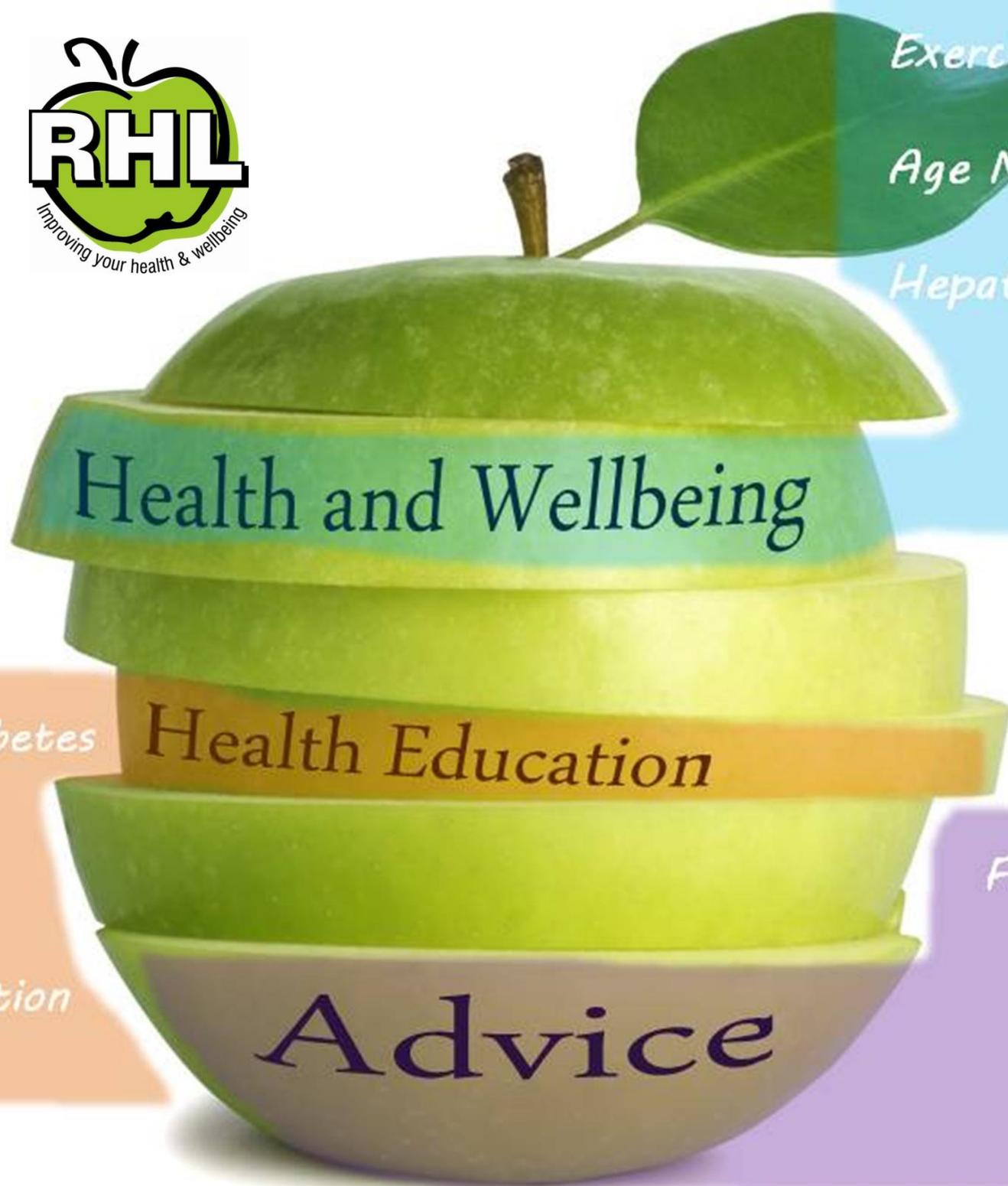


RHL Annual Review 2014



**“Making a Real Difference to
Communities”**

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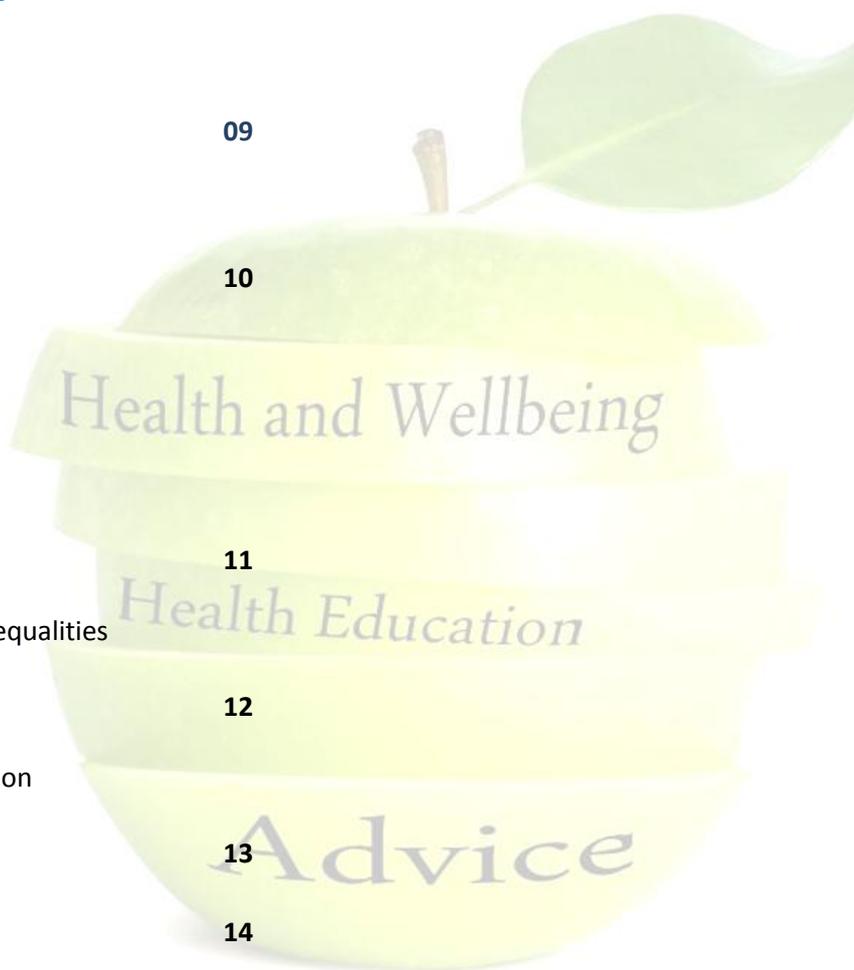
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Photographs in this report are of actual RHL Staff, volunteers or events, and permission has been obtained

We Did Not Stand Still!!

Always changing to meet different needs

By Jim Ruddy, Chief Operating Executive and Jennifer Glastonbury, Chair.

RHL is in its 11th year and thriving despite one of the most difficult economic climates for many years. We have implemented changes in the services we deliver, making them easy to access, and concentrated on where we can have a major impact in our communities. We have identified three key areas of delivery: Health and Wellbeing, Health Education and Advisory Services such as our Fuel Poverty/No Need for Debt service.

To maintain our position as a provider of innovative and quality services, we have worked with existing partners and stakeholders to improve quality, created new partnerships to deliver new services, and asked Commissioners to critique our performance. We have also listened to our Service Users through feedback, face to face and sounding boards. We have embraced the changing needs of our community by identifying areas of health inequalities and where there are shortages of much needed services. We are far more involved in Health Education through our knowledge of and access to our diverse and changing communities.

Age No Barrier saw us winning a European award for “Social Innovation in Ageing”, which we are very proud of. We have delivered health initiatives such as Hepatitis consultation and testing, and Diabetes Awareness community training, and we helped train 30 Cancer Ambassadors via our Macmillan Cancer Awareness project. Our Fuel Poverty and Debt programme has engaged with over 13,000 people and seen us handle and resolve debt issues to the value of £1.2 million in the last year. Our exercise classes regularly attract over 350 people every week and an amazing 15,000 over a year.

We are very proud of what we have achieved over the last year and are looking forward to new challenges in 2015. In particular we are looking forward to working with the Charity Pilotlight who has taken RHL onto their mentoring programme for next year. This mentoring will help us develop our longer term strategy and sustainability.

Jim Ruddy

Chief Operating Executive

Jennifer Glastonbury

Chair



Overview of 2014

RHL delivers and facilitates specially designed Health and Wellbeing Programmes in the South East.

Last year we engaged with over 20,000 people in over 25 different programmes.

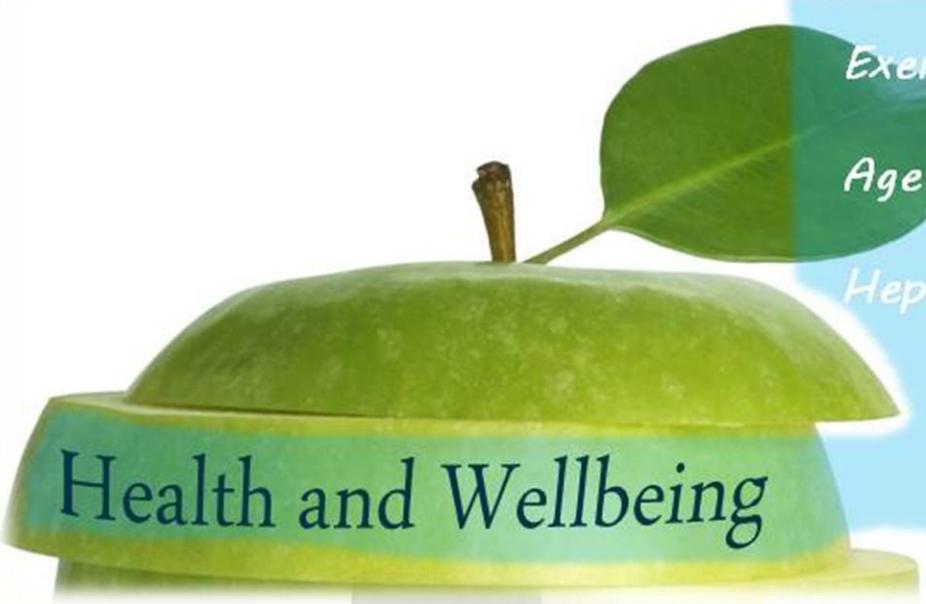
Amongst those engaged were:

- People with mental health needs
- People with physical disabilities and long term health conditions
- People who have been (or are at threat of being) homeless
- Young People
- Older people
- People with Dementia
- People suffering fuel/general poverty and debt
- Young families
- People whose first language is not English

We have supported them:

- To stay healthy
- To improve their health and wellbeing
- To help themselves
- To broaden their knowledge of conditions and illness
- To access services
- To tackle fuel and general poverty
- To learn new skills
- To reduce obesity in children and young families
- To learn money and budgeting skills
- To reduce isolation and loneliness
- To engage with mainstream services
- To empower themselves to do what they want to do





Health and Wellbeing

Exercise Classes

Age No Barrier

Hepatitis Testing

Fit 4 Life

Fitness Classes for Older Adults

Fun and affordable exercise and rehabilitation sessions, aimed at adults over 50, delivered in community environments without the pressures that are associated with mainstream gyms and commercial classes

- Over 15,000 people engaged in our classes this year
- Classes for all abilities
- Specialist classes designed to aid recovery and long term rehabilitation
- Qualified instructors
- Affordable prices

Classes Delivered 2014:

Low Impact Aerobics
Pulmonary Rehab
Zumba Gold

Tai Chi
Pilates

Yoga
Seated Exercise

Cardiac Rehab Phase IV
Steady and Strong

Fit 4 Life....giving young families a chance to be fit and healthy

In 2014 we worked with over 500 children in local areas of high deprivation and supported over 40 families to live a healthier lifestyle.

- Fit4Life is an umbrella for a range of health and fitness based activities.
- We operate from a number of locations throughout Rushmoor, running various sports or health and fitness sessions for youngsters and adults.
- In the past Fit4Life has included delivering nutrition and healthy eating programme for children at local Rushmoor schools and designing a number of activities to encourage both children and parents to be active and eat healthier meals.
- Since 2013, Fit4Life has been rolled out to children's centres, community groups and children under 11years, with the emphasis on healthy eating, healthy lifestyle and fun activity to keep kids strong and fit.
- We deliver sessions on a pre-booked basis where we can provide ad hoc activities to set up and deliver anything from a sports day to children's fitness and playtime activities.
- We have worked with children with difficult behaviour and low self esteem and confidence issues, using fun sporting activity to encourage and promote participation and teamwork amongst the children.

"Carole (RHL Lead) and a team from RHL have been working in my school for several months, in the capacity of "sports and fitness coach". However, that would really understate the role she and her team have played. Carole has taken groups of challenging children and helped them develop sports skills such as running, simple boxing and multi-skills. The energy and enthusiasm she brings to this role is noteworthy. Carole is passionate about championing the under-privileged and is keen to do whatever she can to improve situations for children and their families. She is always willing to go the extra mile to help anyone in need. In a short time she has gained the trust and respect of children, parents and staff. As a representative of RHL and those within the community she is an asset"

Headmistress of Local School

Older People affected by Dementia and their Carers

We deliver two very different services, both aimed at stimulating the brain of the dementia sufferer as well as encouraging interaction between the carer and sufferer.

Weekly Sparkle

Sparkle is a weekly online publication (that uses bright colours and is just as effective printed) designed to hold the attention of people with dementia using articles about the past, quizzes, puzzles and sing-along's, all geared towards stimulating the mind and improving memory. Carer's notes are provided with each weekly edition and it's completely FREE! Originally sent to Care Homes for use as part of a client's support programme, we now send to Carers' groups and individual Carers for one-to-one interaction with the person they are caring for.

Music Boxes

Singing is an activity that accesses the long-term memory and can be especially helpful for those living with Dementia. It makes them happy, stimulates the mind and they have great fun reminiscing and sharing memories. Music Boxes are simple to use and can be used by Care Home staff. Service users can benefit from a group singing activity on a daily basis - a lot more often than is usually possible. The piano accompaniment is designed to replicate singing round the piano. Unlike a Karaoke machine, which has potentially confusing visual and musical backgrounds, the Music Box has been adapted to provide a simple colour background with only the words being shown. Images can be added to aid reminiscence.

The Weekly Sparkle®

6th October - 12th October, 2014

Today in History



The First 'Talkie' - The Jazz Singer
On 6th October, 1927, the film called 'The Jazz Singer' was released in America. It was the first feature length motion picture to have sound as well.

Today in History



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Age No Barrier

Age No Barrier helped reduce isolation in older people and empowered them to take part in activities that build resilience, enabling them to deal with life-changing situations.

- Big Lottery funded project that ran from Feb 2013 to Oct 2014
- Older adults (50+) in Rushmoor and surrounding areas
- Duke of Edinburgh Award style scheme
- Particular focus on people who are:
 - Isolated and vulnerable
 - Live on a low income
 - Have health problems
 - Are without social/family support networks

677 older adults undertook one strand of the programme.

631 older adults demonstrated increased self-esteem and confidence.

597 older adults' achievements were recognised by an award.

639 older adults made new acquaintances through the project.

675 older adults participated in a group activity.

Age No Barrier covered a range of activities including; walking groups, fitness sessions, day-trips, social groups, craft and singing.

"I really love coming to crochet. It gets me out the house and teaches me something new."

"I am really happy and proud when RHL gave me a gold award for my involvement in community work. I will continue to support the community in my spare time."

"Coming down here is a good way to meet people, I'm here most days on my own, and it is nice to have something happening."

"Meeting with new people and sharing experiences is vital to me."

*Desmond Diabetes
Training*

Fit 4 Life

Cancer Education

Health Education

Advice

Health Checks

Simple advisory checks delivered in communities where non engagement with mainstream health services has been identified. Complementary to NHS Health Checks, but more specifically targeted. We take the tests to the community!

Targeting areas of deprivation and working with First Wessex Housing Association, we carry out simple health checks (BMI, blood pressure, glucose, body fat and cholesterol) at community venues and discuss results there and then. Participants are then invited to work with RHL and other organisations to work towards a healthier lifestyle. It is explained to clients that the checks are for reference only and they are encouraged to have regular full checks with their GP. We monitor and call back in three months to chart progress. The concept of “bringing it to them” is popular with service users.

Diabetes

Commissioned by North East Hants and Farnham CCG we are helping deliver the Desmond (Diabetes education and self management for the ongoing and newly diagnosed) training to the local Nepali Community. We work with health professionals to explain the condition and deliver sessions regarding nutrition, lifestyle changes and managing diabetes.

Cancer

Our project is run in partnership and with funding from Macmillan Cancer Support. Statistics showed that the Nepali community were not accessing Cancer or End of Life Services. We have raised awareness of services and remove the taboo surrounding cancer, training 30 local Cancer Ambassadors who work in the community giving advice as well as signposting to GPs and other health services. We also recruited a Nepali Cancer Educator who works with health professionals helping them understand Nepali culture and customs, that will lead to better understanding of the community and therefore more meaningful treatments. We are also training Nepali advocates to support those with cancer, right through from diagnosis to treatments and in some cases, end of life.

Nepalese Health Services

Aimed at the Nepali Community; promoting integration, understanding health conditions and the services available to them.

Projects:

- Cancer self help group and cancer education in collaboration with Macmillan Cancer Support.
- Nepali Women NEETs (Not in Employment, Education or Training) project. Targeting Nepali women who are not working or in education. Addressing language, cultural, confidence and literacy difficulties to help and encourage them into work or education.
- Yoga classes, Zumba Gold, Boxing and Circuits with singing (in English!) sessions aimed at Older Adults.
- Diabetes self-help group.
- Desmond (Diabetes education and self management for newly diagnosed) Diabetes Training in collaboration from North East Hampshire and Farnham Clinical Commissioning Group.
- Hepatitis C research in collaboration with Frimley Park Hospital.
- Volunteers' network: RHL has established a skills based network of Nepali volunteers
- Health education and lifestyle articles published in The Everest Times (very popular Nepali Newspaper). Articles published have covered: smoking, alcohol, diabetes, heart disease, depression, balanced diet, exercise, walking, cholesterol, herbal medicine, cancer, trips and falls.
- We also provide interpretation and translation services from English to Nepali and vice versa through our volunteers' network.
- Support local GP surgeries with registrations
- Nepali Fuel Poverty Champion



No Need for Debt

Education to prevent Fuel Poverty and real help to resolve debt and fuel poverty. Anyone can access our service!

Prevention

- Money workshops
- Drop-Ins
- One-to-ones
- Talks to large groups
- Advice/Tariff workshops

Where?

- Children's Centres, Support Organisations
- Community Centres, Housing Associations
- Anywhere!
- Community Groups, Support Groups
- All the above!

Resolution

We deal direct with energy companies, debt companies and other creditors. We provide access to and obtain grants as well as providing a mediation service.

How to access: Self Referral, CAB referral, Drop-Ins, Support Groups, DWP, Police, Neighbourhood Watch, the Courts, Housing Associations, Local Councils, Mental Health Services, Children's Centres, Community Groups.

2014 Figures

- 16,940 individuals benefitted from receiving energy advice
- 1,500 benefit entitlement checks
- £27,500 in additional benefits
- 300 Grant applications made
- £88,000 in grants secured
- £1.2 million debt managed

We take our service into the heart of communities, removing stigma and making it easier to engage. We act straight away to alleviate worry and have built up good relationships with Energy Companies, Local Authorities, Debt Companies, Charitable Grant organisations and the Courts to help us resolve our customers' issues.

Governance

RHL

RHL is an independent charity and a company limited by guarantee. We are also a Social Enterprise, selling services to earn income in order to acquire financial sustainability.

Public Benefit Statement

The directors have paid due regard to guidance provided by the Charity Commission in deciding what activities the charity should undertake. We are satisfied that all our activities support our charitable objects and that consideration is given to the fulfilment of these objects when new activities are considered. All our activities address some or all of the following subjects which form part of RHL's charitable objects: health, emotional wellbeing, the relief of poverty, education.

RHL Trustee Board and Board of Directors

Jennifer Glastonbury

Board Chair

Chair of Operational Effectiveness Committee (until November 2014)

Ron Bates

Company Secretary

Chair of Finance Committee

Amanda Dubarry

Chair of Business Development Committee

Colin Slatter

Chair of Human Resources

John Card

Alex Burn (up to November 2014)

Dr Olive O'Dowd-Booth

Colin Alborough

Kathryn Stuart

(Chair of Operational Effectiveness Committee from November 2014)

Rosemary Gold (from November 2014)



Supporters

LLOYDS BANK FOUNDATION

England & Wales



SCOTTISHPOWER



LOTTERY FUNDED



EbicoTrust



Garfield Weston

FOUNDATION

The Sobell
Foundation



Department
of Energy &
Climate Change

WE ARE
MACMILLAN.
CANCER SUPPORT



European Union
European Social Fund
Investing in jobs and skills

Co-financed by



Skills Funding
Agency



Hampshire
County Council

RUSHMOOR
BOROUGH COUNCIL

Frimley Health
NHS Foundation Trust



North East Hants and Farnham Clinical Commissioning Group

W G Edwards Foundation

Guido Charitable Trust

The Roger Vere Foundation

The Boshier-Hinton Foundation

The Michael and Anna Wix Charitable Trust

Helen Hamlyn Trust

NHS DESMOND Training

The Gerald Bentall Charitable Trust

Fitton Trust

Hampshire and Isle of White Community Foundation

Alfred Henry Goode Trust

Mears Foundation

Friends of Tumbledown Dick

29th May 1961 Charitable Trust