

ANNUAL REVIEW 2018 - 2019



LOVE LATER LIFE

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

Introduction

Age UK Richmond upon Thames is a local independent charity providing services and support for older people across the Borough of Richmond.

Our services help older people to feel fitter and healthier, to avoid social isolation, 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 upon Thames has the highest proportion of people aged 75+ and living alone in London and the number of over 65 year olds is also set to increase by 60% over the next 20 years. Every year demand for our services grows. We rely on funding and your valued support to deliver much needed services to local older people.

“Thank you to all of you, your support and kindness has been wonderful...carry on your good work - it makes a huge difference to a lot of people.”

Helping with 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**

2,515

LOCAL OLDER PEOPLE

150

**people supported through
our Scam Prevention
Service Pilot**

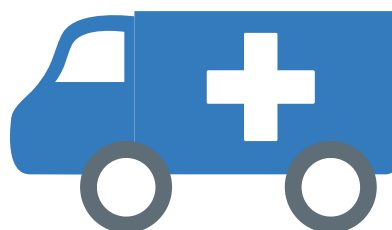


**NEW
ADVICE
EXTRA**

SERVICE LAUNCHED IN 2019

For those who need
in depth advice to
solve complex issues

"Your Nightingale team
was very kind, helpful and
communicated really well
which reduced stress and
anxiety from our end."
Occupational Therapist



**Nightingale Service
extended hours
through the winter
months to support
people home from
hospital**

Reducing Social Isolation

We aim to reduce social isolation 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.



 **25,000**
ATTENDANCES AT
SOCIAL CENTRE
ACTIVITIES

COMMUNITY
SERVICES
REACHED



840

PEOPLE OF WHICH
37% WERE MEN

"Joining the group has opened up new hobbies, interests and making friends, which helps if you are alone."

REDUCED SOCIAL
ISOLATION



97%



of community service
participants say they
met new people

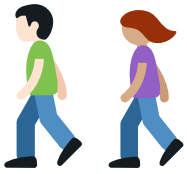
6,540
ATTENDANCES AT
COMMUNITY
SERVICES
ACTIVITIES



Feeling Fit and Healthy

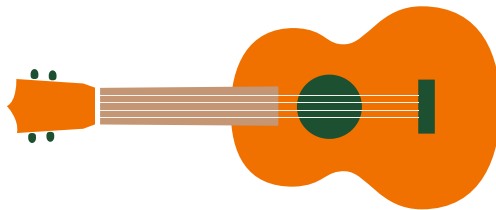
We provide many opportunities for people to improve their health and wellbeing. We help people stay active physically and mentally through taking part in sports and learning new skills.



90% 
of those who took part in a
community services sports
activity felt more fit and active



75%
OF MAN WITH A PAN
PARTICIPANTS LEARNED A
NEW SKILL



The Age UK Richmond Patch
Ukulele Band mastered their
skills in just six weeks and went
on to perform publicly



900

SOCIAL CENTRE
MEMBERS

98% of those who took part in a
community services activity felt
more positive

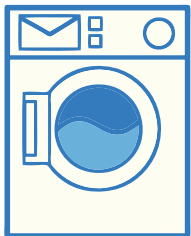
Home Services

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



**HOUSEKEEPING
SERVICE SCORED
9.5/10
FOR SERVICE USER
SATISFACTION**

**HOUSEKEEPING
SERVICE**



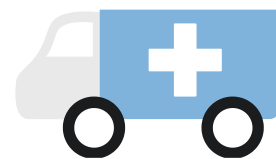
100%

**OF SERVICE USERS FELT
HOUSEKEEPERS WERE
WARM AND FRIENDLY AND
ENJOYED HAVING THEM IN
THEIR HOME**

**HOME SERVICES
HELPED**

1,500

**PEOPLE TO REMAIN
INDEPENDENT AT HOME**



**NIGHTINGALE
SERVICE**

340

**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.



£1,332,000

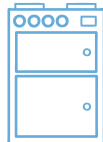
CLAIMED IN BENEFITS AND GRANTS FOR OLDER PEOPLE

977 

Successful Welfare Benefit applications

£34,000

TOTAL GRANTS AWARDED



"The lady filled in all the forms to apply for my blue badge and attendance allowance. I couldn't have done it without her, she was lovely, thank you."



98%

SUCCESS RATE FOR GRANTS AND BENEFIT APPLICATIONS

33



People supported in improving finances through New Advice Extra Service, in just eight weeks from launch

Get Involved

We have had a huge amount of support from our amazing volunteers, both individuals and organisations, across all of our services. This enables us to provide a range of high quality services to those in need. We are extremely grateful for their support.



27 

Volunteers recruited

122



**AMAZING
VOLUNTEERS**



**VOLUNTEERS
DONATED**

**14,130
HOURS**

**WHICH IS 117
WEEKS OR OVER
TWO YEARS OF
SUPPORT IN ONE
YEAR!**

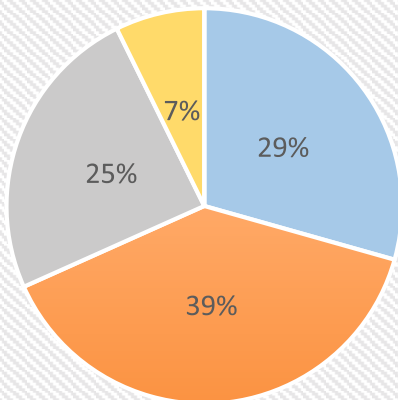
**"The flexibility and ad
hoc nature of the role,
fits in well with
my paid work and
family commitments."**

**VOLUNTEERS
SERVICES EQUATE TO
£150,000
BASED ON THE LONDON
LIVING WAGE**

Finances

In 2018/19 our income increased by 3% to £1.32m and our costs were broadly static. We generated £323k ourselves through a variety of services and activities helping older people across the Borough. After a number of years of small losses, we generated a surplus of £41k this year which will be invested in our infrastructure, including a much needed upgrade to our IT system to further improve efficiencies. Our financial reserves and organisational strength are important as they allow us to take on some of the burden of risk from the public sector in the Borough.

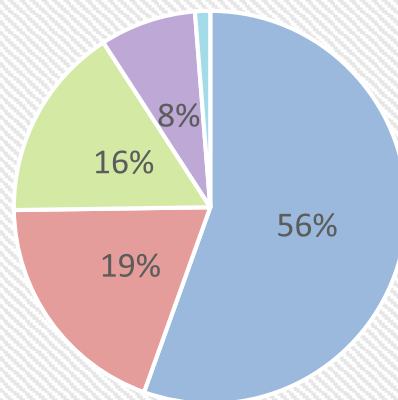
Incoming Resources



Total Income £1,323,189

Grant funding	£388,745
Contract income	£515,032
Self generated income	£322,887
Voluntary & other income	£96,515
Legacy income	£10

Resources Expended



Total Spending £1,281,938

Services in the community	£711,216
Help at Home services	£247,338
Information & advice	£205,895
Nightingale services	£101,476
Governance	£16,013

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

THANK YOU TO OUR FUNDERS

ACT Foundation
Age UK National
Barnes Workhouse Fund
City Bridge Trust
Gibson Charitable Trust
Hampton Fund

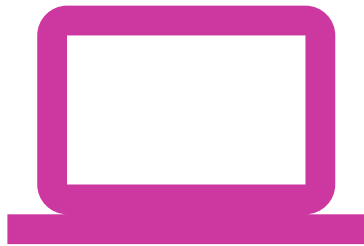
London & Quadrant (L&Q)
Richmond CCG
Richmond Parish Lands Charity
The Big Lottery Fund - Awards for all
London Borough of Richmond upon Thames

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 Age UK Richmond upon Thames.



HELP US REACH AT LEAST
£1.4 MILLION



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



Leave a gift in your Will to
Age UK Richmond Upon Thames
Every gift makes a difference to older people in our Borough.
Age UK Richmond upon Thames
Registered Charity No. 1084211

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Making donations go further

**THANK YOU FOR
SUPPORTING US**



Registered Charity Number 1084211



Contact Us

Information and Advice

First Contact Helpline

020 8878 3073
info@ageukrichmond.org.uk

Advice Extra

020 8878 3546
advice@ageukrichmond.org.uk

Welfare Benefits Advice

020 8878 3546
welfarebenefits@ageukrichmond.org.uk

Home Services

Handyperson / Gardening / Housekeeping / IT support

020 3326 9432
homeservices@ageukrichmond.org.uk

Community Services

020 8744 1965
communityservices@ageukrichmond.org.uk

Social and Wellbeing Centres

Twickenham Whitton Barnes

020 8538 9254
020 8894 4963
020 8876 2377

Volunteering

020 8878 3451
volunteering@ageukrichmond.org.uk

TALK TO US

Age UK Richmond upon Thames
Suite 301, 3rd Floor, Parkway
House, Sheen Lane, East Sheen
SW14 8LS

020 8878 3625
info@ageukrichmond.org.uk

Sign up for our weekly newsletter
info@ageukrichmond.org.uk



LOVE LATER LIFE

www.ageukrichmond.org.uk



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