improve mental wellbeing and maintain independence for longer.

The Handyperson service also supports the acute hospitals in Hertfordshire by installing key safes which can then enable a timely discharge home for the patient.

The Gardening service has proven to be very popular as it helps older people maintain accessibility to a safe outdoor space.

In addition to this, the service was also able to support older people with improving energy efficiency measures in people's homes during the Winter by installing draught insulation and radiator reflector strips, as well as providing winter blankets, electric blanket and energy efficient lightbulbs etc.

Handy Person & Gardening Service

605
people supported.

990
keysafe installations to help
Hospital Discharge.

122
Winter Welfare Checks
carried out.



“It is a warm feeling knowing that you have improved someone’s day by doing something so little.”

Our Volunteers are at the heart of our organisation and continued to be fundamental to the running of our charity during 2022-23.

They have been of tremendous value to our clients and community supporting with Information and Advice, Befriending, Active Ageing and Social Prescribing. Our volunteers help support the charity with front line service delivery and provide a lifeline for so many.

There have been challenges in the last year with a general shortage of volunteers coming forward, and we have attempted to attract new Volunteers with activities such as the “Volunteer Week” campaign.

We rely on volunteers to help us deliver support across the county - we always need more volunteers and so please contact us to find out more information about volunteering: You can either visit our website at www.ageuk.org.uk/hertfordshire/getinvolved or call us on 07525 070472 or email us at volunteering@ageukherts.org.uk. Help us to help others - Share an hour and change a life.

Volunteering

740

volunteers provided support during 2022-23.

41,186

Volunteer hours.

£391,267

Social value of those Volunteer hours.



Working to use all possible means to engage with our community and those that need us most.

Both Age UK Hertfordshire and Age UK Dacorum have developed their social media presence throughout the last year to spread awareness of the support available.

Many people, members of the public and professionals will be recipients of the social media posts and visit the Charities websites and so we have had a combined focus on ensuring that the content is up to date and as informative as possible to maximise the reach of both organisations.

Refocusing efforts to give a more consistent and professional approach to grow the audience and increase message reach.

AUKD ran several successful fundraising and awareness events, including their Annual Christmas Carol Concert held at St Peter's Church, Berkhamsted, and their annual fundraising Slip into Slippers campaign and awareness day. The idea being to encourage all to wear slippers at work, at home, at school etc and make a donation. The day is chosen to coincide with United Nations International Day of Older Persons – celebrating the privilege of aging – on October 1st. Our day is, always, the first Friday of October and so for this year it will be Friday October 6th.

Social Media & Digital Marketing

82,703

Facebook reach

25,524

Instagram reach

156,124

Website hits

2,904

combined Facebook and Instagram followers.





www.ageuk.org.uk/hertfordshire

01707 323 272

Registered charity number 1116662