

# This Year So Far...

The 2019 Valentines Concert took place at St. Cuthbert's Church. Over 250 residents attended this event. There were performances by King's College Ukulele Society, Opera Holland Park, Age UK Kensington and Chelsea members and Avonmore Primary School.



This event was supported by Kensington and Chelsea Foundation, Age UK National and Santander UK plc.



Our first ever Carnival Party was a huge success! We had delicious food provided by the Venture Centre and music by Ebony Steel Band. We were delighted to welcome the Mayor of Kensington & Chelsea as our special guest.

RBCK funded the "Notting Hill Carnival Getaway" for older people living directly on the carnival route who wanted to avoid the large crowds and noise. Forty two locals left Ladbroke Grove for a three nights stay in Eastbourne. A fabulous time was had by all with beach trips, lunches as well as the hotel's evening entertainment.



Jess Millwood, CEO

## What's Next?

More and more people are living for longer and that's to be celebrated. It also means that in an increasingly challenging financial climate, we need to ensure that we are a strong and sustainable organisation, fit for the years to come and ready to deliver the services Older People tell us they need. We are taking steps to ensure that we are ready for what the future may bring: we are investing in our staff team and volunteers with a first class training and development program; we are ensuring that we are rigorous in how we spend money on core activities, looking to save wherever we can. We are diversifying our income streams, developing innovative new offers such as our upcoming pilot to deliver an evidence based long term supportive intervention for people living with Dementia, and exploring how exciting developments in technology can best support people as they age.

We are incredibly grateful to all our supporters, volunteers and for every donation we have received. We simply couldn't deliver the breadth of services without you all.

We believe that we are stronger together and we are prioritising and building on our partnerships – with Older People, our colleagues in Health and Social Care, local businesses and Arts organisations, Third Sector collaborations, schools, universities and community groups. It is only by working closely together as a community that we can ensure that Older People in RBKC can truly Love Later Life!



# Annual Review Highlights

## 2018/19

### We can't live without love

We can't live without love,  
I feel love in my heart,  
Love makes me feel warm,  
Happiness, happiness,  
happiness.

When someone is new, ask "How are you? Are you ok? Are you lonely? What's your name? Do you want to be my friend?"

And so put others before yourself; when somebody calls, before yourself; when somebody falls, before yourself; when somebody calls, before yourself. "I'm sad, no one to talk to. No, no one to talk to. Yes! Yes, I want to be your friend."

And so, put others before yourself; when somebody calls, before yourself; when somebody falls, before yourself; when somebody calls, before yourself.

Composed by Opera Holland Park, Age UK K&C members and Avonmore Primary School  
**And performed at the Valentine Party 2019**



The At Home service team of 23 carers provided an average of 280 hours a week of care to service users in the Borough. Basic Foot Care provided 3,700 free appointments.

Health & Social Care Assistants in total have provided support to 7,596 people over 65 years old in 37 GP surgeries across West London.

The Safe at Home project helped 80 people by removing trip hazards to reduce falls in their homes.

56 Regular volunteers escorted 154 people to get to 772 appointments, activities and events, 1380 hours across the year.

40 Volunteers have made regular visits to 50 older people bringing companionship to some of those most isolated in the Borough.

The Friends and Neighbours programme has been working in partnership with around 50 community organisations and over 15 corporate partners to connect isolated people with their community and support them to join activities.

36 Health talks were delivered to 15 different organisations in the Borough. 738 Exercise at Home and Walking support sessions were delivered.



### Health & Wellbeing

We received £14,700 from several trusts and foundations primarily towards activities and events; and £969 in individual donations.

Approximately 180 volunteers have spent 16,000 hours in making a difference to older people in the borough.



### Connecting Communities

459 Clients attended over 488 activities and events. These were supported by 34 regular volunteers and around 369 corporate volunteers.

We are part of an innovative pilot programme at Chelsea and Westminster Hospital where we have a Health and Social Care Assistant based. They have facilitated new referrals to My Care My Way and improved information sharing between the community and the hospital. He has worked with 247 patients so far since being appointed in 2018.

### Adding Value



2 staff members have taken part in the 'Go the extra mile' marathon and raised £4,681 towards helping combat loneliness and isolation.

Our volunteers provide key support in a range of activities such as practical support, companionship, shopping trips escorting, groups and much more!



The Dementia Advisor received a total of 60 referrals bringing her caseload to 212. They made 104 onward referrals, both within Age UK K&C and to external organisations.

13 volunteers supported by 3 staff members carried out 246 practical handy person tasks for 125 clients. Garden Guardians, funded by the Octavia Foundation supported 14 clients.

Volunteers provided 106 hours of decluttering. 104 shopping trips supported 35 clients through 1,800 hours of volunteering.

Information and Advice supported 591 people with 1,228 enquires. The team managed to bring around £550,000 to local residents in unclaimed benefits.

### Staying Independent



Our Carnival Getaway took 42 people who live on the Carnival route to Eastbourne whilst the Notting Hill Carnival took place, for a fun and relaxing weekend.

Through the One to One Dementia service 103 referrals were received, 1,558 sessions delivered and 12 trips made throughout the year. In total we were supported by 15 dementia befriending volunteers with a further 30 volunteers assisting across our Memory Cafés and Exercise for the Mind.