

RICHMOND AID IMPACT REPORT 2024-2025

A Deaf and Disabled People's Organisation (DDPO) providing services removing barriers and empowering disabled people

OUR ADVICE SERVICES

4,021 people were supported by our advice teams



We successfully applied for more than **£273K** in grants to disabled people and carers

We helped people claim over **£2 million** in annualised benefits they were entitled to



276 people were helped by our Money Advice team with debts, bailiff action and homelessness prevention

98% satisfaction across our services

2,404 new clients

4,906 people supported across all our services

38,005 contacts made

20,125 advice issues were responded to



Surplus.2.U

Our weekly foodstall supports more than 200 households over the year.

It helps people that are struggling financially AND stops food from going into landfill.



CONNECT TO TECH 94 people

attended one of our 175 tech training or IT doctor sessions

"I lost my email account and Josh helped me retrieve it. I'm now learning about downloading the NHS app."



COUNSELLING

46 PEOPLE

were supported and 566 sessions were delivered



"My experience has been amazing. My therapist arranged a zoom session when my anxiety was really bad which helped me engaging better".



BUDDY UP 63 DISABLED YOUNG PEOPLE

aged 14 to 17, have been supported by our BuddyUp service in Richmond and Kingston boroughs

"My daughters buddies have been very well matched and she has come home feeling very confident. She has gained communication experience of arranging her own outings with a buddy," BuddyUp parent

PEER GROUP ACTIVITIES

209 people

attended our coffee mornings, art groups, walks, trips, etc.

1037 attendances

"The peer art class and Amanda keep me going with people to talk to."



SPADE GARDENING

137 gardens completed for disabled people

"At the lowest time in my life you came to help me with my garden - so therapeutic."



MENTAL HEALTH PEER SUPPORT

We provided peer support to 25 people with complex mental health conditions and started our Neurodiverse Support Group (NSG group)

"Welcomed into a community of amazing people like me!" NSG group



HOUSING CAMPAIGN

Our Housing Campaign project has delivered workshops and training to enable Disabled People to get the skills and confidence to speak up about the issues impacting them.



Client quotes 2024-25

COUNSELLING

Incredibly insightful and beneficial.. I have been able to identify life long patterns (some of which I have never even considered)... all the Richmond AID team have provided me with a safe and friendly space enabling me to feel comfortable talking about feelings/events that have been uncomfortable for a long time. I can honestly say the support I have received thus far will enable me to make changes/decisions moving forward that will improve my well-being and continue to build on my self worth.

HOUSING CAMPAIGN

The wonderful thing about the service is it allows participants to have the space and time to speak freely about their lived experiences and to brainstorm and contribute as a group...I have really enjoyed the breadth of the topics, as well as the depth in our legal rights and legislation that supports those rights. It has been so interesting, useful and applicable to our lives as people with disabilities.

ADVICE - Information Navigation, Benefits, Money Advice, Hounslow Advice and SWLSTG benefits

I was very distressed and unable to find the information I'd needed from other organisations so I'd been referred to your service. The team were truly amazing. They called on time, were reliable and answered all my queries. The advisor was kind, clear and boundaried in her support, and so hardworking. Her advice and professionalism has been invaluable especially when I feel so vulnerable and exposed on those forms. I couldn't have asked for a more efficient, responsive, caring and helpful representative for your service that took time to understand me as an individual. They listened and were incredibly patient in trying to keep me focused when I was emotional and all over the place, and got it done so fast. I'm very grateful. I would not have been able to get through that awful process without your help. Thank you.

I am a cancer patient and my PIP was stopped I got in contact with Richmond AID who helped me through all the steps.

Trampled by landlord. Was assisted with good honest help and made to feel welcome and human again.

I received an exceptional service where my needs were considered and my expectations exceeded.

Excellent. Two face to face meetings, a few emails and an excellent outcome. [The Advisor] did exactly what she said she would do every step of the way.

[The Advisor] was exceptionally well-prepared, welcoming, and supportive throughout our interactions. She generously shared her knowledge, making a challenging task much more manageable for me.

The team were so kind and helpful. Really understanding. They literally helped me survive I can't thank them enough. I was feeling really alone so having their support really meant so much and gave me faith.

I was referred here through the Richmond Well-being service and the service has been amazing helping me with housing.

I was given good advice regarding debts and benefits as well as rent arrears

After losing my wife I was lost in what to do and the advice was excellent and helpful

Very pleased with the help. Amazing knowledge and approach. I found out new things which will help me.

BUDDY UP

[The Buddy] has been excellent. A good match for my son to go out with. She likes similar things (superhero/action films etc) to him and he finds he can talk with her about the films and his interests in these and other things like Dr Who. T has really enjoyed buddying up and we have also enjoyed meeting and talking with her... this has been a good experience for all,

ACTIVITIES

This group has been tremendous. I have easily formed strong friendships with the others who attend. It is so great to be with others that I can truly relate to. (Neurodiverse Support Group (NSG) participant)

SPADE

I am so very grateful. What you do makes a huge difference to my mental health. Thank you so much.

Fantastic. I do not know how I would cope without this. Because of my disability when the grass is long it becomes very dangerous as I cannot see the lumps and unevenness I fall over.

It's been very difficult to garden with my MS (Multiple Sclerosis, so this is wonderful.

CONNECT TO TECH

The digital wallet session yesterday was brilliant and useful. I've enjoyed every session as I don't feel distressed with my continual struggles coping with digital skills.

Sessions are interesting and relevant and held in an easy, relaxed way. I have especially valued info on search engines, how to maximise the relevance of searches, online safety, learning Duolingo.