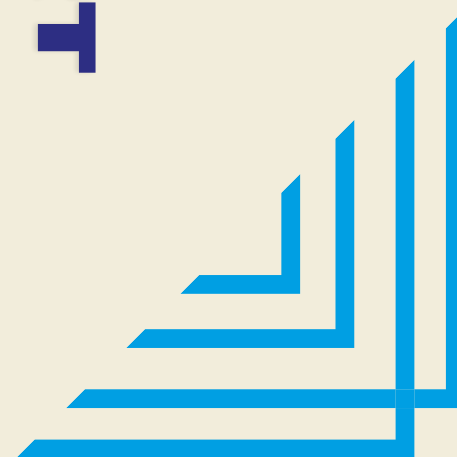




IMPACT

REPORT

2024-2025



Impact Report 2024-2025



Introduction

We are pleased and proud to introduce this years Impact and Annual Report from Age UK Blackburn with Darwen, your local charity working with older people in Blackburn with Darwen.

Please do click on the link below to read more about what our services have been doing to support local older people to have the best later life possible.

Click [here](#) to read our annual report in full.

The charity's **vision** is for all older people in Blackburn with Darwen to have the opportunity to live the life they choose.

And its **mission** to support this is to listen to the diverse voices and views of local older people and use these to influence both our own and others priorities. To deliver quality, person centred services which meet local needs and maximise independence.

This is achieved through the provision of a range of community based services, through engagement activity with the local older population and through a range of influencing and partnership work.



Registered with
**FUNDRAISING
REGULATOR**



Some key facts & figures



71

people supported
through our
Community Day
Care service



5769

enquiries to the
Advice &
Information
service from 3075
people



1466

people accessed
Health & Wellbeing
services, with 185
accessing more
than one service

Some key facts & figures



volunteers were
giving us their time
at 31st March



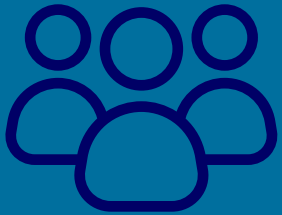
38
placements
were hosted



our volunteers
contributed 8524
hours of their time
equating to

£148,999

User satisfaction & impact



95%

of Advice &
Information
survey
respondents rated
the service as very
good



89%

of Health &
Wellbeing survey
respondents rated
the service as very
good



81%

of people asked
reported an
improvement in
their mental
wellbeing



55%

of people asked
reported reduced
loneliness

Numbers of people accessing Health & Wellbeing services

248
Active
Ageing

174
Befriending

69
Digital
Inclusion

439
Integrated
Care

41
Memory
Makers

174
Nail Care

150
Social
Inclusion

345
Wayfinder
Dementia
Support

Advice & Information



Local older people assisted to claim additional **£1,752,774** in additional entitlements and income

Thanks once again to Viv for helping us fill out the form, getting the allowance has helped us out a lot. I now know that if we need anything Age UK is the place we would go.



Ann was so much more than a polite, efficient etc person. She was all those things but a lot more, her manner was warm, kind and she made us feel for the first time since leaving hospital that we were not alone. We felt abandoned in many ways but Ann was one of the first people who took away the fear of not knowing what to do and who we could turn to. Thank you Ann and thank you Age UK. With your help and advice we can now see the road ahead and it is not frightening but it is now exciting.



Community Day Care

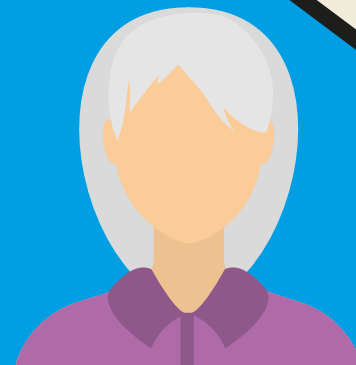


We work with individuals and their carers to develop person centred support and care plans that aim to maintain good health and wellbeing and prevent a further deterioration in health.

I wouldn't want him to go anywhere else other than here because my family and I have that peace of mind knowing he's safe with you.




Thank you so much for all that you have done for my sister. She always looked forward to attending. Staff members have been really friendly and understanding not to mention flexible to meet her needs. She will truly miss you. *(now in long term care).*




Health & Wellbeing Services



Through our programmes we provide a range of support, friendship, activities and services to improve wellbeing, prevent a decline in health, promote independent living and reduce social isolation.



Harry was seen by the NHS Podiatrist after your referral to them, that's why we are with you too as it gives us peace of mind if anything was wrong you have that referral process in place.



Thank you for listening to me. You are the first agency that has treatment like a human being.

Health & Wellbeing Services

The request for help was met with almost immediate response! Contact was honest and always positive, the advice and exercise designed for me. Having completed the plan for 2 months it has made a difference in my balance, and falls – none to date! Thanks for your help. You and the plan have made a difference. Thank You.



When I got a new smartphone to replace an old basic mobile phone, for the first time in my life I felt vulnerable because I couldn't figure out how to use it and I found myself isolated...cut off from friends and family. It honestly was making me lose sleep at night. Mark has sorted all that for me and I now feel greatly relieved. Thank you.



Health & Wellbeing Services

A lot of people come and visit me, but I don't know why they bother. They sit and say nothing. You have come today and talked to me the whole time and included me in the conversation. You have made it clear who you are and explained a few times why you are here. Thank you.



I have met some lovely people, tutors are excellent I'm improving physically and socially overall - an excellent service



Health & Wellbeing Services

Professional staff, friendly welcoming group. Low or no cost in relaxed, comfortable surroundings. I look forward every week to meeting old and new friends alike to socialise, have a brew, and a sing along. It makes you feel happy and confident and you don't think about anything else.



I really enjoyed myself at Memory Makers, it's the best time I have had in ages. The concept is amazing and the staff that run the group are brilliant.



THANK YOU!

We could not provide the vital services we do for local older people without the support of **YOU** - our staff, volunteers, donors, supporters and funders.

We are grateful to everyone who supports us financially through donations, fundraising, legacies or gifts in kind. If you would like to make a donation or can support us in anyway, please visit www.ageukbwd.org.uk, scan the QR code or call 01254 266620.



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Registered charity number 1143809

