



Changing lives for the better

Annual Impact Report 2022-23



**Health & Independent
Living Support**



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1,488,384

interventions delivered
to help people in need

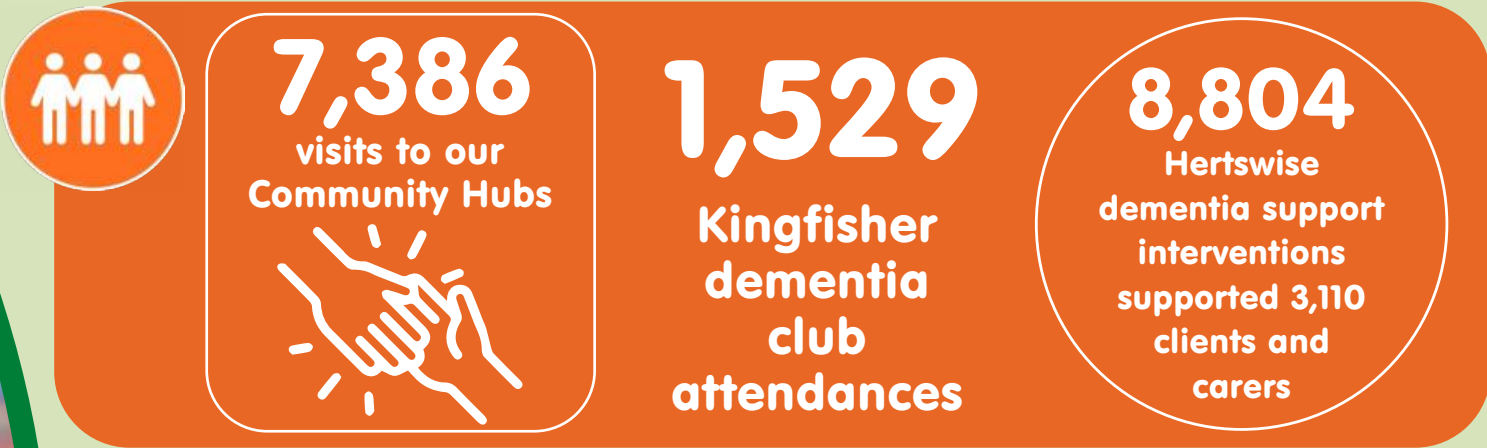
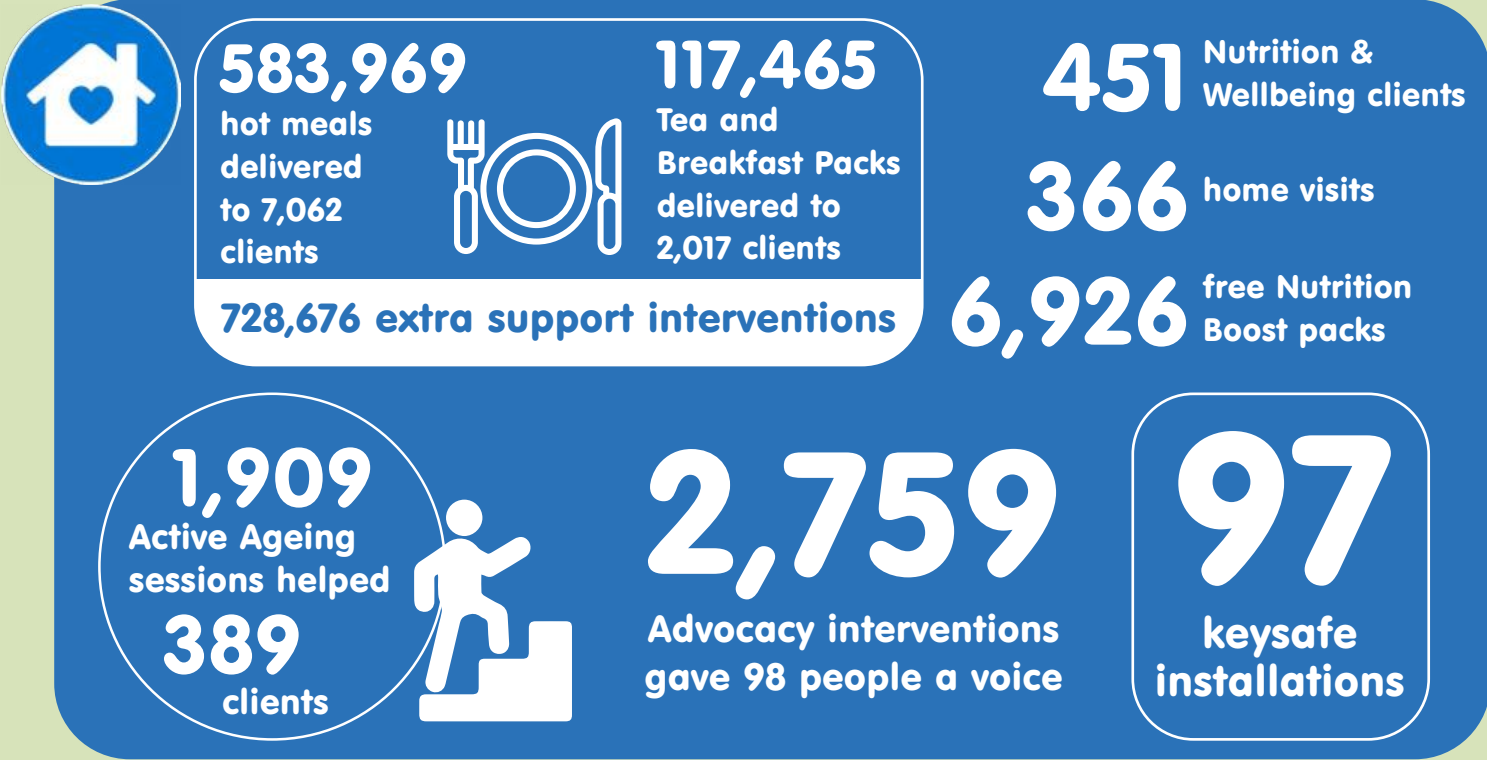


18,258 people
supported

to remain happy, healthy, and independent

“I feel well-nourished and it’s reassuring to have a visitor each day.”
- Meals on wheels client

18,258 people | 1,488,384 support interventions





“You have been the backbone to my family’s wellbeing and care. I can always rely on HILS.”

- Family member of meals on wheels client

It is a wonderful moment every year when we look back at the impact our teams, volunteers, and partners have had on the lives of thousands of people. At the height of the COVID pandemic, HILS played an essential role in helping vulnerable people stay safe and healthy. Since then, our incredible teams have continued to provide much needed support and comfort as our communities have slowly recovered. Many of our clients, and staff, have faced drastic and lasting changes to their lives. They have had to rebuild their confidence, social networks, and independence, and HILS has been there to help them every step of the way.

We have seen record numbers of clients across all of our services, and the number of support interventions provided per client has also increased. In our meals services alone, our teams provided over 700,000 additional support interventions, such as Medication Prompts, plating or cutting up meals, and encouraging people to eat. We have also been growing our Community Activities so that people have a place to go where they feel supported, connected, and valued. It is an immense privilege to be part of this organisation which continues to change people’s lives for the better.



John Turk, Chair of the HILS Board

Providing preventative and caring support that helps people remain independent is the heart of HILS’ purpose. Every year we try to increase our impact and help more people to be healthy and happy. In 2022-23 HILS supported more people than ever before, with over 18,000 clients using our services, and thousands of friends and family members being reassured that HILS was supporting their loved ones.

Sadly, the services that HILS provides are not available in many parts of the country. Only a small minority of Local Authorities now commission meals on wheels, so hundreds of thousands of people no longer have access to this vital service. In October 2022, working with West Sussex County Council, HILS was able to step in to save the meals on wheels service from closure. The new West Sussex team has already helped more than 1,000 residents.

We are fortunate in Hertfordshire to have such strong backing from Hertfordshire County Council, whose commitment to ensure that preventative services are provided has been crucial to HILS’ success. Working together with NHS, Public Health, and Voluntary and Community sector partners, the health and care system is so much stronger and better able to meet people’s needs.

As HILS continues to increase its impact and help more people to be healthy and independent, we are updating our name to better reflect what we do, which is provide ‘Health & Independent Living Support’. HILS’ wonderful team members work with care and passion 365 days a year. Every one of them has been part of the impact HILS has achieved over the past year, and my huge thanks go to each of them. Together we will continue to help thousands of special clients, who we have the honour and pleasure of supporting in our HILS family.



Sarah Wren OBE, HILS Chief Executive

Support at Home



HILS offers a range of services to help people stay independent in their own homes for as long as they wish





Our Meals Service

Our meals on wheels teams deliver hot, nutritious meals 365 days a year, whatever the weather, from six sites across Hertfordshire and West Sussex.

Rona and Mary's story

94-year-old Rona is a full-time carer for her daughter, 68-year-old Mary, who lives with cerebral palsy. The pair have been receiving meals on wheels since 2017 when Rona's health declined following a spinal fracture and osteoporosis, leaving her unable to walk to town for food shopping or prepare regular meals like she used to.

For carers like Rona, being able to rely on services such as meals on wheels to support them in times of need is a huge help. Knowing that meals would be delivered hot and ready to eat every day meant that Rona could focus on Mary's care, and even take time for her own health and wellbeing. "You know you're always going to get a hot, well-balanced meal," Mary says.

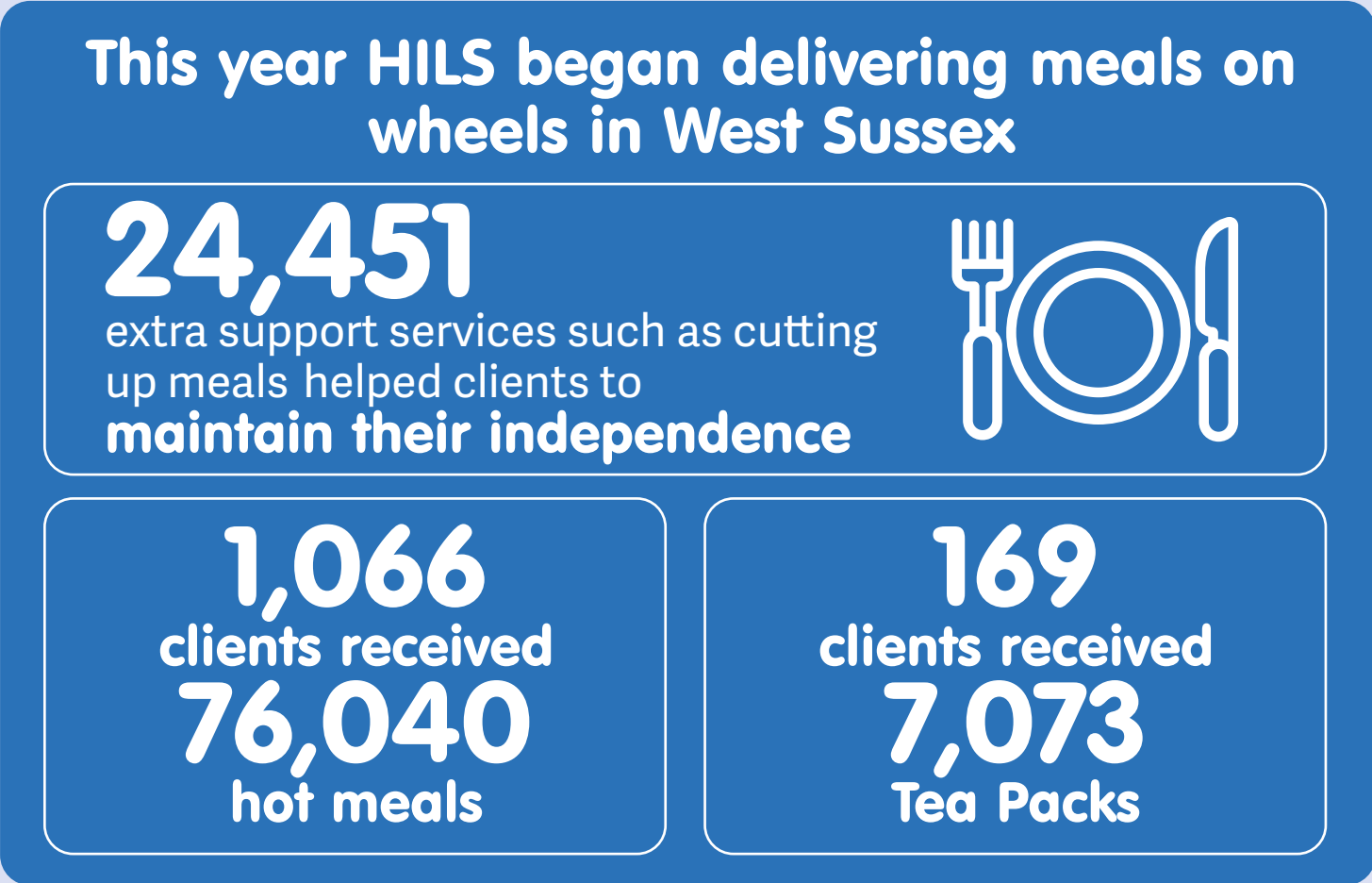
Although the pair have their pet dog, Sally, to keep them company, they say that they also love having a regular friendly face checking in to see how they're doing alongside delivering a delicious meal. Fortunately, over the past few years, Rona and Mary have been able to regain some of their independence, and Mary now attends a day centre two days per week. HILS' flexible service means they have been able to reduce the number of days they receive meals, but still enjoy the benefits of the support when they need it.



“The drivers are always so friendly and we chat whenever they stop by with our meals. It's nice not to have to cook a lunchtime meal every day, I can't imagine the service not being there.”



“I love the satisfaction that comes from this work. Just knowing that I can bring a smile to someone's face whilst making sure they have a hot, nutritious meal which helps them to stay healthy is a feeling you can't beat.”
- Community Team Member



Annual meals on wheels client survey

This year, 449 Hertfordshire clients and their loved ones completed our annual satisfaction survey. 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 receiving HILS meals on wheels...

...98% felt that life was made easier

...98% feel happier

...96% feel better nourished

...95% feel more secure

...92% feel healthier

...92% feel more independent

...90% had recovered from a period of ill health quicker

...89% feel less lonely

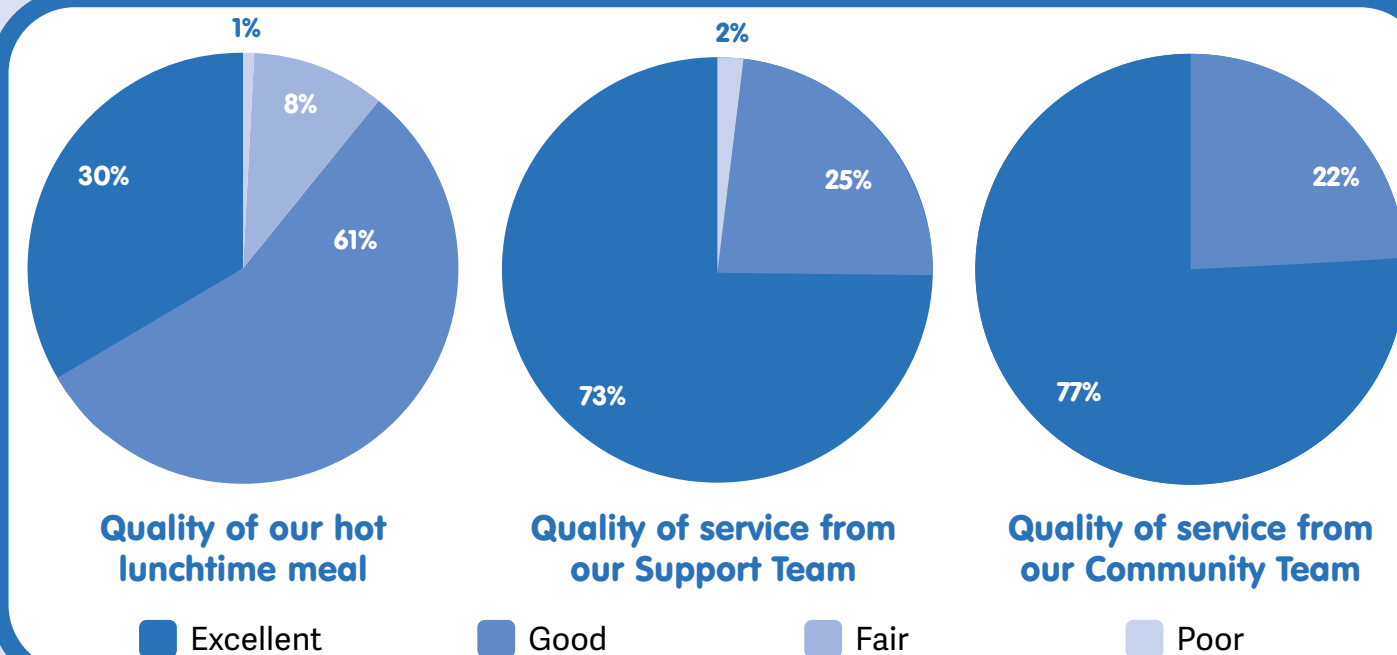
228 respondents said they value the quality of our service most of all



“The customer service in the office is superb. When I leave a message, someone always rings back. Very friendly, very efficient, very professional.”

- 2023 survey respondent

We asked meals clients what they thought of the quality of our services, and this is what respondents told us:



Family and Friends Survey

HILS asked friends and family members how our services affected them and their loved ones; this is what respondents told us:

I would be likely to recommend HILS services to family or friends

99%

I have greater peace of mind

98%

I feel confident that HILS team members will tell me if they have concerns about my loved one

97%

I trust HILS team members to deliver a caring service to my loved one

94%

“We gave the highest score possible as the whole team always take good care of my dad’s needs. They really do care and listen and are always so reliable. Thank you to all, we really appreciate everything that you do.”

- 2023 survey respondent

“My mother is extremely satisfied with both the service and quality of the meals. It is wonderful for me to know that she will receive a hot, nutritious lunch every day.”

- 2023 survey respondent



Jean's story

In 2021, 87-year-old Jean had a fall in her garden. Unfortunately, she was unable to get up on her own and wasn't found until the following day meaning that she spent the entire night outside during a winter storm. Jean had already been struggling to maintain her weight and remain well-nourished, and this traumatic experience made her scared to go outside or be on her own. Luckily, as a Hertfordshire meals on wheels client, she was able to access free support through our Nutrition & Wellbeing service. With help from our Nutrition & Wellbeing Visitor, Stuart, Jean was able to make small changes to her diet to re-build her strength, become healthier, and reduce the risk of falls by staying well-nourished and hydrated. Jean is now able to walk a mile round the village on her own and has even started to drive her car again. She can now visit her friends and get out and about, and is feeling much more confident. Jean's story was such an inspiration, that we chose her as one of our Wellbeing Clients of the Season.



Peggy's story

When 92-year-old Peggy started our Exercise at Home programme, she had one goal: to be able to walk around her home unaided, and maybe even venture outside to enjoy the sunshine. Every time her Active Ageing Instructor, Courtney, arrived at Peggy's house, she would be greeted with a detailed list of new exercises and how Peggy had been incorporating these into her daily life. Peggy also shared her exercise routines with friends and family members, who were amazed at her rapid progress and commitment to becoming fitter and stronger. After just two months of exercising, Peggy now regularly does the 25 minute round trip to the end of her road, something she had not been able to do in years. We were so impressed by Peggy, that we awarded her our Wellbeing Client of the Season Award.



366

home visits supported

892

Nutrition & Wellbeing interventions

366

home visits supported

451

clients to improve their health and nutrition

6,926

free Nutrition Boost snack packs given to people at risk of malnutrition

1,909

Active Ageing sessions supported

389

people to get stronger, healthier, and maintain their independence

Advocacy

"The heart of Advocacy is standing up for people who are unable to stand up for themselves, whether they're struggling to be heard or are confused about decisions that need to be made. Sometimes we just listen. It's remarkable how good people feel about themselves if you just give them a chance to put all their concerns on the table. In other cases, we can step in to help clients see each option available to them, whether it's logging a complaint or sorting out an outstanding bill. The small steps we put in place add up to have a significant lasting impact for an individual's overall health and confidence."

- Rachel Kelly, HILS Community Advocate

2,759

interventions helped

98 people

to make good decisions about their health, care, and supported them to remain independent

Community Activities



HILS runs Community Hubs and activity clubs for older and disabled people across Hertfordshire, creating opportunities to socialise and access support



HILS runs Community Hubs in Hertfordshire, each offering a variety of services to help people stay happy, healthy, and independent, as well as providing affordable rooms to hire for local groups.

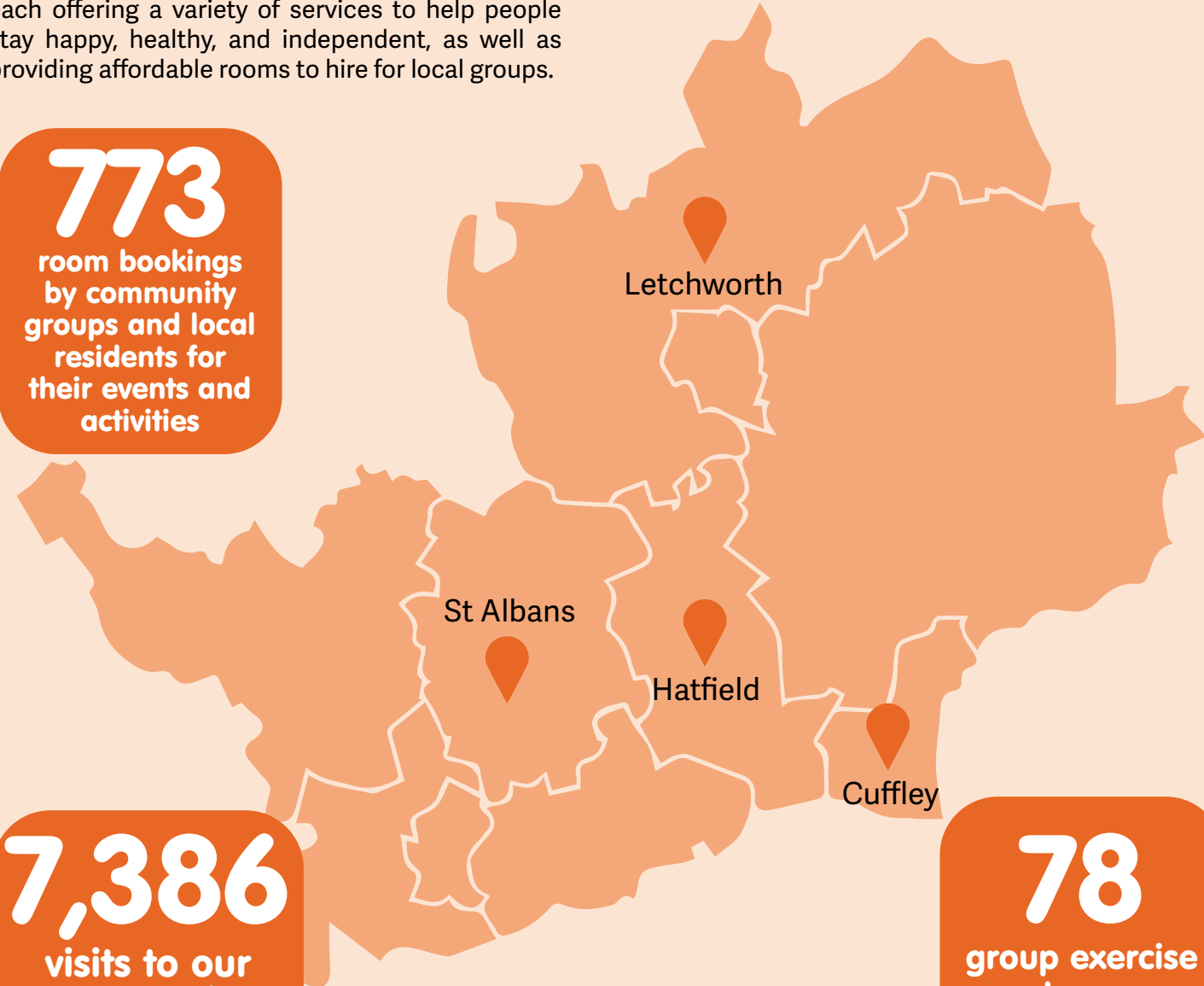

773
room bookings
by community
groups and local
residents for
their events and
activities

7,386
visits to our
Community
Hubs

78
group exercise
classes

“At first, clients may appear shy and reserved, but it is lovely seeing them come out of their shells and form friendships. We see their faces light up when they come to the centre, particularly those that have experienced losses, hardships, and loneliness. Attending the Hub gives our clients confidence to meet new people, take part in activities that keep their brains active, and ensures they eat a nutritious meal.”

– Dee, Cuffley Day Centre Manager



Tony’s story

Karen has been bringing her 86-year old grandad, Tony, to Friendship House in Hatfield for nearly a year. Tony lives with dementia and finds that memory loss and confusion affect his daily life and limit his independence.

Karen realised that Tony needed some help getting out and socialising, so brought him along to the centre to try it out. Since then, they have become regular visitors and Tony has made great friendships with the other clients, carers, volunteers, and staff. Sometimes he gets involved with the activities, such as arts and crafts or bingo. Other times, he just wants to be in the company of people of a similar age and to have a chat.

Karen and the family say they feel relieved knowing that Tony is in a safe space where he will be understood, valued, and able to enjoy himself, whether that’s having a cuppa at the Wellbeing Café, getting involved in quizzes and singalongs, or having a hot nutritious lunch club meal.



Kingfisher Club

Our Kingfisher Club provides day sessions with a variety of fun activities for people living with mild to moderate dementia.

1,529 attendances
across
252 sessions

“It’s an incredibly positive service for my mum, she often comes home telling me good things about her day.”

– Family member of Kingfisher Club client

Hertswise

Hertswise provides community dementia support through group meetings and one-to-one support sessions.

2,860 people living with
dementia and
250 carers
supported

915
one-to-one
support
sessions

7,889
group support
sessions

Crisis Support

HILS provides free of charge crisis support services for those who need help in a hurry



Crisis Support



Home from Hospital

Our Home from Hospital Food Support service provides free food and groceries for people recovering from illness and injury when they leave hospital.



906
Home from
Hospital
bags
delivered

Food Bank on Wheels

Our Food Bank on Wheels supports people who are experiencing financial difficulties or find themselves in crisis. The pack has been developed by our Nutrition & Wellbeing Team and contains three days' worth of food.



1,063 Food Bank
on Wheels
deliveries

Support for Groups



HILS provides hot meals and other services to lunch clubs, care homes, and other community groups so they can support their clients better

Support for Groups



Food for Groups

We support all sorts of community groups to feed their attendees by delivering hot meals that cater to a wide variety of dietary and cultural needs. These groups are vital to providing safe places for people to connect, make friends, and access support.

We've supported **2,159**



lunch club clients and provided

18,532 meals



Nutrition Awareness

In partnership with Herts Valleys Clinical Commissioning Group and Hertfordshire Integrated Nutrition and Dietetic Service, the HILS Nutrition Awareness Team support care homes across West Hertfordshire to provide excellent nutrition care for their residents. This service is completely free and tailored to care homes catering to older people and people with learning disabilities.



109
training sessions
delivered to
409
care home staff



Behind the scenes

Across the business, our 'behind the scenes' teams have been working hard to make sure our front-line services are supported and continue to thrive. From IT, Finance, and HR, to Communications and Marketing, our corporate teams are key to ensuring that we can continue to help our clients to stay happy, healthy, and independent.

Business Development and Improvement

Our project managers work closely with teams on a variety of projects so we can work better, more efficiently, and increase our impact. The team also generates income through fundraising and grants so we can develop new services and offer our clients extra gifts or support.

£304,318
in fundraising and grants to grow our impact



Winner:
Biz4biz COVID Hero



Finalist:
Biz4biz Best Corporate Responsibility



Finalist:
SME Business of the Year

HR and Finance

HILS is a Disability Confident Employer and supports people facing a variety of barriers back into employment. Our Workplace Wellbeing Team are available for all staff who are experiencing personal, financial, or work challenges to help them access the support they need.

Around **50**
new team members joined us during Cuffley and West Sussex transfers

45.8%
increase in number of finance transactions compared to last year

Communications and Marketing

From giving Taste & Talk presentations in the local community, to designing helpful leaflets and leading creative social media campaigns, our team works hard to raise awareness about issues affecting older people, and makes sure we reach people who might benefit from our services.

874
free 'taster' meals given out to community groups

Over **11,000**
leaflets distributed

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. They also make sure that our all-important freezers and ovens are in good working order, and provide staff with personal protective equipment.

Over **1,000**
Fleet and Facilities issues resolved

 **New vehicle data system**

Safety and compliance



IT

Our IT Team has worked tirelessly this past year to support teams to work better and to grow by using new digital tools. These included new route optimisation software and enhanced client data systems.



Over **1,000**
IT issues resolved



£304,318
fundraised through
donations and grants



£3,918,564
raised through client
contribution to service
costs



£1,826,569
received through NHS and
social care contracts



100%
of funds used to
grow impact and
change the lives of
18,258
direct beneficiaries, and hundreds of thousands
of their friends, family members, and loved ones



441
staff and
volunteers have
created
lasting impact
and been able
to enjoy fulfilling
employment



Around
80
organisations directly
supported across the
VCSFE, health, and care
sectors



Thank you to our partners

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 excellent service to our clients, teams, and the wider community. We sincerely appreciate your continued support.



Hertfordshire County Council have 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 Wellbeing Team and Public Health.

West Sussex County Council have offered invaluable support throughout the transfer of the meals on wheels service to HILS and since. We are grateful for their support and would particularly like to thank the Catering Services Team.



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.

Social Business Trust have 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 Schrodgers, Permira, Clifford Chance, EY, Financial Times, and BAIN.



We work with a variety of partners across education, health, care, and voluntary, community, and social enterprise sectors. We'd like to thank our Hertfordshire-based partners at **Hatfield and District Age Concern**, **AgeUK Herts**, **Carers Support**, and **St Albans Older People's Trust** who have helped us to grow our Community Activities. We would also like to recognise our partners in West Sussex who have helped us to grow the service and reach more people, these include **Alzheimer's Society**, **Healthwatch**, and **4Sight**. 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 Caterers**, all our colleagues in the **Malnutrition Awareness and Prevention Network**, the **Malnutrition Task Force**, and all our colleagues in **Voluntary, Community, Faith, and Social Enterprise** sectors.



“

The meals on wheels service is a life-saver. The food is always hot, nutritious, and delivered with a smile.

Thank you.

- Meals on wheels client

”

Health & Independent Living Support is a charitable social enterprise delivering meals on wheels and other independence-promoting services to support older and disabled 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 (such as disabilities, or caring responsibilities) into the workplace.



**Health & Independent
Living Support**



HILSHertfordshire |



HILSWestSussex



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