



Health & Independent
Living Support

Annual Impact Report 2024-2025



*Helping people stay happy, healthy,
and independent*



Making a difference together

There are many reasons why people choose to work or volunteer for charities and not-for-profit organisations. For me and my fellow volunteers who serve on HILS' Board, it is because we know that our efforts help HILS and our teams to make a tangible difference to so many people's lives.

Meals on wheels services were once available in almost every town and community across the UK. Sadly, that is no longer the case. HILS is challenging this decline, doubling in size over the past three years to provide vital meals services to people in need across Hampshire and West Sussex, whilst also increasing its support for Hertfordshire residents.

HILS' innovative meals on wheels support and wider preventative services have been recognised through national and local awards for their impact. But most importantly, the help that HILS provided in the past year improved the lives of over 18,000 people, helping them be happier, healthier, and more independent. I hope that you will enjoy reading our 2024-2025 Impact Report, and will feel encouraged by the stories of some of our inspirational clients and the work of our compassionate teams.

John Turk, Chair of the HILS Board

That little bit of help...

Every person who HILS supports has a story to tell, of challenges overcome, sad times endured, fun had, and successes achieved. The common theme throughout each of these stories is often a dogged determination to keep going. That strength is inspirational to see, but it can be one of the reasons why people struggle to accept help when they would benefit from it.

Many of us can look back on our lives and see the points at which the caring support of a family member, friend, colleague, or even a stranger, was what we needed to get through a tough time, or to help us to live our lives as we want to. At HILS, we want to be that little bit of help, maybe just on the odd occasion, for a few days or weeks, or for as long as we are needed. Independence is important to us all, but we may need others to help us achieve it.

In this Impact Report, you will find evidence of how HILS' preventative services help health and social care partners by keeping people well nourished, preventing falls, and helping recovery after illness or crisis. You will also see that HILS is here to help the tens of thousands of individuals who need support, and for whom the 'little bit of help' from our caring teams has made a real difference to their health, happiness, and independence.

Sarah Wren OBE, HILS Chief Executive

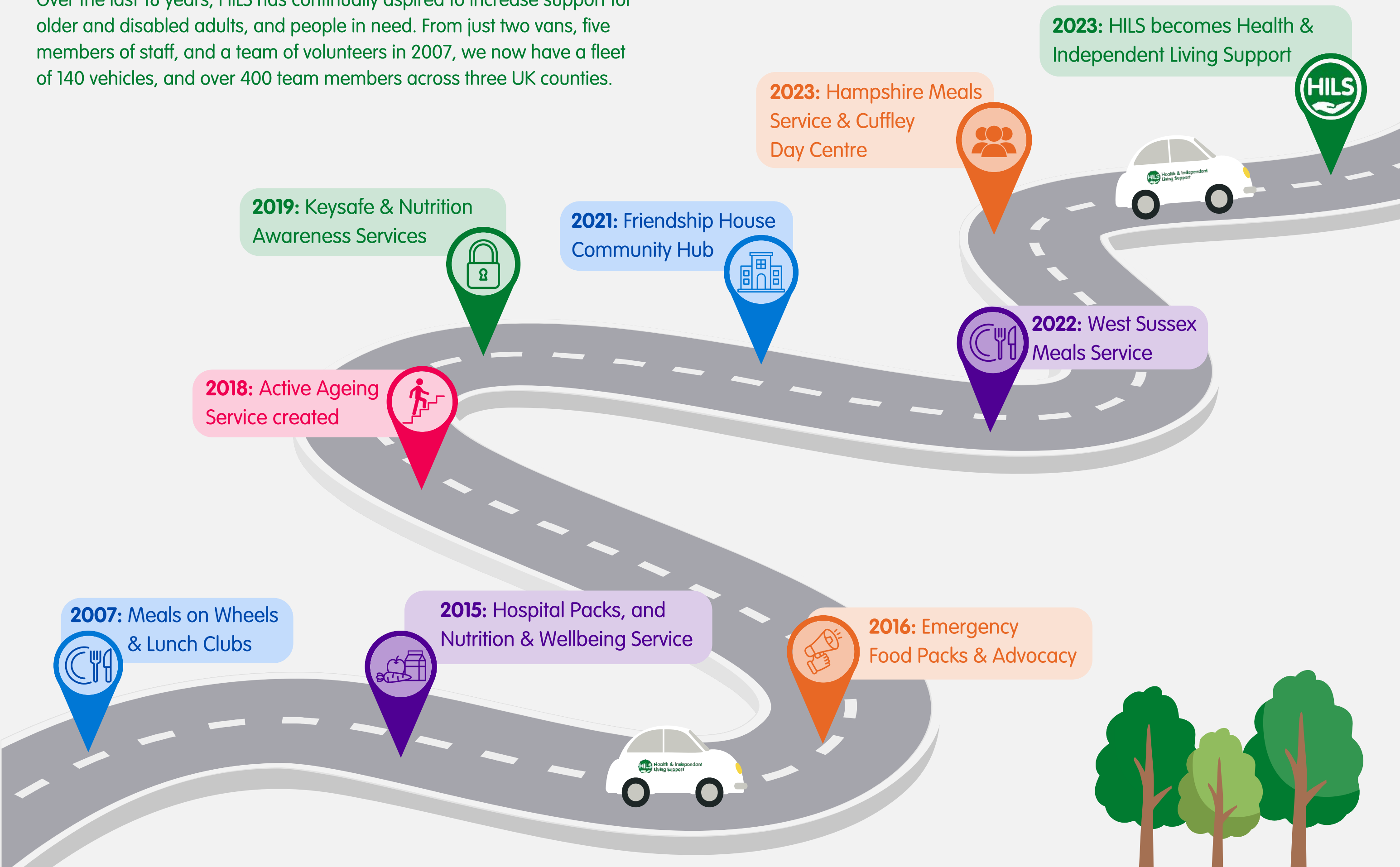


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Our journey so far...

Over the last 18 years, HILS has continually aspired to increase support for older and disabled adults, and people in need. From just two vans, five members of staff, and a team of volunteers in 2007, we now have a fleet of 140 vehicles, and over 400 team members across three UK counties.



A woman with blonde hair, wearing a green short-sleeved shirt and a high-visibility yellow and green vest, is smiling and serving a meal. She is holding a wooden tray with a white bowl of food, including potatoes, peas, and carrots. An elderly man with white hair and glasses, wearing a blue patterned jacket, is sitting in a large armchair and smiling back at her. The room is a living room with a fireplace, a wooden side table with a clock and framed photos, and a floral patterned armchair. A white cushion on the floral chair has "100th BIRTHDAY" written on it. The background wall is light-colored with a few framed pictures.

Since 2007, we have directly supported over 36,000 people through over 18 million caring interventions

John, 105, Hertfordshire meals client since 2014

We were busy helping people in 2024-25....

Over
18,000
people supported through over
2.1 million
caring interventions

1 million
hot meals & desserts, teas, and
breakfasts delivered to over
11,300
people, 365 days of
the year, come rain or shine!



Over 4,300
nutrition & wellbeing
interventions delivered
to help people
maintain weight,
and stay healthy



34,500
lunch club meals
provided to
3,100
people at community groups



Over 3,800
one-to one **exercise sessions**
delivered to
691 Active
Ageing clients



Over 12,000
visits to our community hubs
by 260
people across Hertfordshire



Over
3,100
food and grocery packs
delivered to people leaving
hospital, or in financial difficulty



Over
3,700
interventions
delivered by our
Advocacy
team



Over
1,800
Pop-in visits
made to
check people are
safe and well



617
care home
staff trained
by our Nutrition
Awareness Team



A look back at 2024-2025...

1,389,015 miles travelled

delivering meals....
That's almost 56 times round the equator!



We have been delivering meals to our longest standing client for...

17 years!

Yvonne had her first meal from HILS in 2008



80 years

Difference between our oldest (105) and youngest client (25)



and 65 years between our oldest (82) and youngest (17) staff member!

Steak & Kidney Pie



Our most popular main dish

Stewed apple rice pudding

Our most popular hot dessert

60.2mm

Highest rainfall during a meals delivery round (soaked, but still smiling!)



1,234

Christmas Dinners delivered with

3,033

handmade Christmas Cards throughout the festive period.



How does HILS fund its social impact?

£62.4m of Social Value generated by meals on wheels alone *

414 people provided with purposeful employment

100% of funds used to grow impact and change lives

£935,579 donations, grants, & other income

£8,016,170 in client contributions

£2,057,861 NHS & social care contracts

£17,260 individual donations

*Based on analysis carried out to the standard approach to SROI as documented in the Cabinet Office sponsored Guide to SROI (The SROI Network, 2009)



Helping people feel happier

What problems are we tackling?

A diminishing sense of local community

Community and neighbourly support has declined over the years, accelerated by COVID-19 and the rise of digital interaction. Community plays an essential role in helping people to feel connected and cared for, especially for older people who may experience increased isolation, mobility challenges, and declining physical or cognitive health. HILS provides a caring community of support, both through the services provided directly to people, and by acting as a connector to other sources of support.

Loneliness: a 'normalised' consequence of ageing

940,000 older people in the UK feel lonely 'often': equivalent to a major city's population suffering in silence. Nearly 270,000 older people go entire weeks without speaking to friends or family.

Organisations like HILS have a vital role to play in providing face-to-face interactions, and daily social connection.



One million
people over
65 in the UK
often or always
feel lonely

"Sad", or "lonely" are words often casually ascribed to older people – there is an assumption in our society that being older and living alone means being lonely.

It doesn't have to be that way. It is possible to live a happy, fulfilling, connected life right to the end, and organisations like HILS do their very best to help make that possible."

Sarah Wren, HILS Chief Executive

HILS' Solution:

HILS teams work together to provide a community of support that reduces loneliness, supports carers, and helps people feel happier in their daily life.

Helping people feel happier

With happiness often being deprioritised for older adults, HILS is bringing it back into focus.

John's story

John was born and raised in Bournemouth and has always loved living by the coast. A loyal supporter of Bournemouth FC, he trained as a primary school teacher in Farnborough before settling in Blackwater, where he taught for over 45 years, specialising in Art and Music. A talented pianist, John still occasionally plays at his local church.

In March 2023, John was hospitalised with complications from cellulitis in his lower leg, followed by eight weeks in respite care. Following his return, John could no longer cook or shop for himself due to difficulty standing and ongoing pain. He returned home with carers visiting twice a day and required home adaptations. Fortunately, his nephew recommended meals on wheels to help maintain his independence.



A lifeline for independence

Since June 2023, John has been receiving meals on wheels from HILS, and the service has had a significant impact on his day-to-day wellbeing. He finds comfort in knowing someone is checking on him daily, which also reassures his family. **John describes himself as a "people-a-holic" and enjoys chatting with the team. "All the staff are polite, friendly, and so accommodating,"** John also tells us, "The meals are fantastic: a good size, hot, and there's a great selection. It's easy to choose what you want."

Grateful for the support, John is thankful for the HILS service and plans to continue using it for the foreseeable future. John is an example of how HILS' services can play an important role in helping people feel happier, simply by providing daily connection, and reassurance that someone will check in on them each day.

and it's not just John who felt happier...

96%

of meals clients say that they **feel happier** as a result of their meals service

95%

of Active Ageing clients say that their **emotional wellbeing has improved**

74%

of Community Hub clients say that the Hub has had a **positive impact on their mental wellbeing**



Reducing loneliness

86% of HILS' meals on wheels clients say they feel less lonely as a result of their meals service.

More than just a meal

Meals on wheels is so much more than the food. Many of our clients live alone, and their meals visit may be the only face-to-face contact they have all day. Knowing that you are going to see the same friendly faces every day - people who truly care - can be deeply reassuring.

"I am very happy that someone has checked on me, plus it is always delivered with a smile" - Meals Client

Our teams also regularly spot ways to connect people with other local services (for example, shopping support, befriending), helping to create a stronger community around them.

Creating spaces for connection

In 2024-2025, we saw over 11,000 visits to our Community Hubs. These centres provide relaxed, welcoming spaces for people to come together and make new friends. Whether it's a local ukulele band playing, or a visit from some therapy ponies, you can be sure that a day at one of our Hubs will be fun and memorable.

"Cuffley Day Centre is a very good place to go. The staff are very kind and helpful, and attending the centre has given me a good circle of friends" - Cuffley Day Centre Client

95% of survey respondents say they **have more friends** after attending a HILS Hub

Creating a community of support

Feeling supported by your community - knowing that you have someone to turn to if you need support - is important for mental wellbeing. This is why we take a **'no wrong door' approach**. We know that our team members are the only people that some of our clients see regularly, and so we will always go above and beyond to support people however we can.

97% of meals clients tell us they **feel more secure**, knowing someone will check that they are okay

91% of hub clients say that they feel they have someone to turn to **if they need help with a problem**



Safeguarding vulnerable adults

Supporting thousands of people each year sadly means our team members sometimes spot signs of abuse. Last year alone, our safeguarding team addressed a wide range of concerns, including hoarding, self-neglect, and financial and physical abuse.

As HILS team members are often the only point of contact for housebound and isolated people, we take our responsibility to identify and act on any signs of abuse extremely seriously.

Our teams will also always escalate any 'no replies' to meal deliveries to ensure that clients are safe. Our stringent policy has frequently meant that our Community Team Members have been the first to find a client who has fallen, or become seriously unwell.

105 safeguarding cases reported in 2024-25

A photograph of an elderly woman with short white hair, wearing a black patterned headband, glasses, a blue top, and a grey cardigan. She is seated and has her right arm raised. The background shows a library or study area with bookshelves and tables. A red banner is at the bottom.

Helping people feel healthier

What problems are we tackling?

Frailty is on the rise in our communities

Falls & Frailty are on the rise

‘Frailty’ describes a reduced resilience to injury, illness, or other stressors. It’s a silent thief, stealing strength and independence. Up to 50% of over 85s live with frailty (NIHR, 2024), and hence live with an increased risk of falling, illness, and even death. However, frailty is not only preventable but reversible. Integrated support, between health systems and community organisations like HILS, is essential to combat frailty and help people age better.

Malnutrition

"Arguably the biggest health risk we rarely think about", malnutrition was a primary cause of death for 1,179 people in 2022 alone (ONS Death Registration 1058). **1.3 million in the UK over-65s suffer from malnutrition**, and **33.6% of elderly patients upon hospital admission are undernourished**, taking 30% longer to recover as a result. (Malnutrition Task Force Factsheet, 2025).

Care needs are increasing

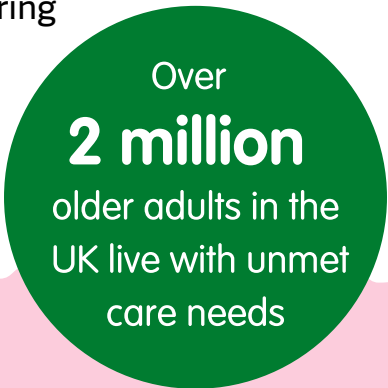
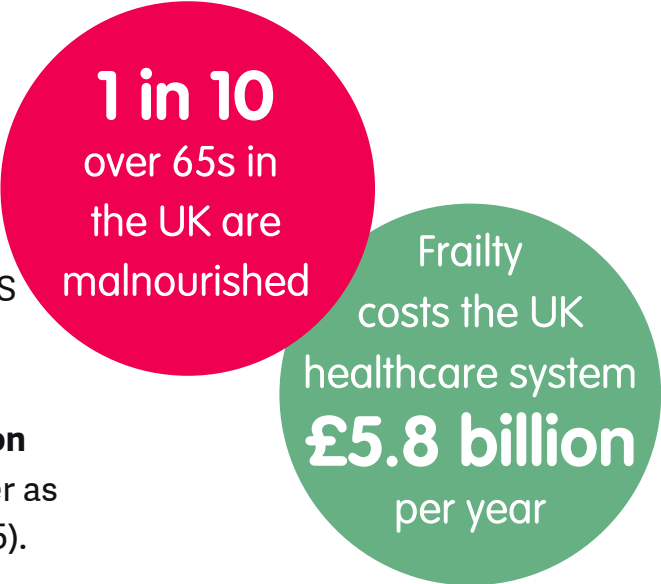
Across the UK, care needs are rising sharply as people live longer but often with more complex health conditions. At the same time, the cost of delivering care continues to climb, placing huge pressure on individuals, families, and public services. HILS offers a cost-effective solution, delivering high-quality, person-centred support that helps people remain independent for longer.

HILS’ Solution:

Support individuals and the health & care system as a whole to **reduce frailty, lower the risk of malnutrition, and increase resilience** through the provision of nutritious meals, exercise support, and other independence-driving services.

Declining ‘Healthy Living Years’

We’re living longer but suffering more. Men endure 16.5 years in poor health, women 20.9 years (ONS, 2017). While life expectancy reaches 78.8-82.8 years, healthy life expectancy stalls at just 61.5-61.9 years (ONS, 2021–2023 data). The challenge isn’t adding years to life, but ensuring "life in our years."



Tackling frailty in the community

Food is the first frontier of health

As a society, we often undervalue the importance of food and drink in later life. Too often, we default to prescriptions and medical interventions, overlooking the most fundamental tool we have to prevent frailty and illness. Our appetite and eating habits may change as we grow older, but weight loss and malnutrition are not an inevitable part of ageing. **Pills should not be prioritised over plates: every older adult deserves the strength, dignity, and joy that good food brings.**

How does HILS tackle malnutrition?

Our Meals on Wheels service:

- Offers a menu designed by a qualified nutritionist, with specific options (for example higher protein or gluten-free) available.
- Offers foods for a range of dietary or religious needs.
- Provides bespoke menus such as mini-meals for smaller appetites, or texture modified.

Free Nutrition & Wellbeing visits:

- Provide tailored nutrition and hydration advice for people who may be losing weight unintentionally, with free nutrition boosts (calorie-dense snacks) provided to support healthy weight gain.
- Connect people with other support services to address other issues that may be limiting their ability to eat well.

Our Nutrition Awareness Training:

- Audits care plans in care homes across South & West Hertfordshire to determine the quality of nutrition support for residents.
- Provides bespoke training to care home staff in how to improve food-first nutrition care for their residents.



Tackling Frailty in the Community

Harnessing the power of exercise

In 2018, HILS launched 'Active Ageing' - a unique exercise programme offering tailored exercise support at home for older adults across Hertfordshire. Seven years on, the service (now funded by the Better Care Fund) is thriving and continues to improve the mobility, strength, and balance of hundreds of people each year.

Margaret's Active Ageing Journey



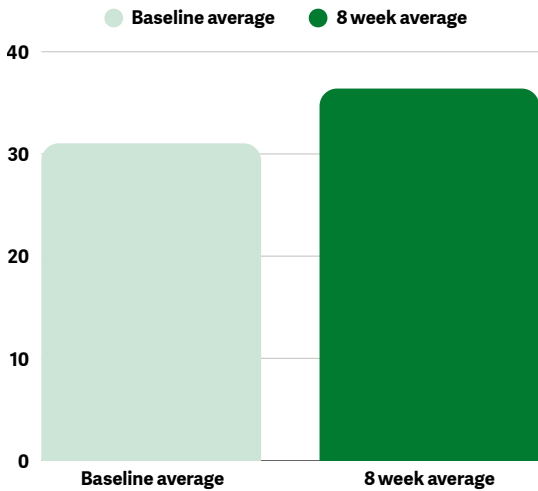
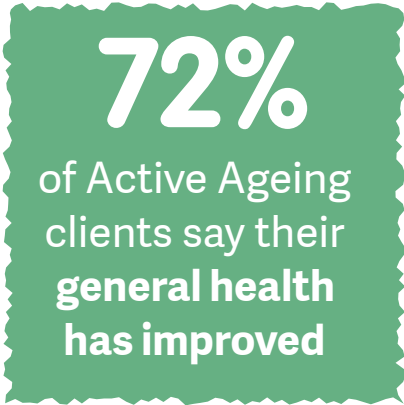
Margaret, 94, is originally from London. She later moved to Barnet and eventually settled in Hertfordshire to be closer to family. She met her husband at work, where she was an office junior. They were married for 56 years and she speaks fondly of him as "a wonderful man". Full of energy, he played badminton well into his 90s. They often played together, and he once said he'd live to 100 (and he did). His passing was a great loss, but Margaret is grateful he died with dignity and a clear mind.

After a broken hip, shingles, and unintentional weight loss, Margaret was struggling to eat. During this time, she was introduced to Meals on Wheels, which led her to find the Active Ageing programme.

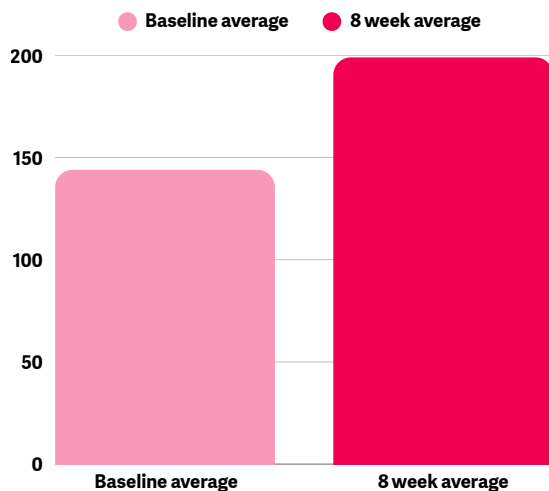
She was supported by her instructor, Nigel, who helped her see the value of regular exercise. He taught her leg and balance exercises, stretches, and resistance band routines. A personal goal was to straighten her elbow, and she worked hard toward it. **Though she had once felt fit, she'd stopped prioritising exercise; Nigel gave her the motivation to restart.**

Now, Margaret fits in a few exercises each day, stays active with housework, and greatly values the independence the programme has given her. Margaret is a real testament to the fact that **it is never too late to start exercising**, along with hundreds of other Active Ageing participants. At 94, Margaret saw genuine improvement in her balance, strength, and mobility.

Change after eight weeks



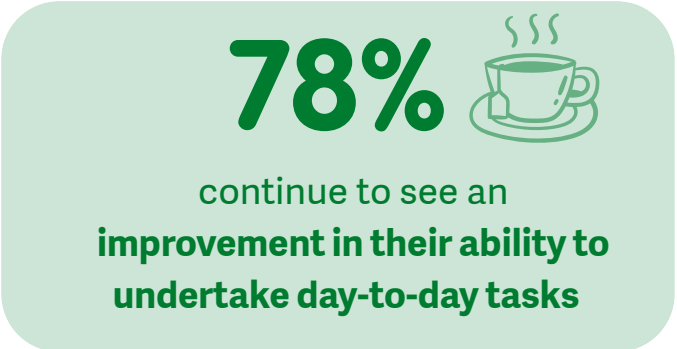
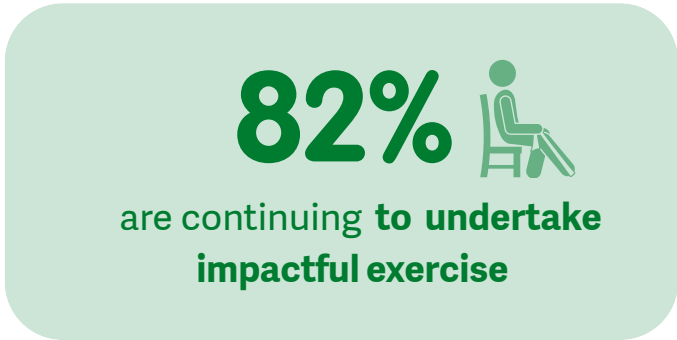
Berg Balance score increase taken as an average of participants from baseline to eight weeks.



Increase in minutes of exercise per week taken as an average of participants from baseline to eight weeks.



6 months after completion:



Helping people live well with dementia



Dementia and frailty are often interlinked, with each condition reinforcing the other, accelerating decline. Interventions that improve both cognitive and physical resilience are essential in reducing this risk.

Meet Sheila

HILS Willow Dementia Group provides tailored support for people living with mild to moderate dementia, or other mild cognitive impairments. This can include quizzes, crafts, exercises, dancing, and more. This club offers structure, purpose, and friendship, helping individuals to stay connected to their communities and maintain a sense of identity. For carers, these groups also offer vital respite and reassurance that their loved ones are valued and supported.

Sheila, one of our Willow Group clients, loves meeting new people and making friends with the other attendees. But before joining the Willow Group, Sheila often found herself alone at home, joking that she was “talking to the brick wall”.

She spent a lot of time sitting around, watching too much television, and not going out much. One day though, she decided it was time to make a change and set out to meet new people.

Since joining the Willow Group, Sheila says she’s no longer glued to the TV and is out and about much more often. She especially enjoys the arts and crafts sessions and chatting with friends. For Sheila, the group has become a fun, social space where she can express herself and connect with others

Spaces like the Willow Group are integral in helping people to maintain and build resilience, so as to slow decline.

Supporting unpaid carers

99% of friends and family say that they have greater peace of mind as a result of their loved one’s meal service.

There are over 5.7 million unpaid carers in the UK. And this is just the known figure - the true estimate may be closer to 10.6 million. Being an unpaid carer can come with high levels of stress. A survey by Carers UK in 2023 found that over three quarters (79%) of carers feel stressed or anxious, and half of carers (49%) feel depressed.

This is why support for carers is so important. It is essential that unpaid carers have breaks and support from local services in order to reduce stress, and sustain the caring relationship. We estimate that **HILS indirectly supports over 40,000 carers per year**, and with spend on carer support declining nationally (Carers UK, 2018), we only expect this number to grow.

How does HILS support carers?

- ✓ Our meals and pop-in services **offer peace of mind** in knowing that your loved one is being checked on.
- ✓ Family carers may also receive meals themselves, **taking the pressure off preparing a meal** alongside caring for their loved one.
- ✓ Our Community Hub services often **provide much needed respite** for carers, especially for those caring for people living with dementia.



100% of friends and family say that their loved one’s meals service has helped them to feel less stressed



89% of friends and family say they have a better relationship with their loved one as a result of HILS’ meals service





Helping people become more independent

What problems are we trying to tackle?

Avoiding preventable admission into care

Over 90% of older people want to remain in their own homes where they maintain dignity, independence, and identity (AARP report, 2012). 60% of people feel safer at home than anywhere else, and 84% feel happier in their own home (Forbes, 2024). Staying at home for longer also strengthens community relationships and family bonds.

Helping people do more at home

The National Institute on Ageing reports that “the ability to carry out ‘Activities of Daily Living’ (e.g. cooking, cleaning) is one of the most important predictors of independence and quality of life in older adults”. Helping people stay independent at home by improving their ability to carry out daily tasks is at the heart of HILS’ mission.

The impact of hospital stays on independence

Prolonged hospital stays often remove individual agency, making people passengers in their own lives, and causing ‘deconditioning’ (a decline in physical and cognitive ability due to prolonged inactivity). Reablement support for people returning to their own home changes that trajectory dramatically. **Older people receiving home-based support are 60% more likely to remain independent 91 days post-discharge, and experience fewer hospital readmissions than those in residential care, restoring dignity and autonomy.**

90%

of older people want to remain in their own home

Needing help with just one ‘Activity of Daily Living’ **doubles the risk** of a nursing home placement

Helping people stay at home for longer

96% of meals clients tell us that the service has helped them remain independent at home for longer...

Freda’s Story - Independent living at 100!

Born in 1925, Freda worked as a London bus conductress during WWII, often guiding passengers into air raid shelters. She married Norman in her early twenties and had three children. The family eventually settled in Horsham in 2012 to be closer to relatives. After the loss of daughter Julie in 2018 and Norman in 2020, Freda found herself living alone for the first time. She struggled to cook due to declining eyesight and being registered blind, so her daughter Linda suggested meals on wheels. Since 2021, Freda has received daily hot meals from HILS, which have helped maintain her health and independence.

Freda enjoys the companionship of familiar HILS staff members like “Jolly John” and values the warm rapport built with carers, her cleaner, and her hairdresser.



Despite some age-related issues, Freda remains remarkably well, avoiding hospital visits and even illnesses like COVID-19. She continues to live independently, supported by carers in the morning and a weekly cleaner and hairdresser, while managing her own evening snacks.

For Linda and the family, the service brings peace of mind. Without it, Freda would likely need residential care - something she wishes to avoid. At 100, Freda lives on her terms: up early, tuned into the radio, well-dressed, and enjoying her daily hot meal, central to her routine and quality of life.

HILS’ Solution:

Support people to stay living at home for as long as they wish to by providing support that facilitates independence.

98%

of meals clients tell us that the service has reduced their need for other help and support (e.g. care visits)

93%



of meals clients tell us that they feel more independent as a result of their meals service



Regaining independence post-hospital

How do we support people leaving hospital?



Two weeks of free meals on wheels*

(including Tea & Breakfast Packs) upon discharge, ensuring that people are well-nourished in the crucial window of recovery after returning home.



Free 'Home from Hospital' grocery packs*

containing three days worth of essential groceries - preventing people coming home to empty cupboards.

If a referral is received before 8.30am, HILS will deliver a meal the same day, supporting speedier discharge.

59,527

free meals, teas, and
breakfasts delivered to
people leaving hospital

2,265

people supported with
two weeks of free meals

Giving people a voice

For many people, staying independent actually means accepting help to ensure your voice is heard. This is the core principle of our Advocacy service, which helps people manage issues such as navigating the health and care system, writing letters, or attending meetings with them to ensure their wishes are heard and understood.

Judith's story

"Facing homelessness at 74, when I'd never been through anything like that before... I can't even describe the fear. If I hadn't met Rachel, I don't know where I'd be."

Judith is a vibrant, well-travelled woman with a flair for fashion and a love of bold jewellery – a reflection of her colourful past and lively personality. In her younger years, she worked all over the world, including a stint as a model. But more recently, things had become difficult.

Living with long-COVID and other health issues, Judith was struggling to manage daily life in the flat she'd called home for over 20 years. It was no longer suitable, but she had no support and nowhere else to go. Then came the no-fault eviction notice, and the very real threat of homelessness. She'd applied for social housing, but was still stuck on the waiting list, not even triaged.



That's when she met Rachel from our advocacy team, the first person who didn't just listen, but took action. "I thought, here we go again... but the next day she bounced in, saying, 'We'll get this sorted'. Nothing had moved in months, then suddenly she was there with forms, chasing things up."

Rachel helped Judith understand her rights, introduced her to flexicare housing (something no one had ever mentioned), and guided her through applications and assessments. She stayed in touch, made calls, and stuck with Judith every step of the way. Now Judith is thriving in a warm, homely flat, with a shared garden, daily care visits, and peace of mind.

"Rachel is full of energy and positivity. I wish I had a Rachel for my medical case! She's absolutely wonderful."

What does 'Advocacy' really mean?



Transforming compassion into tangible change through persistence and solidarity



Ensuring that those most affected are not just included but centred in decision-making.



Standing up for what's right - challenging systems and injustice by promoting fairer alternatives and equality in outcomes.

*This service is funded by Hertfordshire County Council, through the Better Care Fund.



Ensuring excellence in everything we do

Doing more, and doing it well...

In our annual meals client survey 2025:

99% said that the **service** from their community team member is **excellent or good** 

97% said that the **service** from telephone support team is **excellent or good** 

In our annual meals client survey 2025:

89%  said that the **quality** of their main meal is **excellent or good**.

Food Hygiene Score



5/5 stars

Rating at all HILS meals distribution sites

In our friends and family meals survey 2025:

98% said they **feel confident** that HILS team members will tell them if we have concerns about their loved one 

100% said that they **trust** HILS team members to treat their loved ones with respect 

"You've always been helpful with last minute changes. Your lovely Scottish chap brought so much joy to Mum in such a short time." - Fiona, daughter of meals client

"I've had such a wonderful trainer who motivated me and kept me going. She has always been happy, joyful, and helped me along the way." - Janet, Active Ageing Client

In our Active Ageing service:

98%

of respondents said that **they enjoyed** the Active Ageing programme.

98%

of respondents said that **they were motivated and inspired** by their instructor

Active Ageing Net Promoter Score (NPS):

78%

**An NPS over 70% is considered world class*



In our recent Cuffley Day Centre survey:

100% of respondents tell us that the staff team at Cuffley Day Centre are caring towards them

98% of respondents tell us that the staff team at Cuffley Day Centre make them feel valued

Cuffley Day Centre Net Promoter Score:

64%

**An NPS over 50% is considered excellent*



Within our Advocacy Service:

100%

of requests for support responded to within 24 hours



4.9/5 stars

Average quality rating of our Nutrition Awareness Training delivered to care home staff 



Meet Karl, excellence in action...

After nearly three decades working for The Wine Society, Karl, 60, decided he needed a change. Nudged by a colleague and encouraged by his daughter who works in care, he applied to become a Community Team Member at HILS. From day one, Karl knew he'd found his calling: **"I love it. I absolutely love it. It's like a family-run thing. No matter what problems you've got, if you get to the client and you've put a smile on their face. It makes it all worthwhile."**

It's not always an easy job though. "In my first few days, I walked into a house where the police were already there. The lady had passed away an hour earlier. Then the next day, I walked into a place where a gentleman had fallen and there was mess everywhere. I just thought... what have I let myself in for?"

But those moments only made him realise the importance of his role: "I hear a lot of stories. The sad ones, yeah. But the good ones out-do the bad. You can't take life for granted."

At HILS he's known for being the guy who always helps out. "If there's meals to go back out, I'll always offer. I said I could do Sundays too, so now I do six days a week. I'm not doing anything else, and I love it."

Asked what he'd say to someone thinking about joining HILS, Karl's answer is simple: **"Join."** He doesn't sugar-coat the challenges, but his pride in the job is clear. "I love coming to work. I think that says it all. I've only been off sick once, and that was because they told me to go home!"

"Everyone's made me feel welcome since day one; that's priceless. I just enjoy coming to work. And if I can be the one to put a smile on someone's face, then that's a good day."

Thank you to our staff and volunteers

The 466 people who comprise HILS' staff and volunteer teams are the force behind the impact we provide to local communities. Our teams consistently go above and beyond, act with integrity, and with care and compassion - living HILS' values day in day out. A heartfelt thank you goes out to all of our team members for their incredible efforts, 365 days-a-year, come rain or shine!



"My favourite thing about the meals service is the cheerfulness and kindness of the delivery teams, and knowing I'm going to get a hot meal" - Diana, Hertfordshire meals client

Meeting our second charitable purpose

"HILS' second charitable purpose is "the relief of unemployment". Providing paid employment rather than solely relying on volunteer support is a core ethos of our organisation. We also actively support those with traditional barriers to employment. In fact over 25% of our staff teams face these barriers - which could be anything from caring responsibilities or employment gaps, to mental health challenges. HILS is also a certified 'Age Friendly Employer,' which means that our work environment is open, inclusive, and supportive of all ages. It is just as important to have social impact through our employment, as in the services we provide in the community.





Helping people stay happy,
healthy, and independent

Our vision for the future

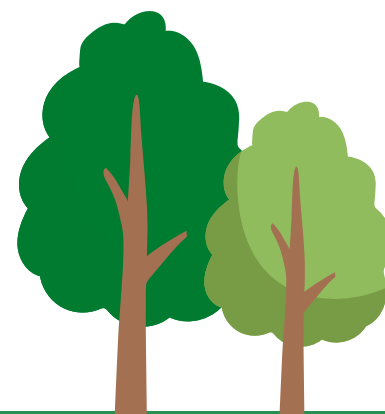
Prevention is always better than cure

"We believe that every older and vulnerable person deserves access to the basics of food, companionship, and care. We are bucking the national trend of decline in meals on wheels services, and we have a cost-effective solution that is proven to improve wellbeing, prevent hospital admissions, and reduce isolation. This model works. It saves money. It should be everywhere. Over the next five years, we will continue working with health services and local authorities during a time of change to increase our impact in existing locations, and to take our services and model to new locations wherever possible." **Tom Cottam, HILS Deputy Chief Executive**

*Increase the availability and
accessibility of meals on wheels
across the UK*

*Work in partnership with the health &
social care system to provide holistic
preventative support to people
in our communities*

*Advocate nationally for services that
support the health and independence
of older, vulnerable, and disabled adults*



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.



Hampshire County Council has provided help and guidance to us throughout the continued provision of the meals on wheels service. We are extremely grateful for all their invaluable support, particularly from their Adults' Health and Care team.



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 & People Wellbeing Team, and Public Health Hertfordshire.



West Sussex County Council has continued to be by our side throughout our growth in the area. We want to thank them for their help, guidance, and financial support. We would particularly like to thank the Catering Services Team.



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 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.

We would also like to thank our Hertfordshire-based partners at St Albans Old People's Trust, Hatfield & District Age Concern, Herts Mind Network, and Age UK Herts, who have worked with us to develop our community activities. We would also like to recognise the partners in West Sussex who have helped us to grow the service and reach more people, these include colleagues at Age UK West Sussex, Brighton and Hove. 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, and all our colleagues in the Voluntary, Community, and Social Enterprise sector.