



Welcome to our Impact Report for 2023/24 which includes the key themes of our organisation's impact over the last year from our activities across Hertfordshire and West Essex.

We have had a busy year merging with our local Brand partner, Age UK Dacorum, which enabled the two charities to become one under the banner of Age UK Hertfordshire. This enabled us to combine our resources for natural efficiencies as well as removing confusion for people needing support from our respective services. We were also fortunate enough to find a new partnership with Citizens Advice Stevenage (CAS), working together in the procurement of the HertsHelp service which we now co-deliver together. This dynamic collaboration has been a milestone of achievement for Age UK Hertfordshire, and we look forward to continuing to work with CAS to develop the service.

We also focussed on the gap areas of West Essex this year to support older people who are now without a local Age UK following the closure of Age UK Essex. We have been working to develop our domestic support service, Help in the Home, in that area as well as working with Age UK National in the Information and Advice pilot being delivered in that area.

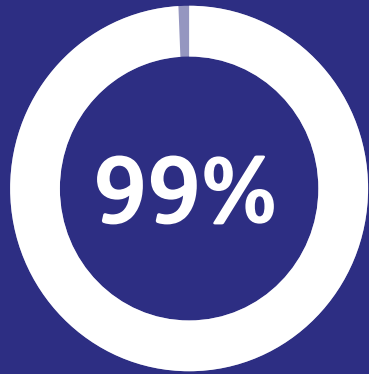
Alongside all of these developments, our teams of staff and volunteers have continued to work above and beyond to support the increasing number of older people needing help and as always, they have managed to excel themselves in achieving this. Please join us to reflect on the work that we have achieved over the last year.

Thank you for all the support...

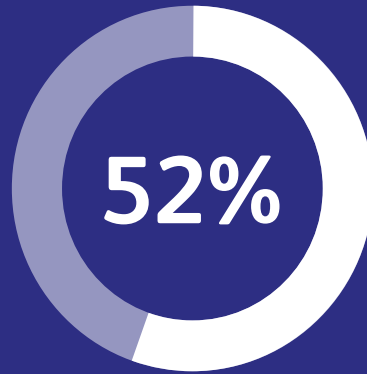
We couldn't do all this without the generous and on going support of local businesses, organisations and individuals. So to all of you we give our heart felt thanks and appreciation and look forward to working with you in the future.

- Berkhamsted Golf Club – Senior Men's Section
- Sunnyside Church, Berkhamstead
- Epicure Coffee Shop, Berkhamstead
- Berkhamsted School
- Watford Grammer School for Girls
- Childwick Trust
- The Florence Cohen Charitable Trust
- The Francis Winham Foundation
- Sir Robert McAlpine Ltd
- Gretna Charitable Trust
- DBD Appliances
- Flamstead End and Turnford Council District
- Bridgewater Council District
- Shanley Homes
- Waitrose
- Tring Charities
- Masonic Charitable Foundation
- U3A
- John Lewis
- Tesco
- Herts County Council
- Age UK National
- University of Hertfordshire
- Potters Bar Football Club
- Co-Op
- Rotary Club, Hemel Hempstead

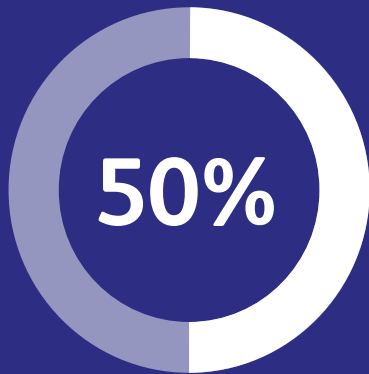
The Difference We Made 2023-2024



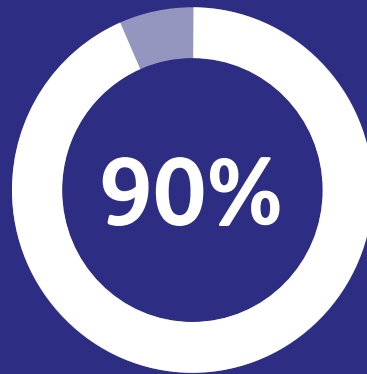
live locally



are living alone



are female



have a long term
disability

27,613
club attendances.

975
carers supported.

24,000
people supported.

3,227
Club Events



The difference we are making to those using our services...

'My mum, Rose is 93 years old and attends the Hertswise Club in Welwyn Garden City on Monday and Friday afternoons. Mum enjoys the club so much. Even on days when her mobility is not so good, or she is not feeling that well, she will get on the bus into town to attend the club.

There are a wide variety of activities provided for her to enjoy. Anything from quizzes to singing and dancing to a singer. (The last singer was excellent, and mum has not stopped talking about him.)

We have had lovely conversations about what she has been doing at the club and what she has enjoyed doing. Mum is very sociable, and the club gives her a sense of purpose. I do not live near mum, so it is a comfort to me that she has somewhere to go which she enjoys. It also gives me something to talk about with mum. I know how important these clubs are to her and the benefits she gets from them.'

Diana (Daughter)

'The clubs are very well organised by Connor. He sends me pictures of mum doing the activities which I enjoy seeing. One day recently mum was not feeling well, and I was concerned about her getting on a bus. When I received a video from Connor of mum dancing with her walker with a smile on her face, it was so lovely to see and a comfort to me.' - **Diana, relative of Hertswise client**

Testimonials

'Thank you for everything. This all started with you. So again, thanks for all your help and kindness'.

'We both feel more confident to recognise scams and protect ourselves as well as our health. The cold calls have reduced, and if any comes through, we know how to deal with them. We are careful not to disclose any of our personal information. Our benefit has been reassessed and we appreciate your help to get a higher rate'.

'We feel safer after your advice and support, knowing who to contact to discuss any concerns we have.'

'Thank you very much for your excellent talk on Friday. You imparted a great deal of knowledge in a very interesting and helpful way'. - **I&A client**



The long running Dementia support service.



In partnership with local charities, we continued to support those affected by dementia and cognitive impairment, as well as their carers and loved ones. The Hertswise partnership successfully completed its 7th year of service delivery this year, which was a significant milestone for the service.

We continued to provide much needed support via community groups and individual support sessions which aim to improve wellbeing through physical, social and cognitive activities.

Recognising the impact of dementia, particularly on carers, the Hertswise partnership ran Carer Respite groups this year - which offered an extended group session with additional support to enable carers to have a much-needed break where they could focus on their own needs.

All aspects of the Hertswise service, including young onset and carer support, have worked well over the last year to meet the changing needs of the community.

Hertswise

24,114

contacts made through one-to-one sessions and group activities.

11,660

Group attendances.

2,056

New referrals to service.

558

Home Support sessions.



“I’m glad I called. I didn’t know what I needed until I spoke with them.”



The need for support from older people increased during 2023-24 due to the cost-of-living crisis.

One of the key factors affecting older people on low incomes and living with long term health conditions was their inability to increase their incomes through paid employment and so were reliant on the additional payments provided by the government.

Our Information & Advice team helped older people claim £7.5 million of their benefit entitlements this year and distributed £50,000 of food vouchers so that people had additional assistance with the cost of living. The food vouchers were made possible by Hertfordshire County Council via the Household Support Fund.

We provided 245 one to one, personalised scams prevention sessions to the most vulnerable clients and reached 761 people via our scams awareness talks and events making sure more people can protect themselves, their friends and family.

Information & Advice

£7.5m

raised in unclaimed benefit entitlements for older people in Hertfordshire.

703

Lasting Power of Attorneys set up.

3,211

People supported.

37,246

Enquiries made.



**“My Home Helper brightens my day,
she does a brilliant job.”**

Our Help in the Home Service has continued to be very popular with older people who need a trusted provider to help with daily living activities.

The service supports people with domestic tasks such as cleaning, changing bed sheets, shopping and putting it away, hoovering, dusting and cooking light meals etc. We also provide companionship visits for those who are feeling isolated or to enable a carer to have a break. It enables people to remain independent by supporting them to maintain the standards that they expect in their own home.

This regular support provides a safety net for the clients and their families, the team are able to help address concerns and, where necessary, signpost them on for additional support. The regular contact with their home helpers improves their mental health and is a comfort to know that support is just a phone call away. Due to the changes to the Integrated Care System (ICS) for Hertfordshire we have now expanded the service to support the residents of West Essex.

Help in the Home

57,558

HitH hours delivered.

1,226

people were supported.

333

**new clients joined the
service.**



The difference we are making to those using our services...

Mrs J started receiving the Help in the Home service in 2020, having been referred by her family who lived in another part of the country.

The client was a little apprehensive about having a home helper to support her with cleaning but soon she found the service very helpful and really looked forward to her home helper's weekly visits.

Over time the visits increased to provide shopping and companionship visits until Mrs J moved into permanent care. Her family commented that our home helper Sheila was always reliable and professional and that she was a friendly caring person who their mum looked forward to seeing every week. Her family stated that our service helped Mrs J remain in her own home for longer. 'My mum's home helper really brightens my mum's day and provides not only brilliant cleaning but also companionship and support.'

'A big thank you for all the support and help everyone in the Help in the Home team has given our mum who enjoyed her visits from her regular home helper, not just for cleaning but also for the companionship they provided.
- Relatives of Help in the Home client

Testimonials

'Thank you for all your kindness You have made such a difference. She is the loveliest person I have ever met. She is so kind and caring, interesting and intelligent. I am lucky to have her, thank you so much.' - ***Befriending user about their matched volunteer***



“You have been so friendly and helpful. I’m very grateful.”



Our Befriending Scheme and Telephone Club continued to support people who are experiencing loneliness and social isolation over the year.

Combined, Age UK Hertfordshire and Age UK Dacorum have provided over 50,000 hours of befriending support through their volunteers last year which is a significant amount of support.

This was only possible through the support of their volunteers, who we are very thankful to.

“It is a warm feeling knowing that you have improved someone’s day by doing something so little.”

Befriending & Telephone Club

55,425

Volunteers hours provided during the year by our dedicated volunteers.

11,625

Befriending telephone calls made.

432

Volunteers supporting this service.



“You are my Angel, and I will never forget how much you have given me to carry on with my life.”

Our InTouch Team provides a listening service and offers emotional support to people going through difficult times in their lives.

We find that with ageing, comes additional emotional challenges and so the service is much needed and continued to help some of the most vulnerable members of the community last year. Many of the issues that the team help with are complex and can take time, and often centre around themes including bereavement, social isolation, depression, suicide and anxiety.

The impact of the cost-of-living has caused significant increases in anxiety, depression and concerns about the future and so the team have been busy supporting with the mental wellbeing of those individuals by listening, building confidence, and empowering people to access advice to explore potential options to help their situation.

InTouch Team

2,924
support calls made.

314
people were supported,
experiencing challenging life
events.

Top 3 Issues

- Bereavement
- Social Isolation
- Relationships.



Can you spare an hour a week?

We rely on people to help their local communities by volunteering with us - whether it's through becoming a befriender, supporting at one of our lunch clubs or by providing information and advice to people in need. We depend on our volunteers to reach the number of older people we do, and always need more! So, if you have time to support us by joining the Age UK Hertfordshire team please get in contact with us for an initial chat:

Tel: **07525 070472**

Email: **volunteering@ageukherts.org.uk**

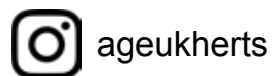


Want an easy way to help Age UK Hertfordshire?

One of the easiest and free ways you can help Age UK is to follow our social media pages on Facebook, Instagram and X (formally Twitter)

By liking, commenting, sharing and retweeting our posts you help us increase our reach. This means more people get to see our messages, in turn more people get to know what we do and how to get involved. Your “like” could be the reason others find out about our services for a relative, or why someone volunteers to end loneliness.

Find us on:



‘They appreciated your patience in answering their questions and found it very interesting and inciteful. They enjoyed the tasters for better snacks and your advice around them. They now feel better informed to know what to eat and what to look for around malnutrition.’

Supporting and promoting the importance of eating and hydrating well in later life and the risks of malnutrition.

Our Nutrition Support Workers in West Hertfordshire continued to support the NHS Community Trust Dietitians by focussing on the social causes affecting their patients’ malnourishment. Through discussion with people, we identify what help they need to access the nutrient dense foods recommended by the Dietitians and address their social issues through signposting and referral; such as access to shopping, social isolation, poverty, bereavement and transport. Social isolation is a high factor in the incidence of malnutrition among older people, so those at risk are supported to prevent decline and to maintain wellbeing and we encourage people to attend lunch clubs and refer to befriending services.

Education around eating well as we age is an important part of the service and we visit groups, in person and online, to explain how the focus on food and drink changes and discuss the risks to health of being malnourished.

Nutrition & Dietetics Service

419
support contacts made.

108
clients supported
throughout Hertfordshire.

89
Referred/Sign-Posted for
further support.



Working together to provide those recently discharged or with wellbeing issues to get the services they need.

Working together to provide those who have been recently discharged or with wellbeing issues to get the services they need. The Hospital & Community Navigation Service (HCNS) partnership completed its 7th year of service delivery and continued to provide Social Prescribing support to people in need.

The countywide team of Link Workers worked as an integrated team across hospitals, PCN's and communities to support those facing issues including, social isolation, debt and finance issues, mental health issues, housing, and homelessness as well as practical tasks such as emergency food parcels and shopping.

The demand for this service increased significantly due to the impact of the cost-of-living crisis with many people struggling with mental health, physical health and finances needing to be connected to support services. Within the HCNS service the Better-at- Home and Waiting Well team is now into their 4th year of operating.

The team have provided vital support to over 35,000 patients ensuring that those being discharged from hospital, and on waiting lists for treatment were contacted and supported where needed to get additional help with reducing the risk of health decline.

Hospital & Community Navigation Service

19,819

Cases were managed during 2023-24 by the HCNS team.

16,107

Clients supported.

Top 3 issues

- Hospital Discharge
- Debt, Finance, Benefits
- Support in the Home



“I have always loved the Age UK club; I have made good friends, and it has always been the highlight of my week.”

Active Ageing aims to provide older adults with regular opportunities to socialise and take part in activities beneficial to both their physical and mental wellbeing. Members have the chance to meet new people and enjoy activities such as chair-based exercise, quizzes, entertainment sessions, outings, informational talks and more.

All our clubs offer a friendly, supportive environment where older people can enjoy building new friendships, reducing feelings of loneliness and isolation and speak to staff about any concerns or issues that they may be facing, enabling our staff to directly support or to refer to other appropriate services.

We have a ‘menu’ of active ageing clubs across the county such as:

- Clitheroe Health and Wellbeing Centre offering lunch clubs, Men In Sheds, Exercise group, Dementia support group
- Young at Heart & 10 to 3 lunch clubs
- Tea & Chat clubs
- Brainwaves groups (for those experiencing memory problems)
- Jas clubs (for older Asian people in North Hertfordshire)

Active Ageing

15,953

attendances at our Lunch Clubs and Day Centres.

379

Men in Sheds attendances.

582

Exercise sessions.

1,784

Club Events.



‘The gardener came yesterday, nice guy, he has just the right approach with my dad, pleasant interaction, and he didn’t mess around! He put a couple of hours in and has made a positive impact already. I am keen to have him back and make more progress.’

This service supports older people to live more independently for longer in their own homes by providing help with maintaining domestic gardens and completing basic DIY tasks around the home.

The Handyperson service also supports the acute hospitals in Hertfordshire by installing key safes which can then enable a timely discharge home for the patient. The Gardening service has proven to be very popular as it helps older people maintain accessibility to a safe outdoor space.

In addition to this, the service was also able to support older people with improving energy efficiency measures in people’s homes during the winter by installing draught insulation and radiator reflector strips, as well as providing winter blankets, electric blanket and energy efficient lightbulbs etc.

Handy Person & Gardening Service

1,168
people supported.

2,461
Support hours provided by
the service.

49
Winter Welfare Checks
carried out.



“It is a warm feeling knowing that you have improved someone’s day by doing something so little.”

Our Volunteers are at the heart of our organisation and continue to be fundamental to the running of our charity during 2023-24. They have been of tremendous value to our clients and community supporting with Information and Advice, Befriending, Active Ageing and Social Prescribing.

Our volunteers help support the charity with front line service delivery and provide a lifeline for so many.

Despite the growth of volunteers in the last year, there is still a need to support our community across the county and we would love to hear from anyone who is interested in volunteering!

We rely on volunteers to help us deliver support across the county - we always need more volunteers and so please contact us to find out more information about volunteering: You can either visit our website at www.ageuk.org.uk/hertfordshire/getinvolved or call us on **07525 070472** or email us at volunteering@ageukherts.org.uk. Help us to help others - Share an hour and change a life.

Volunteering

803

volunteers provided support.

75,000

Volunteer hours.

£781,500

Social value of those
Volunteer hours.



Working to use all possible means to engage with our community and those that need us most.

The last year has seen the transition of social accounts being wound down from AUKD and focusing on AUKH going forward.

The challenge of retaining an audience and attracting new likes and follows has been made easier with more partner involvement, working together with venues, organisations and businesses to boost our messages for mutual gains.

More and more the posts about working within AUKH have had significant reach and is becoming a key way to recruit and fill vacant positions.

With the majority of clubs full and growing it has been a great gateway to show the world what a positive impact AUKH is having through photo and video content.

With larger campaigns on the horizon and ever evolving nature of the services we provide, communication through our website and social channels will be key to keep our clients and collaborators up to date.

Social Media

44,149

Facebook reach

1,531

Instagram reach

156,124

Website hits

711

link clicks taking users to more info.



“Without your help I would not be where I am now. My life is able to start again”

The Bereavement Listening service offers local support to those living in the Dacorum area who are dealing with bereavement.

When someone dies, particularly someone close to us, it can be life changing and bring an overwhelming mixture of emotions.

Turning to a listening ear can provide a helpful and meaningful pathway towards getting the right help.

We support individuals with the wide-ranging impact that bereavement can have.

‘The Bereavement Service has helped me through my darkest days. I can now try to get my life back to normality.’

Dacorum Bereavement Listening Support

99

People supported through the service.

2,245

support calls.

574

support hours provided.



‘Thank you ever so much for calling and talking, I get frustrated that I can’t do much more, you are obviously the right person to talk to’

Offering support to people living in the Dacorum area who give unpaid care to a relative, neighbour or friend, where one of them is over the age of 50.

We provide one to one emotional support and practical guidance to help carers in their role, either face to face or over the telephone.

We also have two carer support groups that meet monthly which enable carers to share their experiences and provide much needed peer support to one another, in a friendly and non-judgemental environment.

We regularly have guest speakers attending the groups who provide relevant and topical talks to our members.

Dacorum Carer Support

216
people supported.

1,118
Number of contacts.

162
number of group
attendances.

109
New Carers



AUKH and Citizens Advice Stevenage join forces

In partnership with Citizens Advice Stevenage, we formed the Hertfordshire Advice Providers Partnership (HAPP) and successfully tendered for the HertsHelp contract from September 2023.

HertsHelp is there if people need help and don't know where to turn and is Hertfordshire's 7-day information and advice service.

The HertsHelp team listen, research, refer and signpost people to community organisations that work together to provide information and advice on community services in Hertfordshire.



HertsHelp

46,510

Calls received.

10,177

people were supported.

7,234

issues supported.



We need your support!

Thank you for taking the time to read our report which details the impact our Charity had on the local community last year. We could not do this without your support.

We rely on fundraising to help support the services to keep going and have the impact that they do. There are different ways in which people can support us with this, for instance, you can fundraise on our behalf by taking on exciting challenges - we have had many examples of this such as an 80+ mile run, families completing virtual bike rides to France, to head shaves and press up challenges!

If you wish to find out more about this to see what is possible, please contact us:

Tel: 07812 240712

Email: fundraising@ageukherts.org.uk

We are also always looking for support via corporate sponsorship, whether it is to fundraise for us, sponsor us as your Charity of the Year, or to help raise awareness of our services. If you represent an organisation who may be interested in any of these activities, please get in contact via the details above.

And of course, we are always in need of the kind donations that we receive - no amount is too small. You can donate via Just Giving, by cheque, via Facebook or by simple bank transfer - full details are on our website here: www.ageuk.org.uk/hertfordshire/get-involved/donate/

Finally, thank you once again for reading our latest impact report which celebrates our extensive achievements in supporting older people in need last year. We look forward to making another significant impact this year with your support - Local Charity, Local Impact.





www.ageuk.org.uk/hertfordshire

01707 323 272

Registered charity number 1116662