



ANNUAL REVIEW

April 24 - March 25



"I can honestly say that you are all fantastic! The advice and support both my ninety year old mother has had this year, and the care you have offered to me, has been wonderful. You deserve every bit of recognition too - for the travelling to visit, the professional knowledge and the great people you are. You do a fantastic job every day."

Thank you

It's a pleasure to introduce our annual review and share with you a snapshot of our work. Age UK Richmond is a local independent charity - we support older people, unpaid carers and family members throughout Richmond upon Thames.

The past year has been another busy and successful year, with our services directly supporting more than 4,000 people in the borough, and bringing support and reassurance to an even wider number of carers and families. We have been able to maintain and strengthen the wide range of services that we provide, enabling older people in Richmond to live fulfilling, healthy and independent later lives.

The breadth of our services — many delivered in close partnership with others — is remarkable. From social and wellbeing activities in our centres to welfare benefits advice for those facing financial hardship; from our Nightingale service supporting hospital discharge to practical help at home through our handyperson, housekeeping and gardening services; from fostering digital skills and connection through 'Connect to Tech' to providing mental health peer support, we are especially proud to lead the Dementia Friendly Richmond initiative.

2025 marks our 60th anniversary — a fantastic milestone for the charity. Our 2025–28 strategy, commits us to expanding the reach of our services, making the most of our resources, and ensuring we respond to the borough's changing demographics and needs. With strong foundations in place, we are determined that older people across Richmond will continue to find active, welcoming, and relevant support with us.

Partnership is at the heart of Age UK Richmond. We are fortunate to work alongside a vibrant network of local organisations, including 19 charities delivering services with us through the Community Independent Living Service (CILS) Partnership and over 100 members of Dementia Friendly Richmond. We believe people are best supported when we work collaboratively, and we are proud to have led the CILS Partnership for the past five years — a role we are delighted to continue for the next five. We remain committed to strengthening the connections and referral routes that form the bedrock of effective community support.

We are deeply grateful to our funders, whose support makes our work possible. Our thanks go to the London Borough of Richmond upon Thames, the NHS, Hampton Fund, Richmond Foundation, Barnes Fund, Age UK National, Emanuel Hospital Foundation, and Gibson Charitable Trust. We also thank everyone who donates directly, including those who have left a gift in their will — support that makes a lasting and increasingly vital difference.

Finally, my heartfelt thanks go to our dedicated staff and volunteers, whose commitment makes our work possible, and to Kate James for her work as a Chair over the last three years, during which she made a lasting contribution to the lives of older people in Richmond.



Jonathan Mogford
Chair of the Board



ABOUT US

Age UK Richmond upon Thames is an independent local charity serving the London Borough of Richmond upon Thames. We are a local partner of, but completely independent from, the national charity Age UK. We must raise all our funds to support our vital services ourselves, relying on local funders and individuals.

DEVELOPING OUR NEW STRATEGIC PLAN

We have developed a new Strategic Plan for the period April 2025 to March 2028, which includes refreshed values, mission and vision statements and updated strategic objectives.

OUR VALUES

Caring	We are compassionate and kind in how we work, putting the needs of older people first.
Professional	We are knowledgeable and experienced, aiming to provide the very best service.
Inclusive	We look to ensure our services are accessible and welcoming to all.
Responsive	We listen and adapt our services to the needs of older people, reducing barriers to access.
Innovative	We are creative, always looking for new ways of doing things and not being afraid to try.
Collaborative	We always look for ways to work in partnership with others, and involve older people in our development.

OUR VISION

is for all older people in the London Borough of Richmond upon Thames to live their best later life.

OUR MISSION

is to support, empower and connect older people in the London Borough of Richmond upon Thames, to enable them to live fulfilling, healthy and independent later lives.



“Age UK Richmond is a huge asset for older people in the borough. It is such a help at this stage of our lives.”

OUR STRATEGIC OBJECTIVES

We are now looking forward. Over the last year we have been engaging with staff, volunteers, older people, partners and trustees to ensure we continue to develop and evolve to meet the changing and growing needs of the older people in the borough.

Objective 1:

Ensure older people live well for longer by delivering responsive and flexible services with a particular emphasis on tackling hardship, focusing on prevention, expanding reach and thinking about the older people of the future.

Objective 2:

Deliver more coordinated services for older people and raise awareness by focusing on working together, partnerships, collaboration and engagement in all aspects of our work.

Objective 3:

Improve the services and support available for those with dementia, and those who care for them.

Objective 4:

Achieve organisational excellence and sustainability by looking to the future, focusing on service quality & efficiency, maximising & diversifying income and developing our staff & volunteers.





OUR IMPACT

It has been a successful year for the charity, with 4,135 local older people in the London Borough of Richmond upon Thames benefiting from at least one of our services, and over 63,000 individual client contacts made.

We have continued to develop our services and partnerships while delivering high-quality, responsive support to those we serve.

OUR IMPACT IN NUMBERS

63,000

individual client interactions with us.



We engaged with

4,135

older people and unpaid carers in Richmond upon Thames, providing a wide range of highly valued support.

We had

45,000

attendances at our busy social & wellbeing groups & activities.

Our Information & Advice Service helped

1,964

older people, including with vital financial advice.

117

organisations have joined our Dementia Friendly Richmond network.



We supported

1,023

older people to remain independent at home with handyperson, gardening and housekeeping.

Making all the difference to Margaret

Margaret is a 77-year-old client who lives alone and manages a long-term illness alongside physical disabilities. Recently, she decided to replace her ageing computer with a new desktop to stay connected and manage essential tasks from home. However, the process proved challenging. She initially reached out to several people for assistance with setting up the new computer and transferring her files. “Everyone made excuses or simply didn’t know how to help,” she explained. Feeling increasingly frustrated, Margaret contacted a local computer shop. They were unwilling to provide a home visit which was what she needed as she is housebound. Even if they had agreed, the service would have been expensive, especially given the time required to migrate data from her old device.

At this point, Margaret contacted Age UK Richmond, and it was arranged for Sean - one of our IT volunteers - to visit her at home. Over the course of two visits, Sean successfully transferred all her data and set up her new desktop computer. Margaret said “Without Sean I would have had no computer. I wouldn’t have been able to order food online, attend Zoom meetings or interact socially, access prescriptions, medical appointments, or my health records. Banking online wouldn’t be possible either, as I don’t trust mobile equipment.”

With the help of our Connect to Tech Service, Margaret is now able to manage essential aspects of her daily life online—something especially vital given her limited mobility. “I can only give you the highest praise for all his involvement. Thank you, Age UK Richmond for sending me Sean.”

Margaret's experience powerfully illustrates the digital barriers faced by many older people living alone with health conditions. It also reinforces the critical importance of accessible, compassionate, and free digital support service like our Connect to Tech Service.



Information & Advice

We saw significantly high demand for our much-needed Information & Advice service. This free and confidential service provides information and advice on a range of topics over the phone, at home and in community locations across the borough.

The area of highest demand was for essential welfare benefits & financial advice, during a period of continued high cost of living that has heavily impacted older people on lower incomes in particular.

1,964 older people accessed this support during the year.

Community Independent Living Service (CILS) Partnership & our Wellbeing Services

The CILS partnership delivered support to over 3,000 older people during the period – some services delivered directly by us, and some by our 19 local charity partners.

Services included day, social & wellbeing opportunities for older people and unpaid carers, accessible car transport, dementia support, specialist support for those with neurological conditions, peer support groups for those with mental health conditions, groups for adults with learning disabilities and support for minority groups.

Our own social & wellbeing centres, groups and activities continued to be well utilised during the year with 1,476 older people and over 45,000 attendances. High demand was particularly observed for social events, outings and exercise classes. As well as at our three centres, we delivered services at several other community venues throughout the borough.

Such support plays a key role in tackling social isolation, building connections and improving wellbeing among local older people as well as reducing the need for other health & social care services.

86% of those providing feedback said our support helped them remain independent or improve health and mobility.



OUR PARTNERSHIPS & LOCAL LEADERSHIP

We led the Community Independent Living Service (CILS) Partnership and Dementia Friendly Richmond, working with local partners to support vulnerable adults. We also delivered welfare benefits advice and Mental Health Peer support in collaboration with others, while remaining active in strategic groups and local community events.

Connect to Tech

Our free of charge Connect to Tech digital inclusion program provided 755 much needed sessions of support – one to one and in groups, in community locations and in homes. We particularly focused on those living alone and without access to technology.

The service included providing free tablets with built in internet connectivity with volunteer tutor support. We know that improved digital skills make a huge difference by enhancing wellbeing and supporting independent living.

87% of those providing feedback said that their digital skills had improved through using the service.

Dementia Friendly Richmond

Our Dementia Friendly Richmond network plays a key role in making Richmond upon Thames a more dementia inclusive borough, working in partnership with organisations, businesses and individuals.

An incredible 117 local organisations have joined the network, and have taken actions that are making a real difference to people with dementia and their carers.

Mental Health Peer Support

Mental health can often go unseen among older people in particular. We have continued to work with the NHS and local voluntary sector partners to deliver impactful free peer support, which forms part of the recovery journey for older people with a severe or enduring mental health condition.

Feedback shows that peer support made a real difference to the mental health, confidence and wellbeing of those using the service.

104 older people received peer support during the year.



OUR FUNDING SOURCES

We receive funding from our local council, NHS, local grant funders and individual donors. During the year we received financial support from the London Borough of Richmond upon Thames, Hampton Fund, Richmond Foundation, Age UK National, the Barnes Fund, Emanuel Hospital Foundation, Gibson Charitable Trust, the NHS as well as generous individuals. We thank them all for supporting our work.

Staff, Volunteers & Trustees

Our 9 trustees have played a vital role in guiding and supporting the charity throughout the year. They have provided strong governance, ensured compliance, and offered valuable expertise to help shape our strategy and future direction. Their commitment of time, skills, and insight has been central to strengthening our work and ensuring we remain focused on delivering the greatest possible impact for older people in the borough.

Our 40 members of staff and 115 volunteers have been critical in the delivery of our services. Volunteers provided support throughout the organisation including with digital skills tutoring, fitting key safes, answering phone calls, as befrienders and in administrative roles among many others.

We held volunteer thank you events, issued long service certificates and provided thank you vouchers to volunteers as part of our continued efforts to show how valued and important they are to our success.

We thank all our fantastic trustees, staff and volunteers.

Income & Spending

Total income	£2,435,941	Total spending	£2,351,148
Grant income	£202,882	Wellbeing Services	£862,428
Contract income	£1,700,984	CILS	£869,484
Self generated income	£385,802	Home Services	£226,235
Donations & Memberships	£55,273	Info & Advice	£181,218
Legacy income	£32,825	Nightingale	£196,534
Other income	£58,175	Governance	£15,249

Making all the difference to Joanne

Joanne was referred to our Nightingale Service by the Occupational Therapy team at Kingston Hospital. Prior to this, adult social care had raised a safeguarding concern regarding the client's living environment.

Nightingale was requested to collect keys from the client at the hospital and take photographs of her property to assess its condition. Nightingale staff met with the client on the ward, where she also requested that several personal items be brought to her to support her hospital stay. The client disclosed that her home was in very poor condition. Upon visiting the property, staff discovered it was severely cluttered, unclean, and had no electricity. The living room was inaccessible due to the volume of items, which also made it challenging to locate the possessions the client had requested.

Given the extent of the issues, it was clear that the property was beyond what Nightingale alone could address. In response, the social work team at the Rapid Response and Rehabilitation Team (RRRT) arranged a professional deep clean. To facilitate this, Nightingale staff revisited the property and topped up the electricity meter, ensuring there was adequate lighting for the cleaning team to work safely.

Following the deep clean, a package of care was arranged to support the client on discharge. However, the client regained her independence within a short period and no longer required ongoing support.

This case illustrates how Nightingale works collaboratively with health and social care partners to overcome barriers delaying hospital discharges, while also helping to create safer home environments for clients.



Home Services

Our highly trusted and much valued range of practical services are designed for supporting older people at home to enhance independent living, improve safety and promote wellbeing. Our dedicated team provided handyperson, gardening and housekeeping throughout the borough - giving peace of mind in an area where older people are often targeted by scams.

Our housekeeping service provides a highly valuable service to help older people live independently at home and is often used alongside packages of care.

Our handyperson service focuses on smaller jobs that directly support independent living and make homes safer.

1,023 older people and unpaid carers benefited from the service during the year. 86% of those providing feedback said the service helped them live independently.

Nightingale Service

Our extremely busy free of charge Nightingale home from hospital service continued to provide much needed support to older people when they were discharged from hospital or became unwell in the community. The service helps the NHS by speeding up discharges and keeping patients supported at home to avoid early readmission, as well as improving the wellbeing of particularly vulnerable older people after time in hospital.

Our team provide a range of support including fitting key safes, providing advice, collecting prescriptions, shopping, moving furniture and arranging equipment deliveries.

603 older people received support from our Nightingale Service.



"I hope you will understand how much we respect all that you did to help my wife in what was a desperate time of her life and she wishes especially to thank you for all that you accomplished."

A special thanks to our supporters, donors and funders

London Borough of Richmond upon Thames

Hampton Fund

Richmond Foundation

The Barnes Fund

NHS

Gibson Charitable Trust

Emanuel Hospital Foundation

Age UK National

**Those who left us a long lasting gift in their will
or donated to us**





We'd love your support

Age UK Richmond operates as a local independent charity. While we collaborate with the national charity Age UK, we maintain our complete independence. Our vital services within the community are funded through the generous support of local donors and individuals who help us raise essential funds.

Please donate to us using these details:

Age UK Richmond upon Thames
The White House Community Centre,
45 The Avenue, Hampton, TW12 3RN.
Charity No. 1084211

ageukrichmond.org.uk



Donate to Age UK Richmond

Follow us on social media
@AgeUKRichmond

Our older people have been photographed by Julian Ward.
Age UK Richmond is a registered charity number 1084211.

020 8878 3625
info@ageukrichmond.org.uk