

Annual Impact Report

2021-22

Supporting the HILS Family:
Clients, Teams, Partners



Hertfordshire
Independent Living Service
Supporting your independence



“I can’t fault the service my dad receives from HILS. It’s incredible, everyone is so kind and helpful. You really are angels.”

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13,667

...people supported to remain happy, healthy, and independent

1,135,866

...interventions delivered to help people in need



Impact in Brief

Through the amazing work and dedication of HILS teams and partner organisations, we were able to reach **13,667** older and vulnerable people living in Hertfordshire through **1,135,866** support interventions. Thank you to our clients, teams, and partners across the sector for helping us to support our community over the past year, we couldn't have done it without you.

Meals Services

479,685 hot meals delivered to **3,844** clients

84,315 Tea and Breakfast Packs delivered to **980** clients

531,549 extra support services provided, such as Medication Prompts and cutting up meals

2,173 emergency food bags delivered to people in crisis

840 food and grocery packs provided to people coming out of hospital

Health and Wellbeing in the home

11,198 nutrition interventions helped **521** people to stay well while living at home, and **288** care home staff to better support their residents through good nutrition and hydration

2,627 Pop-In Visits and **77** keysafe installations helped people to stay safe in their homes

2,885 Advocacy interventions supported people to make good decisions about their care and support

1,881 Active Ageing sessions helped **375** people to get stronger, healthier, and maintain their independence through physical activity

Health and Wellbeing in the community

12,048 hot meals provided to lunch clubs serving **430** older and vulnerable people

4,769 visits to our Health and Wellbeing Hubs where clients enjoyed a range of activities and opportunities to socialise

10,049 dementia support interventions delivered as part of the Hertswise partnership supporting **3,564** clients and carers

1,316 interventions supported our Kingfisher Club dementia clients and our dedicated volunteers

“My favourite thing is knowing I will get a lovely hot meal and pudding – the service has changed my life.”



John Turk, Chair of HILS Board

HILS has played a vital role in supporting older and vulnerable people to regain their independence and return to a sense of normality since COVID-19 restrictions have been lifted, whilst continuing to keep them safe from the ever-present risk of infection. Huge efforts have been made to reach those who may have become more isolated or developed additional support needs as a result of being locked down or ill. However, there are still people out there who need our help.

As Chair of the HILS Board, it has been truly humbling to see the resilience and dedication shown by every HILS team member over the past year, whilst also working to provide a 365-day meals service and emergency food and groceries to people in crisis, while also working tirelessly to re-open other services quickly and safely. We are incredibly grateful to our partners and supporters for their continued assistance. Thank you all for helping us make such a positive impact on older, disabled, and isolated people in every town and village across Hertfordshire.



Sarah Wren OBE, HILS Chief Executive

One of the best things about working for a charitable social enterprise like HILS is that we have the pleasure of getting to know and provide support to so many wonderful people. Last year, HILS' caring teams helped 13,667 Hertfordshire residents to rebuild their strength, confidence, and health.

With the lockdowns behind us, we focused on making sure that people could have extra help if they needed it. Our teams supported clients who were able to get out and about to attend our Health and Wellbeing Hubs, exercise groups, lunch clubs, and dementia support groups to enjoy the freedom and catch up with friends, old and new.

Sadly, many of the people who we support had been affected badly by the lockdowns, and had lost their mobility, become frailer, and were having to cope with worsened health conditions. Many more experienced anxiety about leaving their homes, having become isolated and depressed. Our teams found new ways to help our clients recover both their physical and mental health, and regain the independence that the pandemic had taken, to some degree, from us all.

In this report, you will meet Felilcienne and Julian, two of our amazing clients who welcomed the support that HILS was able to provide. As a full-time carer for Felilcienne, Julian embraced the extra help provided by HILS' Meals Service and daily visits, giving him a chance to have some time for himself and to catch up with other things.

Last year was also a fantastic opportunity to support our friends in the Voluntary, Community, Faith, and Social Enterprise sector by working together to ensure there are the right services available for people who need them. You can read about Henrietta and Richard, both thrilled to be attending their favourite lunch club at Friendship House to rekindle friendships and start enjoying life to the full again.

Many wonderful things have happened over the past year, but we know that uncertainty and challenge remains for us and for older and vulnerable people wherever they live in the world. But if the COVID-19 pandemic has shown us anything, it is that care and compassion towards each other, and the people who we are privileged to support, really does change lives for the better.





Our Meals Services

Our meals teams deliver hot, nutritious meals 365 days a year. They also provide Emergency Food and Grocery Packs to people in crisis, and Home from Hospital Packs to older, disabled, and vulnerable people coming out of hospital.

Meet the Emanuels

84-year-old Julian is a full-time carer for his wife, 88-year-old Felilcienne, who is bedbound and living with dementia. The couple emigrated from St Lucia around 65 years ago when they moved to London, where they had three children and eventually found themselves in Cheshunt.

Julian felt it was the right time to reach out and ask for help in taking care of his wife when he began struggling with his own health in 2018. Nowadays, Felilcienne receives hot, nutritious meals every weekday, brought to her bedside by members of our caring HILS team. This regular support means that Julian can pop out to the shops, get on with household chores, or do a little bit of gardening, because he knows that HILS will arrive each day to make sure Felilcienne has everything she needs.

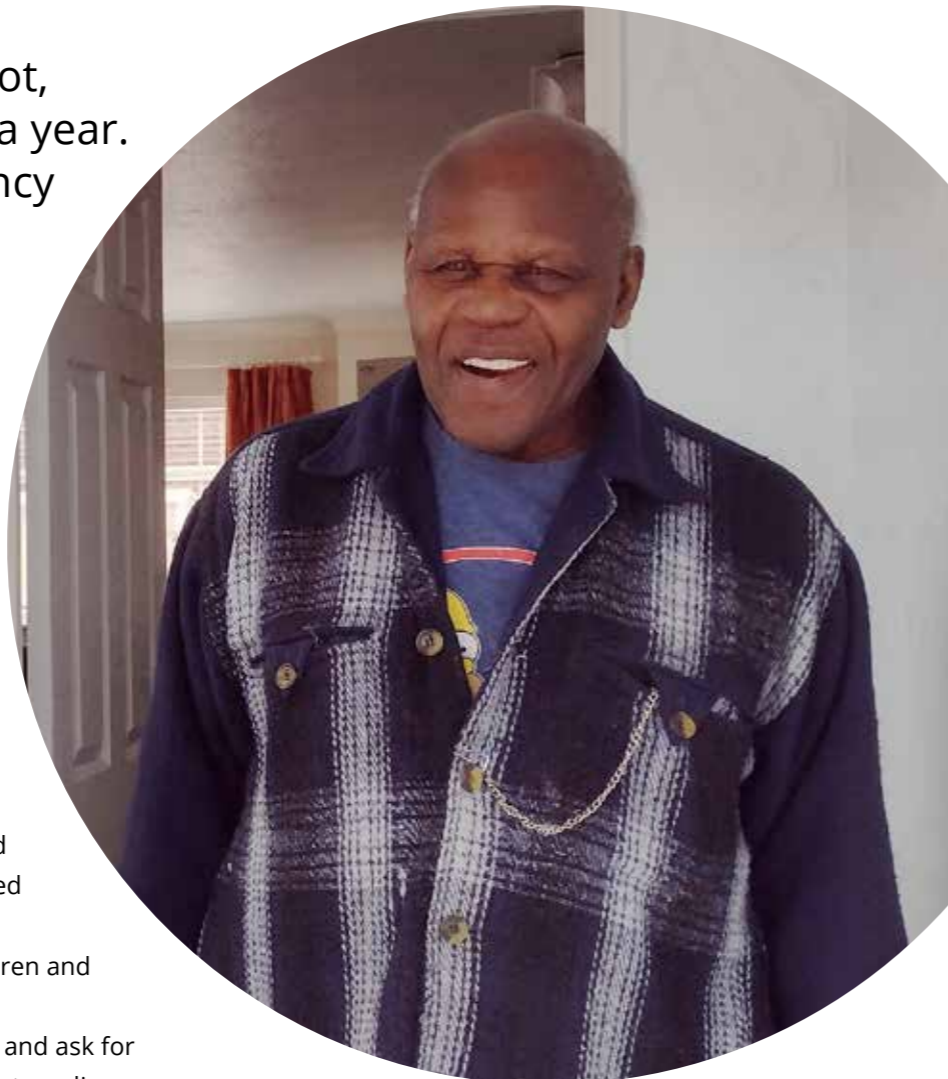
For carers like Julian, being able to take time for themselves without worrying about their loved one can be hugely important to their own health and wellbeing. Whilst home care professionals can help Felilcienne with her personal care, the extra support from HILS to make sure she has a hot meal and a friendly welfare check during the day means that Julian can maintain his independence as well.

The Emanuels have experienced significant personal challenges over the past two years, sadly losing their

daughter to cancer. They are grateful to receive regular meals from our team members who provide structure and a sense of day-to-day normality.

Felilcienne says she has no intention of stopping the meals service as it's a huge help for the couple. Julian says he may sign up for meals too one day but is currently enjoying the independence he is able to maintain with support from professional carers and HILS.

"I can go to the shops if I need to because HILS will always come in and check on her."



"The drivers are always so lovely. You make my day!"

Arfana,
Meals Client

2,173

people received Emergency Food and Grocery Packs



840

people received Home from Hospital Packs

531,549

extra support services such as Medication Prompts and cutting up meals helped clients to maintain their independence



980 clients received

84,315

Tea and Breakfast Packs



479,685

hot meals were delivered to

3,844 clients

"Having such a wide range of meals and working with specialist food suppliers means we can cater to each client's individual needs, making sure everyone has what they need to stay healthy and happy."

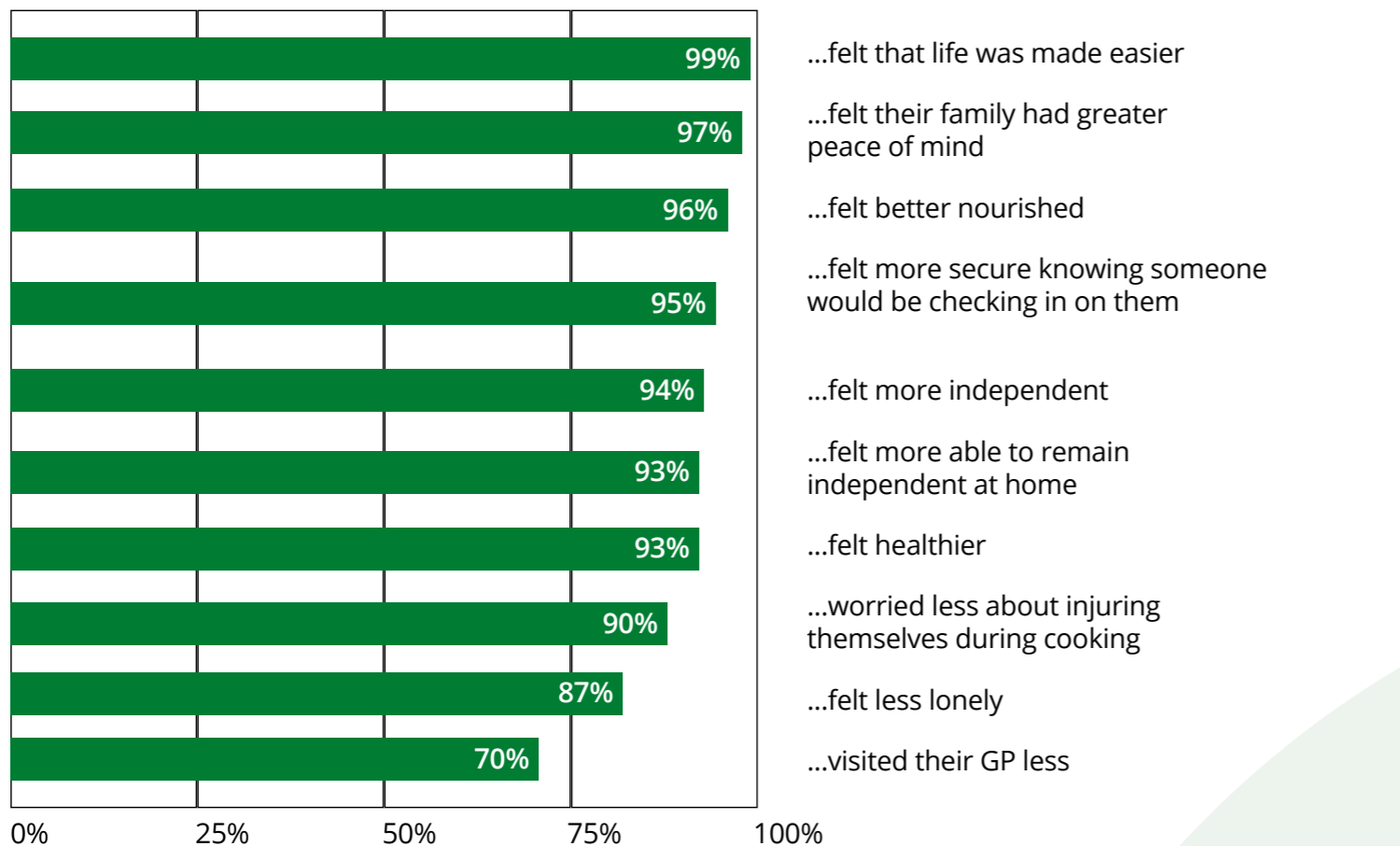
Elise Hoare,
Senior Community Nutritionist



Annual Client Survey

This year we sent out 2,000 satisfaction surveys to our meals clients, and 447 responded. This feedback is important because it helps us to improve our services and celebrate where HILS is making a difference, so thank you to everyone who took the time to respond.

Clients told us that as a result of HILS services and support, they...

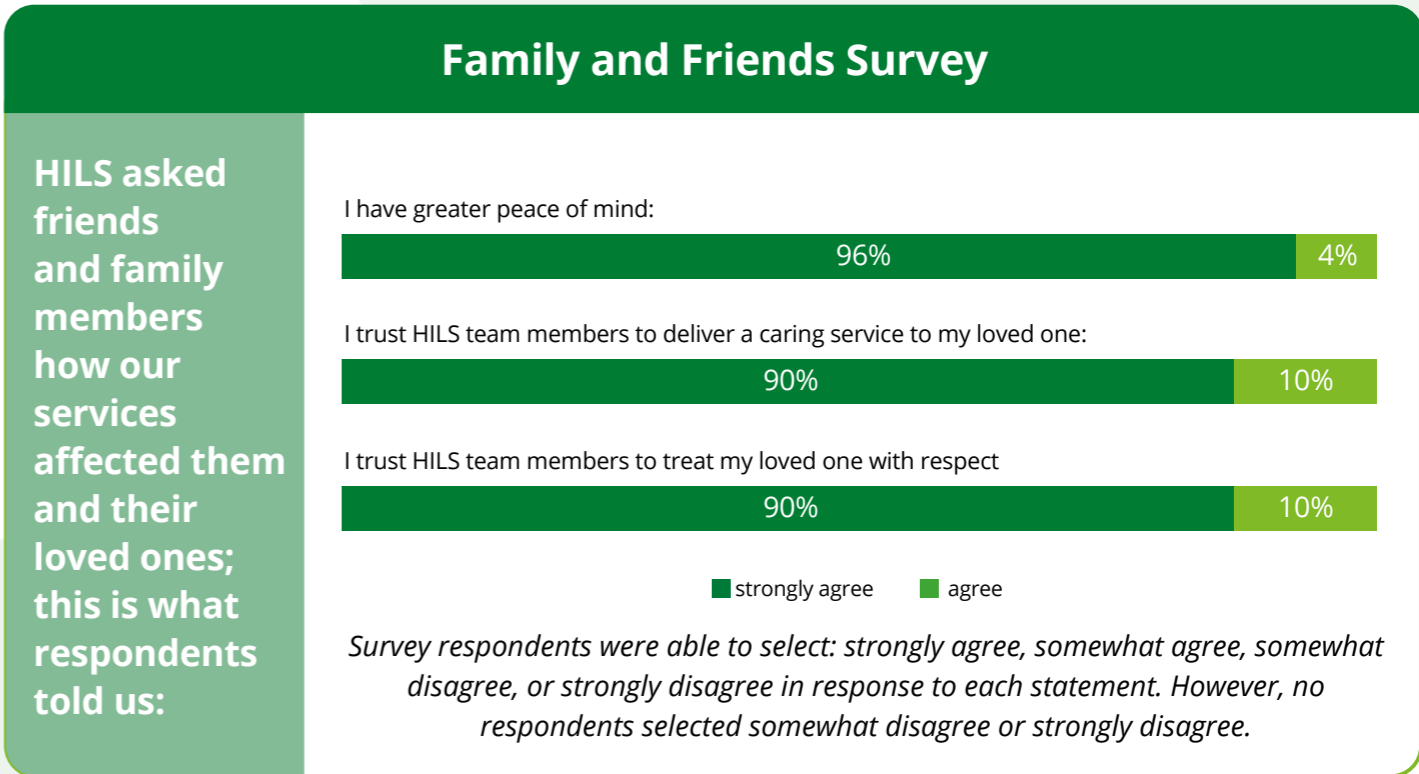
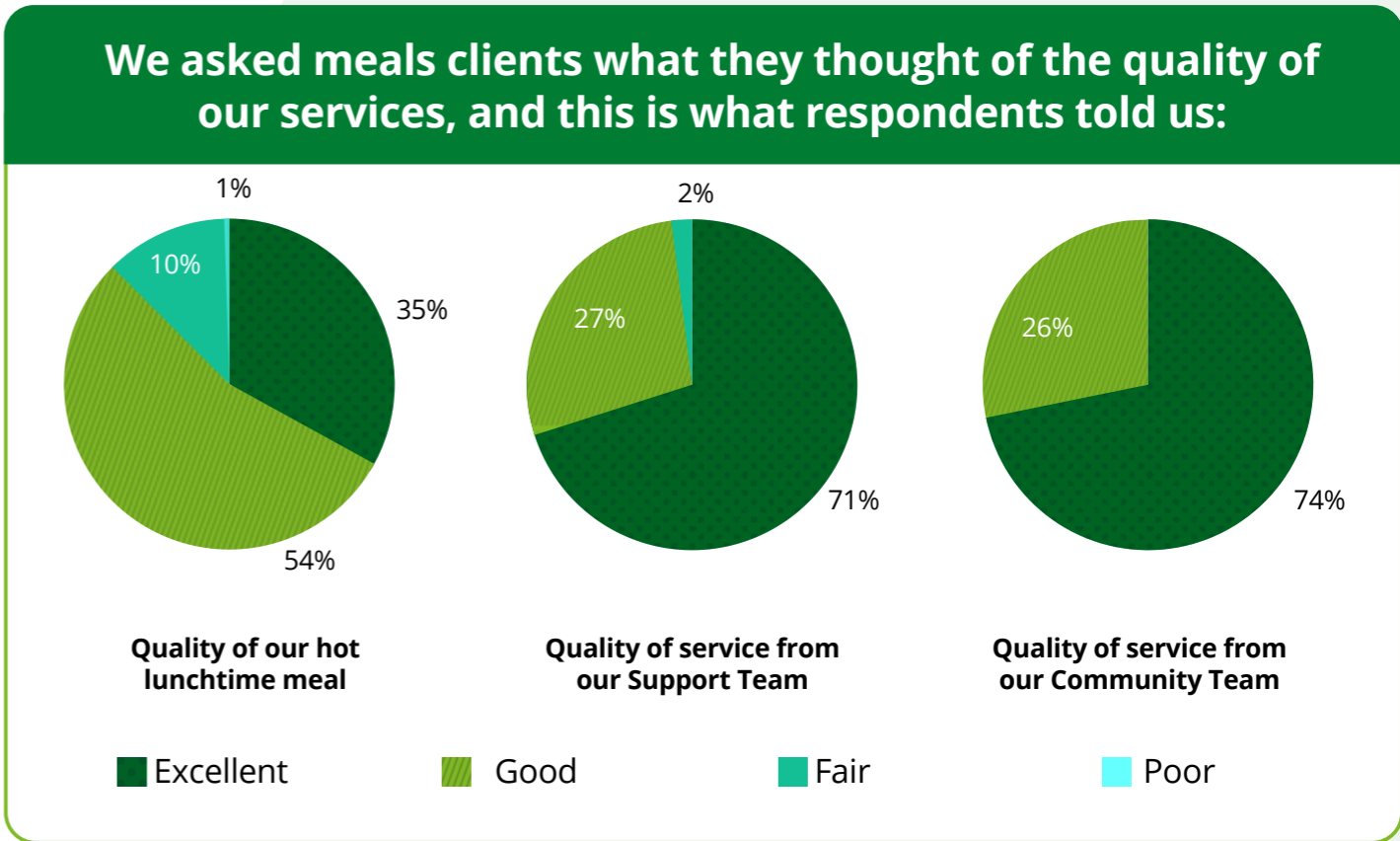


274

respondents said they value the quality of our service most of all

"My favourite thing is the reliability of the service as well as the variety and quality of meals. The service is exemplary."

2022 Meals Survey Respondent



"All the staff, both office-based and meal delivery drivers, are amazing, kind, caring, and all go the extra mile."

2022 Family and Friends Survey Respondent

"The service you have provided has been excellent, it has made such a difference to my mum and to our family. Thank you!"

2022 Family and Friends Survey Respondent



Our Health and Wellbeing Services in the home

Our teams provide one-to-one nutrition and exercise support in people's homes across the county to help them stay healthy and well. Our Nutrition Team also provides Nutrition Awareness training and accreditation to care homes who achieve excellent standards of nutrition care for their residents.



Doreen's story

77-year-old Doreen was referred to our Nutrition and Wellbeing Service by her daughter after she lost a lot of weight while in hospital. After an initial HILS Nutrition assessment, Nutrition and Wellbeing Team Leader, Kolsum, showed Doreen how to fortify her meals to increase her nutrient and energy intake by adding cream, butter, and powdered milk to favourites such as mashed potato, and even tea. She also started eating snacks between meals. In just a few months, Doreen had already managed to increase her weight by 4%, that's 5.5 kilograms!

With the support of her daughter, Lisa, and a bit of determination, Doreen has now reached a healthy weight and continues to follow the food plan put together by Kolsum and her Nutrition and Wellbeing Team colleague Rebekah. Doreen is looking forward to continuing to maintain her health and enjoying her independence.



11,198 nutrition interventions helped **521** clients to improve their health and nutrition

8,608 free Nutrition Boost snack packs were given to people at risk of malnutrition

828 care home staff were trained to provide better nutrition support

330

resident care plans were audited in **37** care homes who were trying to achieve our Nutrition Awareness accreditation



"The team were absolutely brilliant; they went through everything with us and gave excellent advice - things I hadn't thought of myself. Mum's eating really well and I can't thank you enough."

Lisa,
Doreen's daughter

Shirley's story

86-year-old Shirley joined our Active Ageing Service to improve her fitness and mobility after becoming quite sedentary due to the pandemic. Enthusiastic and eager to progress, she particularly wanted to work on her balance as she often felt at risk of falling, which affected her confidence and ability to leave the house. With the help of her HILS Active Ageing instructor, Nicki, Shirley set several personal goals: to feel steadier on her feet, and to get out and about so she could meet more people.

With help from Nicki, Shirley worked on building her strength and stamina by doing seated and floor exercises, until she felt ready to start visiting friends and neighbours. Shirley has enjoyed the exercises so much that she decided to join a local community-based exercise class, achieving her personal goals!



Shirley did so well on the Active Ageing programme that she won our Winter Wellbeing Client of the Season award



1,881 Active Ageing sessions supported **375** people to get stronger, healthier, and maintain their independence through physical activity

"There is no stopping Shirley. She is a prime example of what we at HILS are trying to achieve for our clients."

Nicki, Active Ageing Instructor



Keeping you safe in the home

2,627 Pop-In Visits and **77** keysafe installations helped people feel safer in their homes



Advocacy

2,885 interventions helped **76** people to make good decisions about their health, care, and supported them to remain independent



Our Health and Wellbeing Services in the community

Health and Wellbeing Hubs

HILS runs two Health and Wellbeing Hubs offering a variety of services to help people stay happy, healthy, and independent, as well as providing affordable rooms to hire for local groups. Sadly, many local community centres closed during the pandemic. HILS partnered with Hatfield & District Age Concern to re-open the much-loved Hatfield community centre, Friendship House, as a new Health and Wellbeing Hub. Since officially opening our doors, we have welcomed many long-standing clients, and some new ones, to attend our lunch club and a variety of events, such as a Christmas Party and Easter celebrations.

Meet Henrietta and Richard

81-year-old Henrietta was feeling very low after a period of ill-health and personal challenges due to the pandemic, when she saw a flyer advertising a new Health and Wellbeing Hub called Friendship House. She decided to give it a go. Since that first visit, Henrietta has been attending every Wednesday and Thursday like clockwork.

"It gives me something to do regularly and to look forward to. I put on my makeup in the mornings, get dressed, and feel excited to get into the taxi knowing that I am going to see my friends."

Henrietta says that she feels healthier due to the regular social interaction and physical activity, and her daughter is pleased that her sociable mother has somewhere reliable to attend that has everything she needs, including regular gentle exercise sessions, fun events, and opportunities to connect with others... such as Richard.

71-year-old Richard is a regular face at Friendship House attending three or four times a week since January 2022. He says it is great to get out of the house and to meet people, and particularly enjoys theme days where he can dress up and entertain everyone!

In recent months, Richard has been supporting his partner through bereavement, which he says can be quite difficult. He says he likes Friendship House because it has an uplifting environment that helps take his mind off things and has a sense of fun. He also enjoys reminiscing over lunch with his friends in the lunch club and doing regular exercise sessions.

4,769

visits to our Health and Wellbeing Hubs

384

community groups and local residents rented rooms at our Hubs for their events and activities



Lunch clubs

We support all sorts of community groups by delivering hot, nutritious food from multi-portion sharing containers, as well as running our own lunch clubs from our Health and Wellbeing Hubs. Many community groups were forced to shut due to the pandemic and have struggled to recruit new volunteers. By providing affordable food that caters to a wide variety of dietary needs, HILS is helping to support these hugely important local groups to continue providing safe places for people to connect, make friends, and fight social isolation.



12,048 hot meals provided to **430** lunch club clients



Dementia Support

Our Kingfisher dementia fun club provides day sessions with a variety of health and wellbeing activities for people living with mild to moderate dementia. After closing temporarily during the lockdowns, HILS Activity Coordinator, Jill, and her team of faithful volunteers have worked tirelessly to get the club up and running again as quickly as possible.

32 clients attended our Kingfisher Club **1,113** times last year

"The clubs are an absolute lifeline for me and my mum."

Family of dementia fun club client



Hertswise

2,949 people living with dementia and 615 of their carers were supported by the Hertswise partnership

55,895 visits were recorded to Hertswise clubs

1,094 personalised home visits provided



Behind the scenes

From the frontline to behind the scenes, our team members have been working hard to keep everything running smoothly and to continue improving the way we support clients, staff, and the wider community.

IT

Our department have been instrumental in enabling hybrid working across HILS by setting up audio-visual stations for colleagues to call in from anywhere, and moving everyone onto Microsoft Sharepoint. They also supported the expansion of our services to our new Health and Wellbeing Hub, Friendship House, and the relocation of our former Ware meals on wheels site to Hertford.

750
IT issues resolved



Wi-Fi upgrades across all sites to increase internet security

Support Services

Our Support Services Team makes sure that the buildings we work in and the vehicles we use are safe, tidy, and well-stocked. Over the past year, they have made sure that every team member has personal protective equipment to help keep themselves and our clients safe, this included providing 250 'Keep Safe Kits' for staff to take home with them when restrictions began to lift.



56,400 masks



36,000 pairs of gloves



1,500 bottles of sanitiser

HR and Finance

HILS' second charitable objective is the relief of unemployment. This means we support people into the workplace who have faced barriers such as being older, having a physical or learning disability, caring responsibilities, or who need help to develop their literacy, numeracy, or English language skills. Our HR and Finance provide crucial support to our staff and operations.

40% of our team members are over 55

20% say they have caring responsibilities

3,744 supplier invoices processed

9,350

leaflets handed out through partner organisations such as Small Acts of Kindness bags

Communications and Marketing

From doing presentations, to delivering leaflets and leading creative social media campaigns, our Communications and Marketing Team is on the frontline trying to reach people who could benefit from our support and raising awareness about issues affecting older people (such as malnutrition, frailty, and social isolation).



2,000

Christmas gifts distributed to clients

633

free 'taster' meals given out to community groups

Business Development and Improvement

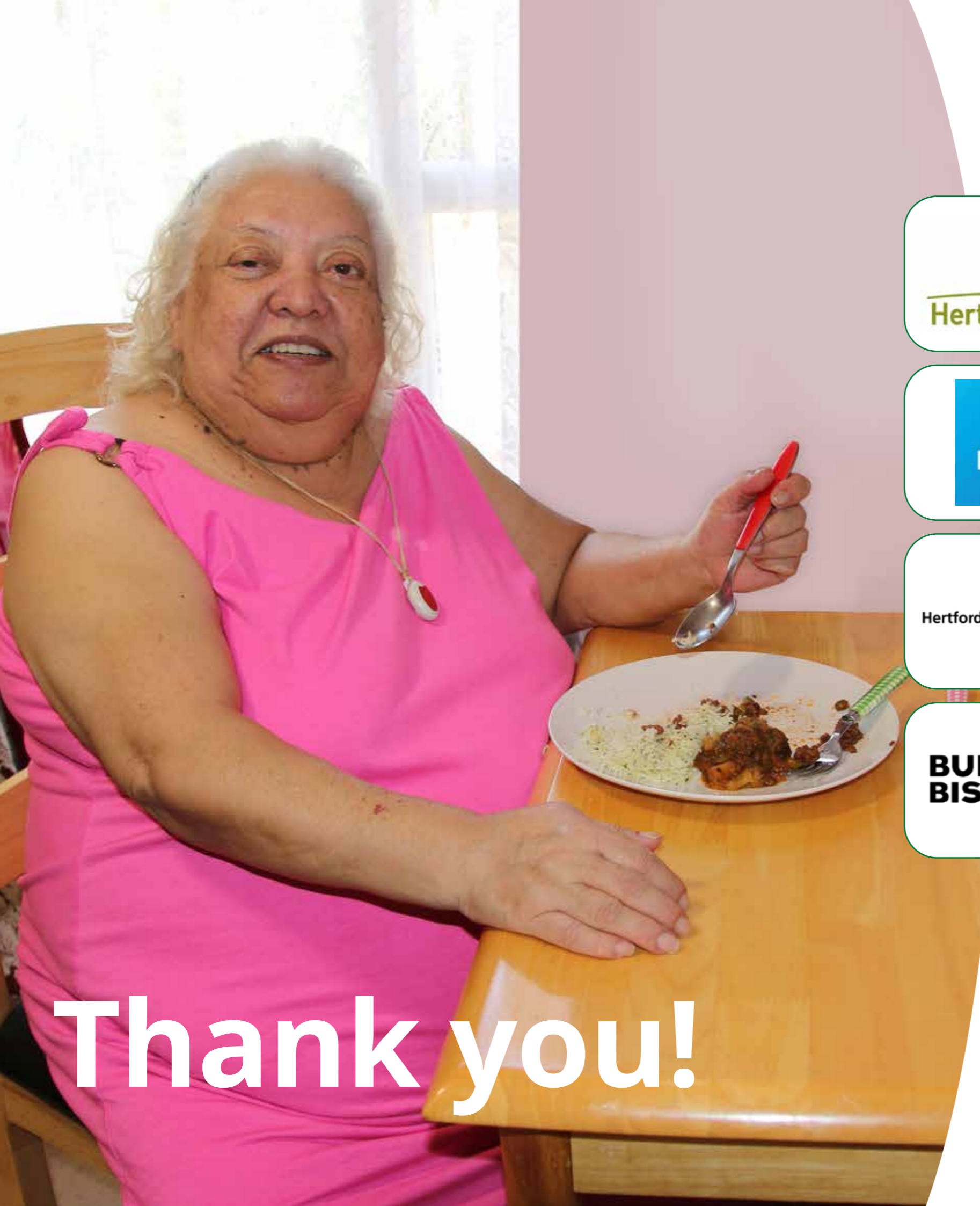
Our project managers work closely with different teams on a variety of projects so we can work better, more efficiently, and increase our impact. This ranges from working with colleagues in IT and Finance to introduce new software, to working with frontline teams to improve customer service. The team also generates income through fundraising and grants so we can develop new services and offer our clients extra gifts or support.

£308,395 in fundraising and grants to grow our impact

Finalist in:

- The Public Sector Catering 'Health and Nutrition' award
- The National Association of Care Caterers 'Contract Caterer of the Year' and 'Triumph Over Adversity' awards
- The Hertfordshire Care Providers Association 'Most Innovative Team Collaboration' award





Thank you!

Without our partners, we could not have supported the thousands of people who rely on our services every day to stay happy, healthy, and independent. Your support has helped us to continue providing an excellent service to our clients, teams, and the wider community.



Hertfordshire County Council has provided unwavering support to HILS, recognising the value of meals on wheels and community-based service provision. We would particularly like to thank colleagues in Adult Care Services' **Community and People Wellbeing Team** and Public Health.



Social Business Trust has helped HILS to grow by connecting us with experts in the field and providing invaluable knowledge and expertise, making it possible for us to reach more people with the support of corporate volunteers. A special thank you to volunteers from **Bain & Company, Charles Russell Speechlys, Clifford Chance, EY, LSEG, Permira, The Permira Foundation, Refinitiv, and Schroders.**



We work closely with a variety of teams in health and care to promote our services and get support to people who need it. We would like to extend a special thank you to **Hertfordshire Community NHS Trust** for supporting our Nutrition Awareness Service which brings excellent nutrition training into care homes so they can make sure their residents stay healthy and well.



Burton's Biscuit Company has supported HILS tirelessly since they first named us as their charity of the year in 2019, and we are hugely grateful for their generous donations of sweet treats for our clients and staff. A massive thank you to the wonderful volunteers who helped to repaint the Jubilee Centre so that our Kingfisher Club clients could have a warm welcome back after the COVID-19 lockdowns.

We work with a variety of partners across education, health, care, and voluntary, community, and social enterprise sectors. We'd like to thank **Hatfield and District Age Concern** and **St Albans Older People's Trust** for helping us to grow and develop our Health and Wellbeing Hubs. We are extremely grateful to every group who has helped us to continue providing excellent care and support to those who need it most.

We would also like to thank **HertsHelp**, the **National Association of Care Catering**, our colleagues in the **Malnutrition Awareness and Prevention Network**, the **Malnutrition Task Force**, **Hertfordshire Care Providers Association**, and all our colleagues in the **Voluntary, Community, Faith, and Social Enterprise** sector.

Lasting impact

How we will continue to increase our impact in 2022-23



By caring for our clients...

- Helping people to make friends and find support when they need it by creating new Health and Wellbeing Hubs, and supporting other community groups by working in partnership
- Reaching more people who are in need and making sure they receive hot, nutritious meals and regular welfare checks



By caring for our teams...

- Valuing diversity and supporting people to thrive at work by prioritising their physical and mental health, and offering a range of benefits and opportunities to progress
- Supporting people into employment who may have experienced barriers to work



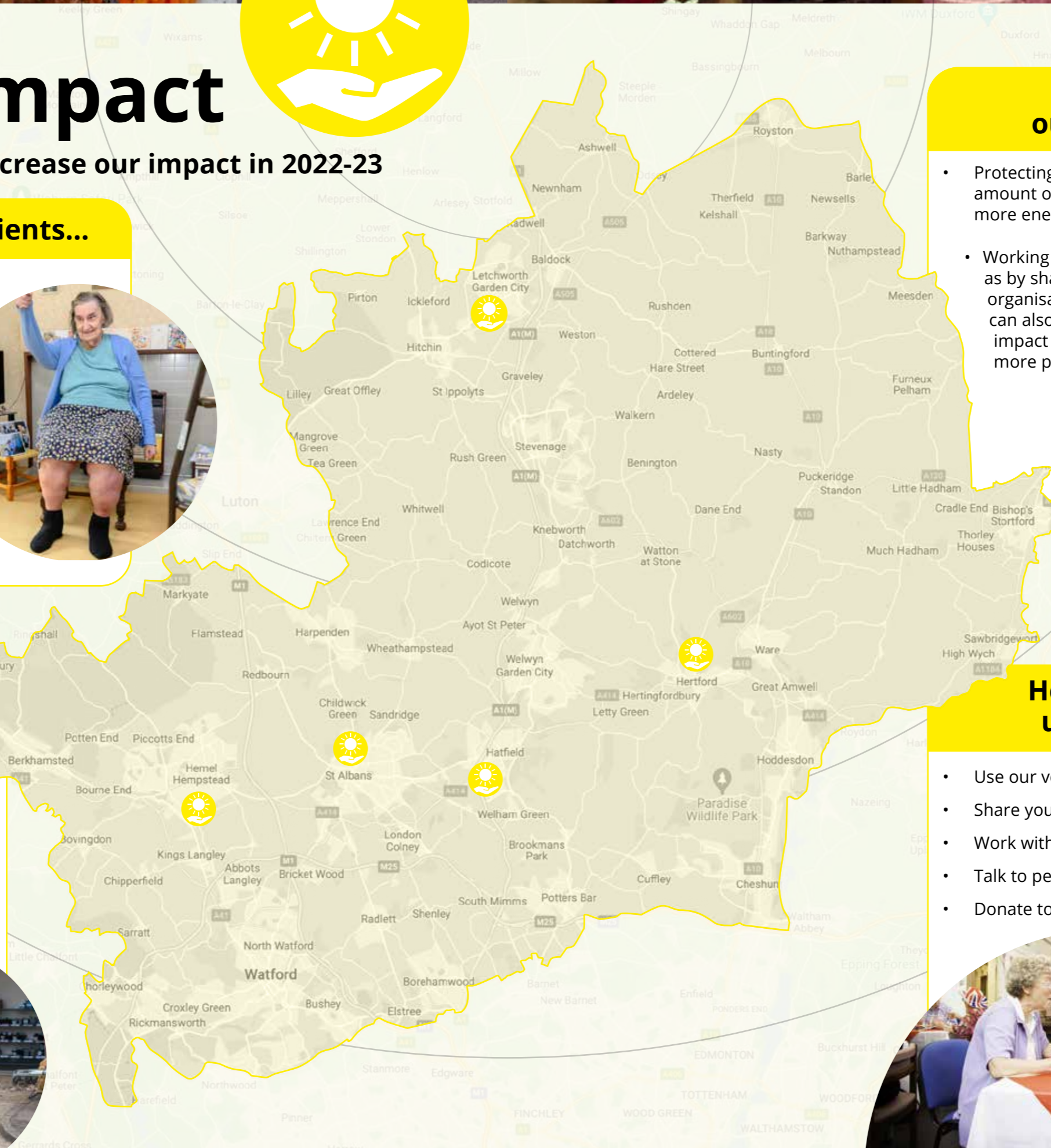
By caring for our community...

- Protecting our environment by reducing the amount of waste we produce, and becoming more energy efficient
- Working together to help others thrive, such as by sharing premises with smaller organisations so they can also grow their impact and help more people



How can you help us achieve this?

- Use our venues
- Share your knowledge and experience with us
- Work with us to develop solutions
- Talk to people about our services!
- Donate to us



“It’s lovely to know HILS are there to help us any way they can. I cannot fault the service at all. Thank you all so much.”



Hertfordshire Independent Living Service is a charitable social enterprise delivering meals on wheels and other independence-promoting services to support older, disabled, and vulnerable people to stay happy, healthy, and independent in their homes and in the community. We also provide fulfilling, caring employment for our team members and support people facing barriers to employment into the workplace.



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