



ANNUAL REVIEW

April 22 - March 23

'It's a big help to me to know there is a caring organisation which I can turn to for help'

Message from the CEO

Another busy year for Age UK Richmond!

It was great to see so many older people engaging with community and social activities. This has been the first year since 2020 that the pandemic did not have a significant impact. However, it was also evident that for some older people it continued to affect their level of confidence.

We continued to provide a wide range of social and wellbeing groups & activities – both in person and online – across the borough. These included exercise classes, outings, walking football, lunches, coffee mornings, pub lunches, befriending, activities for the most isolated at home and learning opportunities among many others.

To help older people reintegrate back into the community, we launched our Travel Companions Service, helping older people feel safer and build confidence when making local journeys and getting out and about. We also continued to deliver our highly successful Connect to Tech project – building digital skills to help older people stay connected and access online services.

Partnership is crucial to us. Dementia Friendly Richmond continued to expand – creating new partnerships to continue our drive to make Richmond a more dementia inclusive place to live. We continued to work closely with the 19 local charities who are part of the Age UK Richmond led Community Independent Living Service (CILS) Partnership, supporting vulnerable adults of all ages.

We also expanded our Nightingale hospital discharge service, supporting more older people when they were discharged from hospital or became unwell – providing essential support to help them settle back in at home.

Our handyman, gardening and housekeeping teams continued to support people at home – and we developed a new partnership to fit free energy saving devices for some of the most vulnerable during a period of high energy prices.

Cost of living crisis

The year saw the continued impact of the cost of living crisis. Although perceived as a wealthy borough, the level of demand for financial advice & support from local older people was at the highest level we have seen.

Gavin Shand
Chief Executive



Introduction

Age UK Richmond upon Thames is a local independent charity. We want to help older people to feel fitter and healthier, to reduce social isolation and loneliness, to help build self-confidence and to remain living independently at home.

We rely on local funding and donations. We have to raise most of our funds locally in Richmond upon Thames every year.

The older population in Richmond upon Thames continues to grow each year. We aim to continue to work in partnership to respond to the changing needs of those who need our support.

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‘Knowing there is someone helpful and patient who can come to the house to help, helps me be less anxious. I am very grateful and feel less isolated and that there is help available should problems arise in these areas again.’

.....

‘Age UK Richmond have been very helpful in enabling me to get out to meet new people and be involved in new activities following the loss of my dear wife.’

Supporting older people through the cost of living crisis & keeping warm over the winter months

Our **Information & Advice** Service provides comprehensive help to all older people living in the borough, their carers and family members.

Over the past year our service has been a lifeline to many. Our local expertise enables us to give the advice and support older people need when they need it most.

Our **Welfare Benefits** team helps older people access extra income and to apply for local grants and other sources of support - we have seen high demand during a period of increased cost of living.

During the winter months, we also welcomed older people onto our temporary 'Warm Hubs' at our three Social & Wellbeing Centres.



'I have just received notification of the award of Attendance Allowance at the higher level. Thank you so much with your help in this. It will make a big difference for us and we would not have got it without your help. Very many thanks.'



4,478

Local older people accessing our services



1,073

Older people used our Welfare Benefits Service

Tackling loneliness, creating connections and improving fitness & health

We aim to target and reduce social isolation and improve wellbeing through providing older people with a range of **wellbeing & social** opportunities that bring people together, create new connections and build support networks.

Every day we have something on offer. On average we run **83 wellbeing and social sessions** in a typical week, including exercise classes, befriending, walking football, isolation activities, pub lunches, outings and more.

This year we also ran a **Travelling Companions** project - helping particularly vulnerable older people to build confidence when using transport and build connections.



'When we went to Hampton Court, a wheelchair was arranged for me. After my accident someone took me on public transport once a week to help me regain my confidence. Age UK Richmond is a lifeline for me, it has made a lot of difference.'

Number of attendances at Wellbeing & Social groups and sessions


36,565

Average number of sessions run each week across the borough

83 

Enhancing independence & wellbeing through digital skills

Our Connect to Tech service has also been a great success - We supported 440 older people get online and connected and delivered 862 sessions.

Older people can feel worried or anxious about being left behind when it comes to the world of technology.

We want older people to feel confident and to make the most of their smartphones, iPads and other technology; this allows them to remain connected with their community and strengthen their social networks of support.

Our one-to-one lessons and regular drop in sessions have been very successful; older people can talk to an expert about any technology subject like using the internet, e-mail and using apps for shopping, banking and communication like WhatsApp and Zoom.

We also show them how to keep safe online and how to deal with potential scams.



Case study

ANNE'S DETERMINATION TO CONNECT TO TECHNOLOGY

Anne is a 77-year-old widow living alone. She has hearing loss and uses hearing aids. She moved to a new flat a year ago, where she did not have a landline for quite some time. Anne found it very difficult to contact the telephone utility provider to discuss the issue. At this point she decided she needed a smartphone, which would help her outside the house as well.

Anne said, 'I needed something else to use in emergencies.' Anne decided to get a smartphone to replace an old mobile. She learned about the Age UK Richmond Connect to Tech Service when she came across one of our flyers. Anne's journey began by getting advice from an IT tutor about which phone to buy, needing something that was not too complicated which she could learn to use easily: a 'bread and butter type' as she called it. An Age UK Richmond tutor went to the phone shop with Anne to help her ask the right questions and act as an interpreter, as she found it difficult to hear the sales people and understand the jargon. Then they began slow and gentle lessons with her new smartphone. They repeated things if necessary to make sure Anne felt comfortable before moving to the next stage.

She practised at home what she had learned during the sessions and came back each time with new questions. 'My tutor showed me how to take photographs and taught me simple things for everyday use. I am incredibly happy with how things are moving. I feel I am extremely slow with learning new things, but my tutor is exceptionally good at motivating me.'

Anne was very pleased to have found the service, which has helped her with many wonderful things and more to come. Anne has a new e-mail address now, to make sure she can subscribe to e-newsletters. This will enable her to hear about new activities in her neighbourhood to develop more social connections.

She says 'I was being left behind. I want to have a vibrant, active life, not be left behind.'

Numbers & figures

40 members of staff

103 volunteers

**53,600 client contacts with
our services**

Total income £2,105,226

Grant funding £216,109

Contract income £1,458,666

Self generated income £268,328

Voluntary & other income £77,912

Legacy income £84,211

Total spending £1,999,014

Wellbeing Services £1,497,760

Home Services £189,095

Info & Advice £150,529

Nightingale £146,570

Governance £15,060

IF YOU WOULD LIKE A FULL SET OF OUR STATUTORY
AUDITED ACCOUNTS THEN PLEASE JUST ASK US.



Promoting independence with our help at home

We provide a range of trusted services to help older people live independently at home for longer. Whether it's help with **DIY**, **housekeeping**, **gardening** or a little extra support after a stay in hospital, we can help.

Our **Handyperson Service** focuses on small jobs that older people may struggle to get other tradesman to complete, delivered heavily subsidised or free of charge. 82% of users stated that using the handyperson service helped them feel safer, reduced the chance of a fall or helped them get around the home more easily.

To help older people with the rising cost of living, we also started a new partnership with **Thinking Works** to fit free energy saving devices.

Our **Nightingale Service** supports older people who are alone and have become unwell or who have been admitted to hospital and need support on their return home. Our main referrers were Kingston Hospital, West Middlesex University Hospital and the Richmond Response and Rehabilitation Team. 99% of the referrals made to us were completed within 24hrs.



 **2,406** Handyperson
visits provided

 **5,625** Hours of Housekeeping
support provided

 **489** Older people supported
by Nightingale Service

'Ms K is always very grateful for our service, she is almost blind. Ms K recently asked us to fit a more powerful light fitting, for her to be able to see better, when she is walking around the house and going into her garage.'

We have also fitted handrails to help support her. She said that she tried to get the handrails fitted from elsewhere, but the waiting time was so long, she was over the moon when she found out we were able to fit them for her.'

Case Study

Mrs C, a 79-year-old female referred by West Middlesex University Hospital to Nightingale

Mrs C was referred for a replacement keysafe, shopping and befriending after having heart surgery and a stroke. Mrs C had noticeable cognitive changes and needed reminders of previous conversations. She used a wheelchair, had impaired vision and memory issues and could not recall names. She found her new level of functioning upsetting and distressing.

We were asked to visit the home environment prior to discharge to take pictures to establish what changes needed to be made and to establish the level of cleaning and decluttering required.

We liaised with the nephew who lived in Kent and he confirmed he had viewed the property and done some clearing up. A pre-discharge visit was not required. A keysafe was installed quickly to ensure access for carers, and shopping was arranged and collected. The client was discharged from hospital with 4 times a day-care calls.

After discharge, we supported the client with weekly shopping for more than a month until shopping was included in a long-term package of care. We were able to step back in to support the care company when issues arose with the payment method. We continued visiting the client for another couple of weeks until Social Services were able to clarify the situation with the client's finances.

During our visits to the client, we discussed other services available to her in the borough. She was referred to Age UK Richmond Welfare Benefits team and also to CILS / Wellbeing services. She was also connected to Age UK Richmond's Connect to Tech service and is using the tablet loan scheme, learning to shop online and other useful skills to help her continue to live independently.

'Fantastic service for people who do not need a long-term package of care, however do need support to return home safely. I have found Nightingale service to be flexible to the needs of our residents, in the support it offers.'

Nightingale Referrer



Working in partnership to support adults of all ages

We continued our leadership of the **Community Independent Living Service (CILS)** Partnership over the year, working with other local charities to support vulnerable local adults of all ages to live independently, improve wellbeing and stay connected with their local community.

Our 20 strong organisation partnership continued to make a real difference locally, supporting around 3,500 vulnerable adults every three months.

85% CILS user feedback stated they were very satisfied with the support received

87% CILS user feedback stated that the support received helped them meet new people

'I very much enjoy the fortnightly shopping bus. It has enabled me to get my own shopping, to meet new friends and to remain as independent as possible, especially as I am four floors up without a lift.'

CILS | Community Independent Living Service

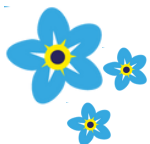


A more inclusive borough for people living with dementia



We run **Dementia Friendly Richmond**, striving to make the borough a more dementia inclusive place to live. Creating dementia friendly communities enables people to live as independently as possible, reduces stigma and social isolation.

Individuals, local businesses and organisations can make a difference for people with dementia and their carers by making a commitment to become more dementia friendly. New members include the Landmark Arts Centre, Hampton Court Palace, Richmond Theatre, three branches of Harris + Hoole, Teddington Parish, Hampton Medical Centre and Bartlett & Partners Estate Agents.



90

The number of member organisations of Dementia Friendly Richmond

‘Joining the Dementia Friendly Richmond programme has meant we made Dementia Friends of our staff and volunteers through a 45-minute session which was followed by an hour on Interacting Well with People with Dementia. Both sessions helped increase confidence in working with our clients who so enjoy the activities Strawberry Hill House provides for them.’

Volunteering - get involved

Volunteering is a great way of meeting new people, learning new skills and supporting the work we do in the community.

We rely on volunteers to help us offer vital services in the local community.

Our volunteers feel valued and appreciated, knowing their support makes a significant impact to the lives of local older people.

103

Volunteers supporting our services



Thank you to our Funders & Donors

There are many ways we have been supported, by individuals and organisations. This support enables us to reach out to more older people and deliver much needed services.



'I feel very satisfied when I see the clients are delighted with anything I do as a volunteer to support them.'



Support Age UK Richmond

It is through your help that we have been able to continue our work with older people in the Borough for nearly 60 years. We rely on your support and are grateful for any donation you can make to our charity.

Donate by cheque

You can donate to us by sending us a cheque to: Age UK Richmond, The White House Community Centre, 45 The Avenue, Hampton, TW12 3RN.

Donate online

Giving online is quick and easy. You can make a one-off donation or a regular monthly donation to support our work through our website www.ageukrichmond.org.uk and click on 'Donate'.

Leave a gift in your Will

Leaving a gift in your Will to Age UK Richmond Upon Thames enables us to provide vital services for older people. Every gift in every Will, no matter how large or small, makes a difference.

TALK TO US

Age UK Richmond upon Thames
The White House Community Centre,
45 The Avenue, Hampton, TW12 3RN

020 8878 3625

info@ageukrichmond.org.uk

Join our
community online
[@AgeUKRichmond](https://www.instagram.com/AgeUKRichmond)



ageukrichmond.org.uk