

# ANNUAL REVIEW 2017 - 2018



## LOVE LATER LIFE

Our Mission is to provide support to help local older people to live healthier, happier and more independent lives

[www.ageukrichmond.org.uk](http://www.ageukrichmond.org.uk)



# Introduction

Age UK Richmond upon Thames is a local independent charity providing services and support for older people across the Borough of Richmond. We are a brand partner of Age UK, but we rely on local funding and your support.

We want to help older people feel fitter and healthier, to avoid social isolation and feelings of loneliness, to help build self-confidence and to remain living independently at home. We do this through a variety of ways:



**Group activities that provide opportunities to improve fitness, develop new skills and build confidence whilst providing emotional support and friendship with peers**



**Practical and emotional one to one support that provides companionship and improves the ability to stay living at home**



**Campaigning and promoting issues affecting local older people, providing volunteering opportunities to improve self-confidence and build stronger communities**

The Borough of Richmond has the highest proportion of people aged over 75 and living alone in London - 51% for Richmond versus 35% for London overall. In this Borough the number of over 65 year olds is set to increase by 60% over the next 20 years. Every year, demand for services grows as the number of older people and need for our support increases.

**“ I was physically less able due to an injury and felt isolated. Age UK Richmond helped me with both worries.”**

# Helping People Cope With The Challenges Of Later Life

We provide comprehensive information, advice and support services that cover the whole Borough and are accessible to all older people, carers and family members. Our local expertise enables us to help many find the support they need, when they need it most.



**INFORMATION &  
ADVICE SERVICES  
SUPPORTED**

**2,537**

**LOCAL OLDER PEOPLE**

**33,477**



**attendances across 3661  
health and wellbeing  
activities**

## Case Study: Cross referral into local services

Mrs A was referred to the Welfare Benefits Service by a housing association scheme manager. Our advisor helped Mrs A with a housing benefits claim - which was successful. While completing the home visit, the advisor noticed that Mrs A's new home needed a few small jobs completed to make it more comfortable and safe. She was therefore able to refer Mrs A into the Age UK Richmond Handyperson Service - who sent a handyman to complete the work. Our advisor was also able to apply for a charitable grant on behalf of Mrs A to help pay for these repairs that helped improve her independence and safety in her home. Mrs A was also given information on other Age UK Richmond services and she started attending a health walk at the weekends.

# Reducing Social Isolation

We aim to reduce social isolation and feelings of loneliness through engaging people in regular activities. We encourage people to get out of the home, be more active and to try new things. This helps build stronger support networks and improves wellbeing.



COMMUNITY  
SERVICES  
REACHED



780

PEOPLE OF WHICH  
300 WERE MEN

400



Attendances at outings

REDUCED SOCIAL  
ISOLATION



91% of community services  
participants met  
new people

social and  
wellbeing  
centres

25,000

attendances at  
activity sessions

“Living alone it is  
important to find  
activities that help to  
lend structure to  
your daily life  
pattern.”

5,422

ATTENDANCES AT  
COMMUNITY  
SERVICES  
ACTIVITIES



# Feeling Fit and Healthy

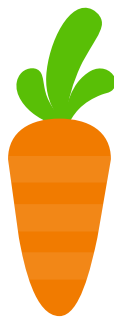
We provide many opportunities for people to improve their health and wellbeing. We help people stay active physically and mentally through taking part in sports and learning new skills.



**ACTIVITIES TO  
BROADEN THE  
MIND/LEARN**

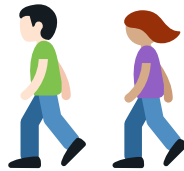
**100%**

**OF PARTICIPANTS  
SAID THEY  
LEARNED A NEW  
SKILL**



**Our Allotment enabled people to enjoy being outdoors, get some exercise and plan their crop together**

**89%**



**of those who took part in a community services sports activity felt more fit and active**



**“Fit For Men Circuit Training has been challenging and it has made me realise how important fitness is for wellbeing later in life.”**

**MAN WITH A PAN COOKERY**



**78%**

**OF ATTENDEES  
HAVE IMPROVED  
MENTAL  
WELLBEING**

# Living Independently

We provide a range of 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 short stay in hospital, we can help.

## NEED A HAND?



# 8,226

HANDYPERSON VISITS

## HOME SERVICES HELPED

# 1,576

## PEOPLE TO REMAIN INDEPENDENT AT HOME



of service users felt handy person had enabled them to feel safer, avoid falls or get around their home easier

"An absolute Lifeline"  
Mr R

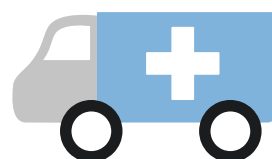
## HOUSEKEEPING SERVICE



# 95%

AGREED THE SERVICE HELPS THEM CONTINUE LIVING INDEPENDENTLY

## nightingale service



# 333

people supported home from hospital

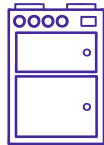
# Improved Finances

If someone is struggling financially, we provide one to one support to find ways to improve their situation. We help claim a range of welfare benefits, apply for charitable grants towards fuel and other essential household items and can help people find the best utility deals for their needs.



**£1,000,000**

CLAIMED IN BENEFITS AND GRANTS FOR OLDER PEOPLE



**450** SUCCESSFUL BENEFIT AND GRANT APPLICATIONS ✓

"I am now in receipt of pension credit and attendance allowance...this has allowed me to move away from my hand to mouth existence."

## Case Study: Helping Mrs G claim benefits and grants

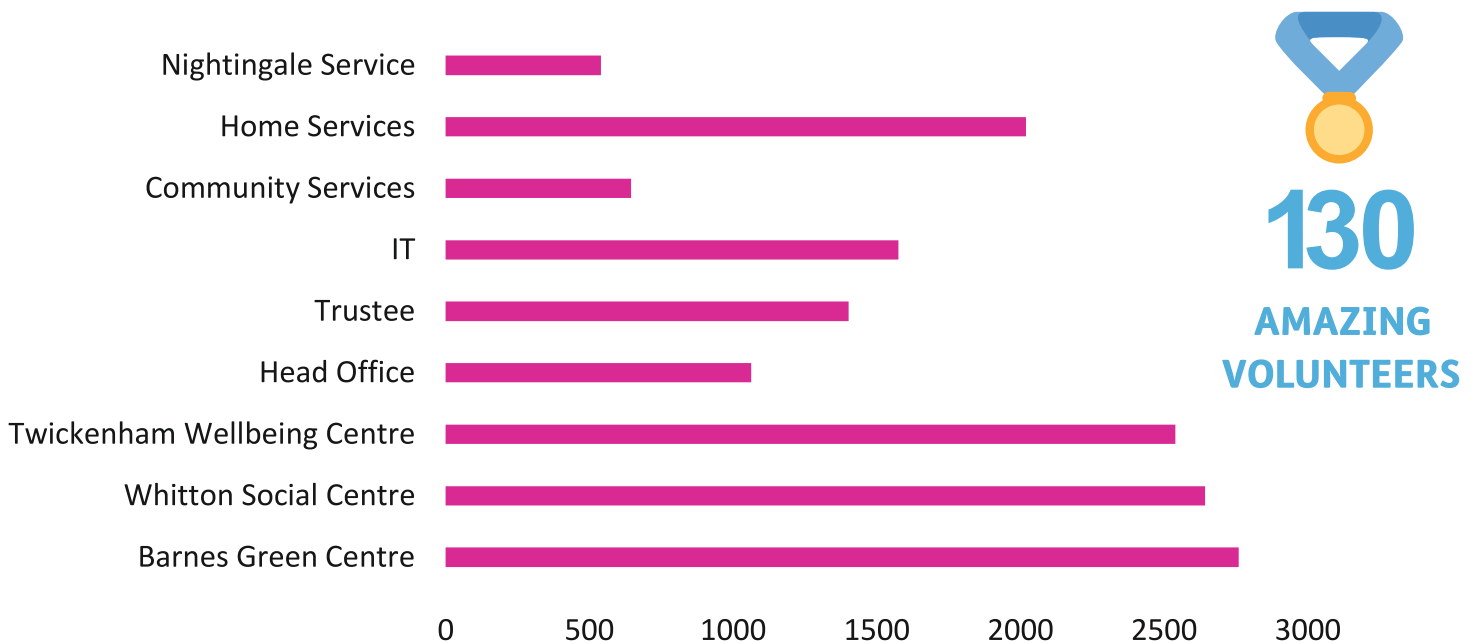
Age UK Richmond's Nightingale Service referred Mrs G to the Welfare Benefits Service after supporting her at home following her discharge from hospital. Our advisor ensured that Mrs G was receiving all the benefits that she was entitled to - which she was as she had used the service previously. The advisor noticed that Mrs G's cooker was no longer working. The same day, the advisor applied for a charitable grant, liaised with the landlord on arranging a replacement and organised the disposal of the existing cooker free of charge by the council as Mrs G was accessing relevant benefits.

# Get Involved

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.



## VOLUNTEER SUPPORT BY SERVICE IN HOURS



**VOLUNTEERS  
AVERAGE  
316  
HOURS  
OF SUPPORT  
WEEKLY**

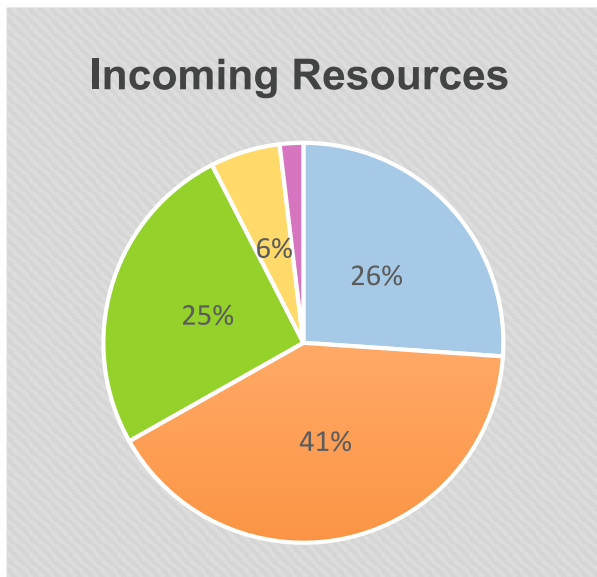
"Thanks to our volunteers who give this marvellous gift of PMA – Positive Mental Attitude. They have enhanced our lives in leaps and bounds, by their selfless generosity – without counting the cost... our fantastic volunteers are angelic and delightful, whom I have personally named my Angel Delights." Alex Griffin, Age UK Richmond service user

**THANK YOU!**  
#youDOmakeadifference

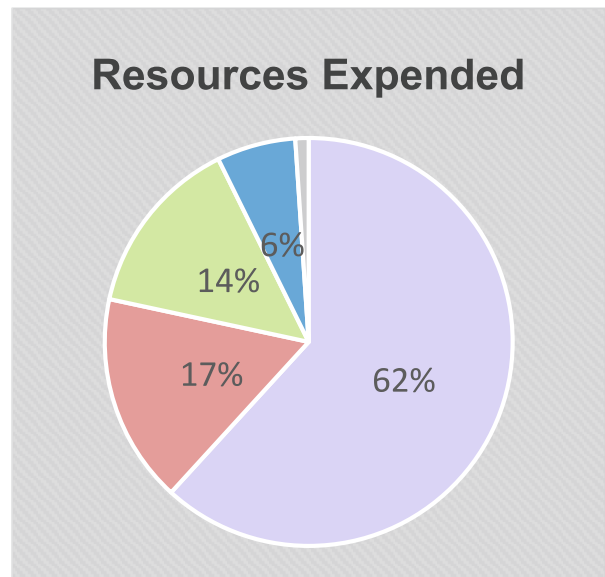


# Finances

While our total income has fallen 5% during the year, our self-generated/voluntary income has grown by 13% to help counter a 12% drop in grant and contract funding. Legacy income is becoming increasingly important in allowing us to maintain the high level of services we offer our older people.



Total Income £1,287,941



Total Spending £1,289,455

Grant Funding	£335,946
Contract Income	£524,651
Self Generated Income	£330,043
Voluntary & Other Income	£72,816
Legacy Income	£24,485

Community Services	£796,744
Help at Home Services	£213,857
Information & Advice	£184,614
Nightingale Care Services	£80,643
Governance	£13,597

*If you would like a full set of our statutory audited accounts then please just ask us.*

## THANK YOU TO OUR FUNDERS

Age UK National  
 Richmond Parish Lands Charity  
 Hampton Fuel Allotment Charity  
 Barnes Workhouse Fund  
 The Big Lottery Fund – Awards for All  
 Gibson Charitable Trust  
 Richmond CCG  
 City Bridge Trust

LBRuT  
 L&Q (London & Quadrant  
 Housing Trust)  
 Perry Hay & Co, Solicitors  
 Co-operative  
 Santander  
 St Mary's Church, Twickenham  
 Sainsbury's

# Support us

It is through your help that we have been able to continue our work with older people in the Borough for over 50 years. We rely on your support and are grateful for any donation you can make to our charity.



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](http://www.ageukrichmond.org.uk)

Leaving a gift in your Will to Age UK Richmond enables us to provide vital services for older people. Every gift in every Will makes a difference.



Age UK Richmond  
Registered Charity No. 1084211

WE NEED TO RAISE AROUND  
**£1.3 MILLION**  
EVERY YEAR TO DELIVER  
OUR SERVICES

**PLEASE SUPPORT US**

Remember to

*giftaid it*

Making donations go further

# Contact Us

## Information and Advice

### First Contact Helpline

020 8878 3073

[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

### Welfare Benefits Advice

020 8878 3546

[welfarebenefits@ageukrichmond.org.uk](mailto:welfarebenefits@ageukrichmond.org.uk)

## Home Services

### Handyperson/Gardening/ Housekeeping/ IT support

020 3326 9432

[homeservices@ageukrichmond.org.uk](mailto:homeservices@ageukrichmond.org.uk)

## Community Services

020 8744 1965

[communityservices@ageukrichmond.org.uk](mailto:communityservices@ageukrichmond.org.uk)

## Social and Wellbeing Centres

### Twickenham

020 8538 9254

### Whitton

020 8894 4963

### Barnes

020 8876 2377

## Volunteering

020 8878 3451

[volunteering@ageukrichmond.org.uk](mailto:volunteering@ageukrichmond.org.uk)

## TALK TO US

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House, Sheen Lane, East Sheen  
SW14 8LS

020 8878 3625

[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)



Sign up for our weekly newsletter  
[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)



Registered Charity Number 1084211



**“Age UK Richmond  
has opened up a  
whole new world  
for me.”**

