



Peter at our
60th Anniversary Celebration

ANNUAL REVIEW
April 25 - March 26
Celebrating 60 years of service

“ —

I had a low point caring alone for my husband and felt a bit isolated. A lovely man from Age UK Richmond Handyperson Service fitted a keysafe box for the agency carers to use at our house. A friend who went to yoga there told me about the many classes. I joined, coming here has made my life so much more enjoyable. The staff are always so friendly & welcoming. I feel uplifted and more positive about life after attending. I also hope it is helping me get fitter to avoid future health issues myself.

— ”

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A message from our Chair

It is a pleasure to introduce our annual review. The year has been a successful one with the number of local older people and carers we supported growing 11% to over 4,600, meaning we are improving the lives of more local older people and carers than ever before.

We are fortunate to have maintained the delivery of our wide range of well utilised and highly valued services, these included welfare benefits support for those on lower incomes and struggling financially; support after hospital discharge, particularly for those living alone; a huge range of social & wellbeing opportunities from our three wellbeing centres and venues throughout the Borough; 'Connect to Tech' digital support; Mental Health Peer Support; enhancing independence through handyperson, gardening and housekeeping and leadership of Dementia Friendly Richmond.

We further enhanced our partnerships and explored opportunities for further development. We were proud this year that after a council led review of our work with the 20 CILS partners, Richmond Council have agreed to recommission the partnership for up to 10 years showing the trust in us and our partners. We also notably showed our flexibility, adaptability and local value by, at short notice, coming to the assistance of the local NHS and Council to help with the critical and time sensitive fitting of assistive and mobility equipment in the homes of some of the most vulnerable older people, following the sudden collapse of another supplier, for which we gained wide plaudits.

We were so pleased to have celebrated 60 years of the charity during 2025, a remarkable achievement. We held several events to celebrate the milestone which were enjoyed by our stakeholders, staff, volunteers and older people using our services.

We would like to thank all those we work in partnership with; all those who play an active role in Dementia Friendly Richmond; Richmond Council; NHS; Hampton Fund; Richmond Foundation; Barnes Fund and the many other local organisations we work so closely with and help fund our work. We would also like to thank all those individuals who donated to us or left us a lasting gift in their will – such generosity makes such an important difference to our work.

Finally, I would like to thank all our staff, volunteers and my fellow trustees for all their work during the year. Without them, the quality and depth of services and support we offer simply would not be possible.



Chair of the Board



Liz & Joe at our 60th Anniversary Celebration

ABOUT US

2025 was a landmark year for the charity as we celebrated 60 years of supporting older people across Richmond upon Thames. Over the past six decades, we have made a lasting difference to the lives of thousands of local older people, helping them to live independently, stay connected and access the support they need.

We operate as an independent local charity, separate from the national Age UK. This means we are responsible for raising the funds needed to deliver, sustain and develop our vital services. Every pound we raise stays local, ensuring that older people in Richmond upon Thames receive the support they need, when they need it most.

During April 25 - March 26 we helped 4,613 local older people. 67% of the older people we helped were over the age of 75, and 54% lived alone.

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

*Our **Vision** 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.*

*Our **Values** - Caring, Professional, Inclusive, Responsive, Innovative & Collaborative.*

Our people

Our trustees have provided invaluable guidance, expertise and support throughout the year, ensuring strong governance and helping the charity to continue work towards meeting its 2025-28 strategic objectives.

The dedication of our 59 staff members and 115 volunteers has been fundamental to the delivery of our services. Every day, they make a meaningful difference to the lives of older people across the borough through their professionalism, compassion and commitment. Volunteers continue to play an increasingly important role in our work, enabling us to reach and support more older people than ever before.

We extend our sincere thanks to all our trustees, staff and volunteers for their dedication, generosity and hard work. Their commitment is at the heart of everything we achieve.



Jennifer & Chrissie at our 60th Anniversary Celebration

OUR YEAR IN NUMBERS

This year we have continued to develop our services and partnerships, while testing new ideas that respond to the evolving needs of older people. We also continued to sit on a wide number of local strategic groups and forums which allow us to champion the needs of older people in the borough.

“ *I would like to take this opportunity to thank Age UK Richmond for the exceptional support to adult social services and health partners with minor adaptations, where you rose to the challenge during an unprecedented situation affecting the borough.*
Senior Commissioning Manager, Richmond Council ”

£900,000

claimed in extra income
for older people and
unpaid carers

4,613

older people &
unpaid carers
engaged

50,000

attendances at
wellbeing groups &
activities

6,586

number of
contacts with our
Nightingale team

150,000

individual sessions to
our website during
the year

9,079

number of contacts
with our
Info & Advice team

“ *Good morning, just to tell you, I got my housing benefit. I cannot thank you enough. Saved my life, given me a bit of get up and go. I'm most grateful to you. Thank you so much.* ”



Hazell at an Afternoon Tea event

“

I can truly say from the bottom of my heart that the services I have been given so far and are still receiving are above and beyond what I could ever have imagined. I have dementia and have great trouble understanding things but the lady who was helping me was the most polite, caring and professional person I could have asked to help me. She went out of her way to sort out everything I needed. Age UK Richmond know what they are about and make big differences to people's lives. Thank you very much.

”

Information & Advice

Our dedicated Information & Advice team provides invaluable guidance, advice and support on a wide range of issues that matter most to local older people. With their expertise, compassion and commitment, the team supports people over the phone, in their own homes and at community locations.

During the year, we supported 1,557 local older people and unpaid carers, making a meaningful difference to each individual.

The team also delivers our vital Money & Benefits Service. Demand for welfare benefits advice and wider financial support remained high throughout the year, as many older people on low incomes continued to feel the impact of the rising cost of living.

Strong partnerships with RAID, Citizens Advice Richmond and Richmond Foodbank were instrumental in delivering this support effectively. Our small team of advisers was also strengthened by the dedication and expertise of several outstanding volunteers.

Together, the team secured nearly £1 million in additional income for local older people and responded to 9,079 contacts during the year, helping to improve financial security and wellbeing across our borough.

1,557

**older people and unpaid carers accessed
this support during the year.**



Irine at an Outing

Case Study - Support through serious illness & financial hardship

An older couple living in sheltered accommodation reached out for support during an exceptionally difficult period in their lives. Both were in their mid-eighties and experiencing increasing frailty and declining health. The husband had recently received diagnosis of a terminal illness and was attending daily hospital appointments. The sudden change in circumstances placed enormous emotional and physical strain on the couple, disrupting their normal routine and significantly increasing their day-to-day expenses, particularly for transport and heating.

During an initial assessment, it became clear that both individuals had substantial care and support needs. We completed a full welfare benefits check and supported an application for Attendance Allowance. Although the couple had a very modest income and limited savings, it emerged that they had never previously applied for grant support and were largely unaware of the assistance that might be available.

The couple explained that they normally visited the Post Office each week to pay their Council Tax in person. However, due to ill health, fatigue, and the demands of ongoing hospital treatment, they had missed a payment and had become increasingly anxious about falling into arrears and potentially facing enforcement action. To prevent further hardship, a small emergency grant was provided to cover the missed payment, immediately easing a major source of stress and helping stabilise their financial situation.

Further support was also offered. We helped the couple complete an application for a local grant and explained how the funding could ease some of the financial pressure they were facing during a prolonged period of illness and recovery. Knowing that practical support was available brought the couple considerable reassurance at a time when they were feeling overwhelmed.

In addition, concerns were raised about rising household energy costs. As they were spending much more time at home and relying on additional heating due to their health conditions, their utility bills had increased significantly. A specialist advisor reviewed their energy usage and supported them to switch to a more affordable supplier, helping to reduce their ongoing monthly costs.

The couple expressed deep gratitude for the support they received. They shared that the intervention had reduced their financial anxiety and allowed them to focus on coping with serious illness and supporting one another through an incredibly challenging period. The combined support helped safeguard their financial stability at a time of crisis and ensured they felt less isolated and more secure as they navigated the challenges of later life and deteriorating health.



William & eBay Volunteer Amanda at our Christmas Party

“

Just a great support in everything I have chosen to do since my wife's death and opened up opportunities like bowls that I would never have thought of doing.

”

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

Partnerships remain at the heart of our success, enabling us to extend our reach and deliver greater impact across the borough. During the year, we strengthened our leadership of the Community Independent Living Service (CILS) by welcoming Middlesex Association for the Blind into the partnership, bringing specialist support for people with visual impairments.

We also expanded CILS by taking a leading role in promoting digital inclusion across the borough. By coordinating a range of initiatives, we helped improve digital skills and confidence among older people, as well as younger adults living with disabilities and other health conditions.

Through CILS, we provided vital support to older people, unpaid carers and younger adults with disabilities and long-term health conditions. Services included social and wellbeing activities, accessible community transport, dementia support, specialist services for people with neurological conditions, peer support groups for those experiencing mental health challenges and activities for adults with learning disabilities.

Alongside this, we continued to grow our own programme of social and wellbeing groups and activities. During the year, we supported 1,575 older people, with attendance exceeding 50,000 visits - an increase on the previous year. Outings, talks and exercise sessions remained particularly popular. Feedback consistently showed that these opportunities have a lasting positive impact, improving wellbeing and reducing loneliness. They help older people stay mentally, physically and socially active, which evidence suggests reduces the risk of developing dementia.

1,575

**older people supported at our social &
wellbeing centres with groups and activities**



Alwyn at our 60th Anniversary Celebration

“

I have recently retired and was looking for activities to do, now that I was free all day. I had joined a gym but most of the classes were for working people so they were either early in the morning or late in the evenings, before and after working hours. I needed something during the day. I left the gym and started attending the Age UK Richmond Wellbeing Centre. I quickly got absorbed in various exercise classes and also other social activities. Coach trips, visits to museums and gardens, places of interest, Christmas meals and summer dancing, etc. Exactly what I was looking for. It's a great centre with encouraging and friendly staff and members. I feel blessed to be a member of Age UK Richmond. Thank you.

”

Connect to Tech

Our Connect to Tech digital inclusion service helps older people build the digital skills and confidence they need to stay connected, access essential online services, and enjoy new opportunities for learning, communication and entertainment.

During the year, we delivered 867 free support sessions for older people and unpaid carers, helping them improve their digital skills and make better use of technology.

Alongside one-to-one and group sessions, the service also loaned tablets with built-in internet connectivity to people without access to the internet at home, helping to overcome one of the biggest barriers to digital inclusion.

Our dedicated volunteers play a vital role in delivering this service, providing patient, personalised support that helps older people build confidence, overcome barriers and feel more comfortable using technology.

By increasing confidence in using technology and promoting safe online practices, Connect to Tech enables older people to enjoy greater independence, maintain social connections and participate more fully in today's increasingly digital world.

867

Digital inclusion sessions delivered.



Mark & Geoffrey at Man with a Pan

“

I am writing to express my deep appreciation for the outstanding support I have received through your Nightingale Service. From the moment I was referred, I experienced professionalism, efficiency, and genuine compassion that went far beyond what I expected. The practical support was deeply reassuring during a vulnerable period of recovery following major surgery. What stood out most was the sense that this was more than simply a service being delivered - it was care being offered, with heart. The Nightingale team are a credit to Age UK Richmond, and I am truly grateful.

”

Nightingale Service

Our caring and compassionate Nightingale Home from Hospital team provides free support to older people following a stay in hospital or a period of illness in the community, with a particular focus on those who live alone or who have limited family support nearby.

The team works closely in partnership with Kingston Hospital, Richmond Response & Rehabilitation Team and West Middlesex University Hospital to ensure older people receive the practical help they need at the right time, supporting a smoother transition back home.

During the year, the team provided a wide range of practical support including installing key safes, shopping, collecting prescriptions, offering information and advice, and preparing homes for equipment such as hospital beds.

This vital support provides some of the most vulnerable older people in the borough with greater confidence and peace of mind as they recover, while also helping to enable timely hospital discharge, reduce the risk of avoidable readmissions and support the wider work of the NHS.

567

older people accessed the support from our
Nightingale Service.



Kay & Sue at our Winter Wonderland Party

Case Study - Small steps towards trust & safety

When Nightingale was asked to support a 92-year-old woman living alone, concerns had already been raised by her GP and Adult Social Care about her safety at home. However, the client had a long history of distrusting services and had been reluctant to accept support from professionals.

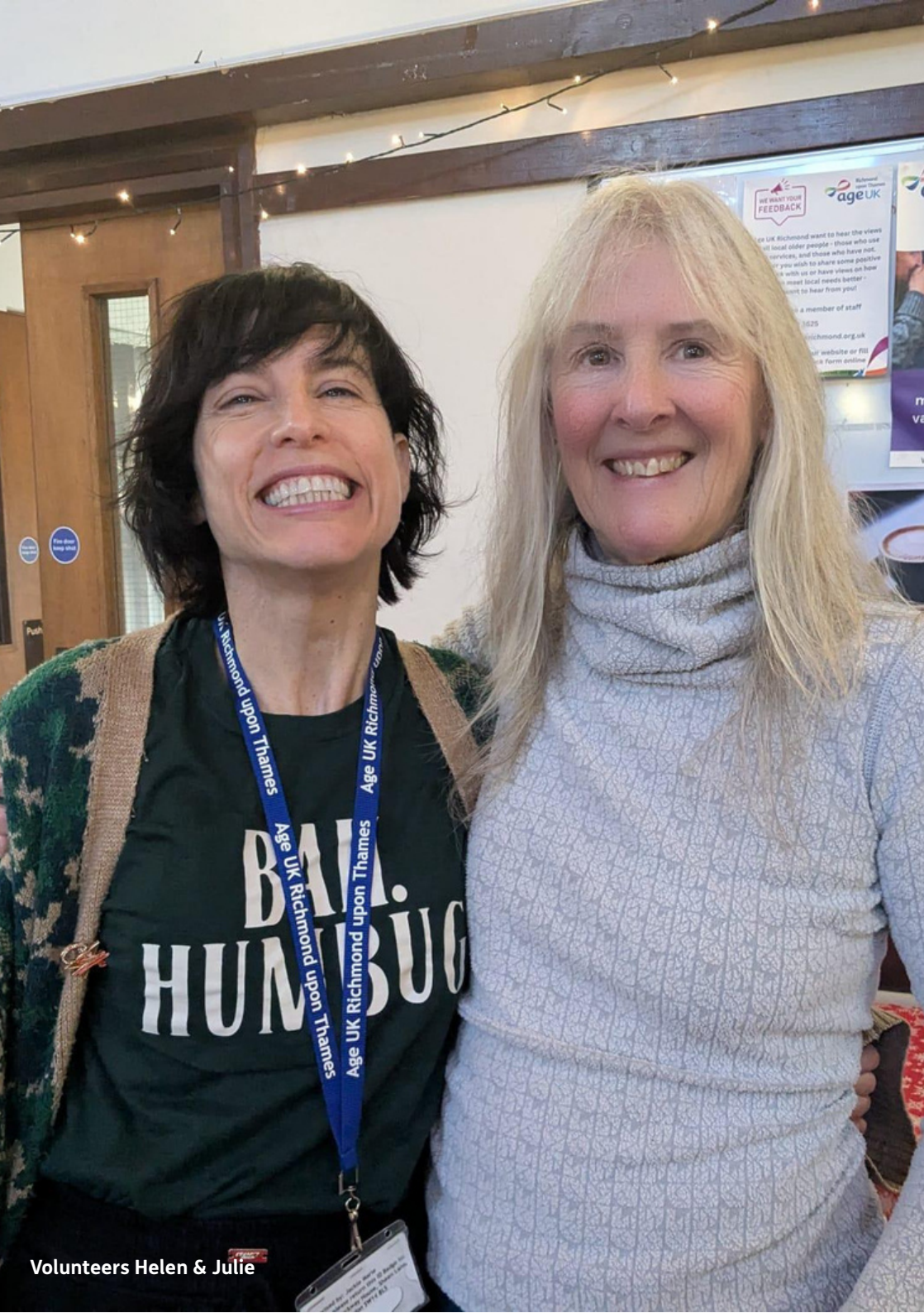
One of the most immediate risks was her cooking situation. Her gas cooker had already been condemned, and the small replacement hob she was using had become unsafe after a toaster melted onto it. Despite this, she was unwilling to buy a new appliance online and felt overwhelmed by the process.

Rather than focusing on assessments and paperwork, Nightingale concentrated on the issues that mattered most to her. Staff accompanied her to a local shop so she could choose a new tabletop cooker herself. On delivery day, they returned to install it safely and show her how to use it. This practical support became an important turning point in building trust.

As the relationship developed, other concerns emerged. The client was socially isolated and spoke sadly about how “all my friends have died.” Small household issues that had been causing distress for months were also addressed, including repairing her DVD player, finding a solution for her music system, arranging minor home repairs, and reconnecting her with fire safety services. Following a successful Home Safety Check, new smoke alarms were installed in the property.

The client had previously become frustrated by services contacting her without resolving the problems she considered important. By listening carefully and working at her pace, Nightingale was able to slowly overcome her resistance to support. Although progress remains gradual, she is now more willing to engage with help and further support is being delivered including a careline, keysafe installation, household support and an Attendance Allowance application.

This intervention not only improved safety within the home but also reduced the risk of accidents, hospital admission, and self-neglect. Most importantly, it gave the client reassurance that someone was finally listening and responding to her needs in a way that felt respectful and manageable.



Volunteers Helen & Julie

“

Being a part of Age UK Richmond has been really enriching. I look forward to outings and events they host. I get excited when I see an email from them. The events are reasonably priced and allow me to participate in things that I might not otherwise be able to do. As someone with a disability, I know that the volunteers are always eager to help. Even though I attend alone, I never feel lonely. They are so kind, friendly and I really appreciate them.

”

Home Services

Our dedicated team of handymen, gardeners and housekeepers supported 1,236 older people and unpaid carers during the year. These highly valued and trusted services help promote wellbeing and independent living by providing practical assistance that enables older people to remain safely and comfortably in their own homes.

During the year, we expanded our Handyperson Service by working with Richmond Council and the NHS to supply and install mobility equipment, such as grab rails, following the unexpected closure of another local provider. This rapid response enabled us to play an important role in supporting timely hospital discharge, while also reaching additional vulnerable older people who were able to benefit from our wider range of services. We were proud to deliver this support at short notice, demonstrating the flexibility, responsiveness and commitment of our team in meeting changing local needs.

Our Housekeeping Service continues to provide invaluable support, helping older people maintain their independence at home. It is often delivered alongside care packages, complementing existing support and helping people to continue living safely and with confidence in their own homes.

82%

of older people and unpaid carers providing feedback said the Handyperson Service helped them live independently.



Pam at our 60th Anniversary Celebration

“

Age UK Richmond is a bright spot that made a great difference in my life. I feel I am not alone. There's always help, advice and enjoyable programs. Thank you.

”

Dementia Friendly Richmond

Through Dementia Friendly Richmond, we are raising awareness of dementia, influencing decision-makers and helping to make the borough more dementia inclusive. By leading a partnership of local organisations, businesses and individuals, we are improving the experience of people living with dementia and their carers. Our partners are taking practical steps to become more dementia friendly, creating a more welcoming, understanding and supportive community.

We championed Dementia Action Week by bringing key organisations together under one roof, giving older people, their families and carers the opportunity to access vital information, advice and support at every stage of the dementia journey.

We delivered dementia awareness training, equipping staff and volunteers with the knowledge and confidence to better understand dementia and support people living with dementia and their carers.

138

local organisations
have joined the
network

Mental Health Peer Support

We continued to work in strong partnership with South West London & St George's Mental Health NHS Trust, Richmond Borough Mind, RAID and Crossroads Care Richmond & Kingston to provide free peer support for older people living with severe or enduring mental health conditions as part of their recovery journey.

Our dedicated Mental Health Peer Support Workers play a vital role in helping people build confidence, reduce isolation and improve their overall wellbeing. Through compassionate, lived-experience support, they make a lasting difference to the quality of life of those accessing the service.

106

older people received peer support during the year



Georgina, Catherine, Stephen, Niall & Harvey running for Age UK Richmond

OUR FUNDING SOURCES

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

Income & Spending

Total income	£2,757,950
Contract income	£1,807,210
Self generated income	£523,605
Grant income	£210,310
Legacy income	£101,304
Donations & Memberships	£50,112
Other income	£65,409

Total spending	£2,621,749
Wellbeing Services	£959,295
CILS	£923,455
Home Services	£306,006
Nightingale	£210,505
Info & Advice	£208,511
Governance	£13,977



eBay Volunteer Katherine & member of staff Penny

“

I have had great pleasure in donating to Age UK Richmond in support of their Big Give double the funds campaign. All thanks to you for guiding me through on both occasions. Very best wishes.

”

A special **thanks** to our supporters

We extend our heartfelt gratitude to everyone who supported our 60th anniversary fundraising party. We also thank everyone who supported our first match-funding fundraising campaign, The Big Give. Thanks to generous contributions, we successfully doubled and exceeded our initial target.

Additionally, we would like to express our sincere appreciation to our team of 15 runners, and 2 wild swimmers, who proudly represented Age UK Richmond and raised substantial funds for local older people.

We thank those who left us a long lasting gift in their will or donated to us during the year.

Thank you to our **funders**

We couldn't be here for older people in Richmond upon Thames without the much-needed support we receive from the following funders:

- Richmond Council
- Hampton Fund
- Richmond Foundation
- Barnes Fund
- NHS
- National Lottery
- Gibson Charitable Trust
- Emanuel Hospital Foundation
- Age UK National
- Richmond Charities
- Dunelm

Thank you to all the organisations who have also supported us.



Carol wild swimming for Age UK Richmond with Comms & Fundraising Manager Aydee

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 borough are funded through the generous support of local donors and individuals who help us raise essential funds.

Please donate to us:

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



Our people have been photographed by
Julian Ward and staff members.

Follow us on social media
@AgeUKRichmond

Age UK Richmond is a Reg. Charity No. 1084211

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