



Annual Report 2021

Living Longer... Living Well in Bolton

Foreword



2020-21 was a year like no other. That in itself seems something of an understatement. No one could have foreseen the global changes that would shake our world as the pandemic took hold.

Like so many organisations, it presented our charity with multiple challenges but there had never been a time in its history when older people needed our support more. So, it was essential that we adapted to survive in order to support them, through the crisis, and beyond.

Everything we do as a charity is about keeping people mentally, physically and socially active to enjoy as fulfilling a life as possible in their later years. We had to turn this on its head quickly in order to keep people safe. This was a time to be bold, flexible, to manage risks and to innovate.

Together our staff and wonderful volunteers rose to the challenge. I am proud of what they achieved and pleased to introduce their work in our annual report.

Suzanne Hilton,
Chief Executive

Contents

<i>Our Response to COVID-19</i>	<i>Page 3</i>
<i>Home from Hospital</i>	<i>Page 4</i>
<i>Home Services</i>	<i>Page 6</i>
<i>Information & Advice</i>	<i>Page 8</i>
<i>Embracing Digital</i>	<i>Page 10</i>
<i>Volunteering</i>	<i>Page 11</i>
<i>Befriending</i>	<i>Page 11</i>
<i>Strength & Balance</i>	<i>Page 12</i>
<i>Nutrition & Hydration</i>	<i>Page 12</i>
<i>Finance</i>	<i>Page 14</i>
<i>Thanks</i>	<i>Page 15</i>



Our Response to COVID-19

We quickly responded and adapted our services to meet people's needs and took on a key role in Bolton's Emergency Response, receiving and responding to hundreds of enquiries and requests for help and support from older people who were shielding. Staff members were redeployed within the organisation to assist with welfare calls, inducting, recruiting and training volunteers and matching them with older people in need of practical and emotional support.

We recruited new volunteers and emergency shoppers who went above and beyond to ensure that older people in Bolton received the essentials they needed.

600

*Christmas Stockings
Delivered*

312

Emergency Shops

9,906

Welfare Calls made

Social Prescribing

April 2020 saw the launch of a new partnership programme, Social Prescribing Link Workers with Bolton GP Federation. The team works across 36 GP practices with the main objective to empower people to take control of their health and wellbeing.

It was a challenging first year in many ways, finding new ways of communicating with people and linking them to services as many statutory and voluntary sector services and activities closed down, paused or shifted online just as this new service launched.

It was however vital to be able to provide that essential lifeline for people.



***“Thank you, I
wouldn't have
got through
this without
your support.”***

Home From Hospital

Our flagship Home from Hospital service continued to support people in their homes throughout the pandemic including those who were recovering from COVID-19. Of the people supported only 2.36% were readmitted within 30 days whereas the Bolton average readmission rate for those 65+ for the same period was 10.3%. This is particularly impressive given that the people we support are among some of the most vulnerable with complex needs.

COVID-19 put significant pressures on the NHS and Adult Social Care community teams attempting to keep people safe at home. It was therefore agreed with commissioners that the Home from Hospital team would flex their criteria to support admission avoidance. In November we were successful in securing some NHS England Winter Pressures funding through Age UK to continue this support throughout the rest of the year. The team provided an additional 469 hours of support to 114 people to support them to remain safely at home.

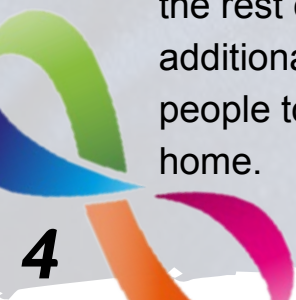


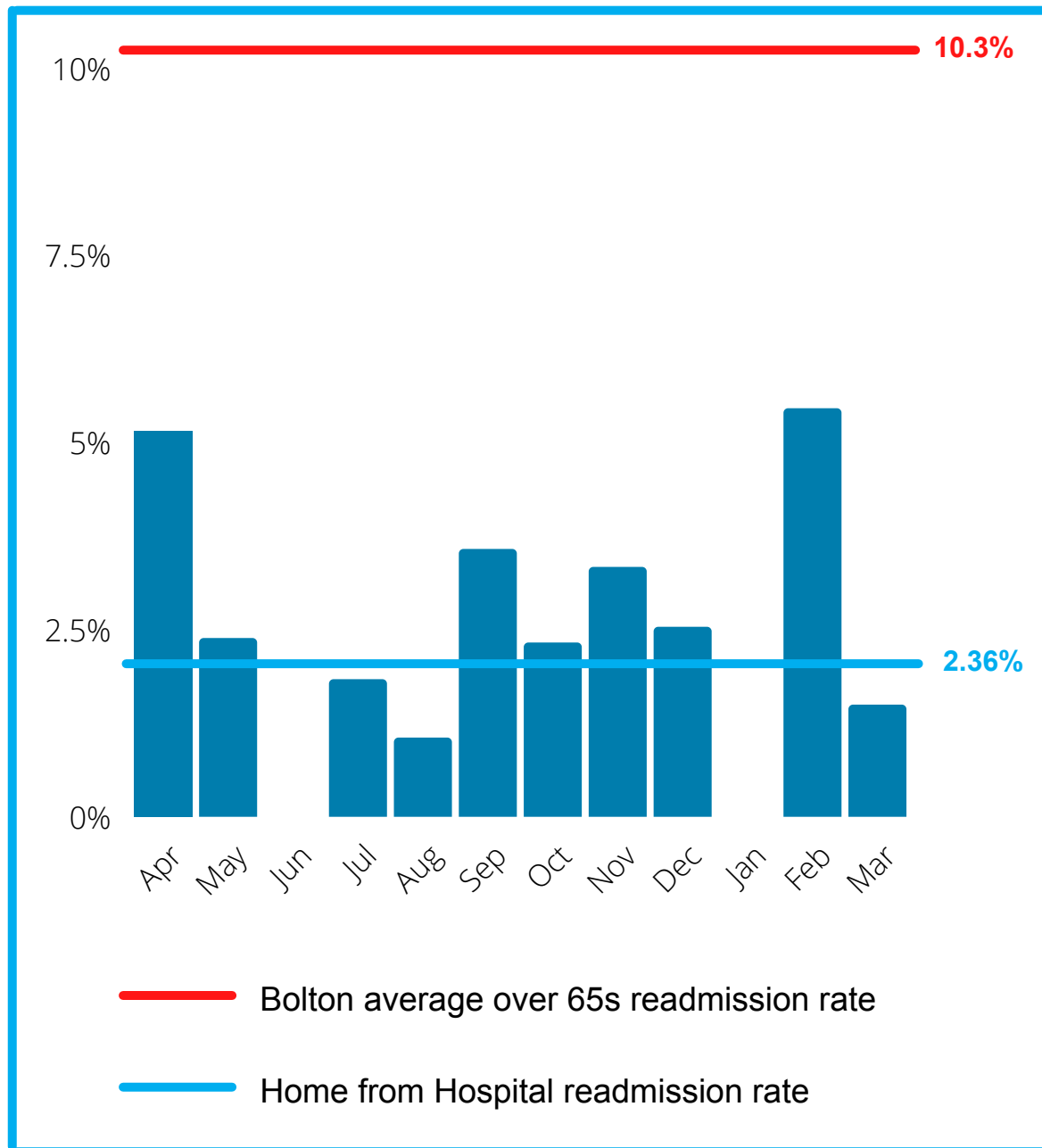
Having recently lost my husband I was finding it very difficult to cope and felt like I just couldn't go on. My daughter and family don't live nearby and I felt so lonely and most days didn't feel like getting out of bed as I couldn't walk very well and just didn't feel like eating as I had no appetite.

HFH have helped me with so many things; I started bereavement counselling and befriending enjoying weekly chats on the telephone. Age UK helped me with exercises I can do at home, helped me manage my bills and letters, which my husband always used to do, and organised for a ceiling leak to be repaired.

HFH arranged for meals to be delivered every day because I didn't feel up to cooking. With the girls help, I have been able to order food shopping deliveries with the door step shop. They organised for electric scooters to be brought to my home for me to choose and I bought one straight away. I love being able to go out and do my own shopping. The team enrolled me with the local library and I can now get books using the online service to read on my Kindle.

Me and my daughter are really very grateful for the service HFH provide and I am so pleased because things have improved so much for me.





2.36%

*Readmission
Rate*

1,099

People supported

5,906

Support contacts



Home Services

Another team that worked tirelessly through the pandemic, supporting vulnerable older people in their own homes, was Home Services supporting people who struggle with daily living tasks to retain their independence. In its second year of trading, the business, originally launched in March 2019 and run through our trading company, provided paid for cleaning and shopping services, linen changes and wrap around support. The service has proved invaluable over the last 12 months as our older people found themselves even more isolated and excluded from society with the outbreak of COVID-19.

Despite initial concerns regarding safety and infection control at the start of the year, we were determined to continue to deliver this vital support to keep people safe and comfortable at home. We successfully navigated Government guidance and risk assessments to, without interruption, sustain our cleaning, shopping and general support in the home as well as importantly being the eyes and ears of family and friends



“

My Home Services Assistant – I think she is invaluable! I am over the moon with the service. I really do value the support and I honestly couldn't do without it

”

Help at Home

Complementing Home Services, Help at Home (our commercial partnership with Home Instead Bolton) offered additional help in the home, food preparation and escorted external appointments despite the challenges faced. It also delivered referral commission which increased by 150% year on year which will help to support the Home Services service.

82%

*Increase in
service
hours from
2019/20*

3,570

Hours of cleaning, shopping
and support

90

New Clients

150%

*Increase in referral
commission*



Information & Advice

This was a year of massive change for our Information & Advice service as we sadly said goodbye and good luck to our Information & Advice Officer Eileen O'Rourke who retired in March 2020 after nearly 25 years in the role. Due to the ongoing challenges presented by the global pandemic, a replacement was not recruited until December 2020. Although this lack of a dedicated Information and Advice Officer did lead to a downturn in the amount of people we were able to assist, we were still able to support over 600 people and secure over £90,000 in benefits such as Attendance Allowance.



In November we were delighted to welcome Chiara Knott into the team at The Square to take over the reins of the Information & Advice service. Chiara comes to us with a wealth of knowledge and has already sprung into action to ensure that the high standards of previous years will continue under her tenure. Her arrival has allowed us to expand our appointment provision across both of our sites and offer both telephone appointments and home visits.

I can't thank you enough for all your help and support. I would never have got this far without you. I appreciate all you have done for me.

Will Making Service

From the autumn we were able to recommence our will making service, in conjunction with Bolton Law Society, and were able to make 28 appointments with solicitors.

639

Clients supported

£90,150

*Secured in benefits for our
clients*

Almost

25

*Years served by Age UK Bolton
Information & Advice officer
Eileen O'Rourke*

28

Will appointments made

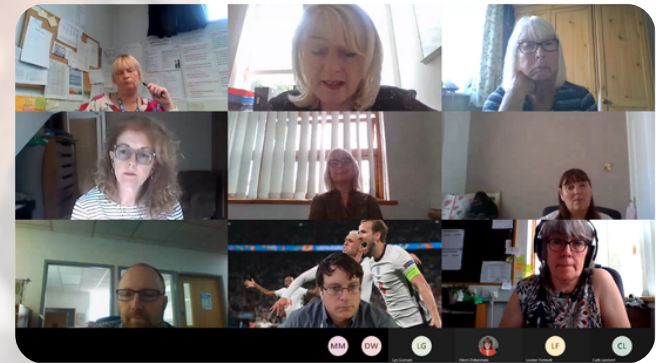


Embracing Digital

All charities should be looking to embed digital into their culture and prepare for the future but the impact of COVID-19 meant that we had to adapt our plans quickly as we evolved our services to meet demand. The closure of venues and the cancellation of classes and activities meant that we had to find new ways to reach older people to maintain their wellbeing and reduce isolation.

Physical activity classes were offered on Zoom with additional videos added to social media. The rise in the use of Zoom or Microsoft Teams as a communication tool meant we could keep in contact with volunteers, attendees and even staff who were working from home, all of which was very well received.

We also created private Facebook groups to allow discussion, fun interaction between staff and local older people, with regular topics, activities and exercise. We recognised that not all older people are computer literate, so via a funding pilot we introduced our first volunteer-led Digital Inclusion project.



Digital Inclusion

This is a Volunteer led project to help older people in Bolton become more computer literate. We purchased 15 Samsung tablets to loan to older people on a three monthly basis, with data if required. Some clients quickly became competent with the tablet and began using it to attend online Zoom sessions with family and friends or staff and volunteers at Age UK Bolton, shopping online or using social media to keep in touch.

- **10 volunteers supporting clients**
- **14 people accessed support over a 3-4 month period**
- **At the end of the year we had 9 people receiving support**

Volunteering

Our volunteer roles were hard-hit over the COVID-19 pandemic, however there were new roles launched, specifically to assist with some of the unprecedented challenges. Over the 12 months we had volunteers sign up to offer support with our welfare calls, telephone befriending and as digital inclusion coaches.

We kept in touch with our volunteers via telephone check-ins as well as through virtual coffee mornings online. We also carried out a volunteer survey which will act as a guide for where more volunteer support is needed. We will be joined in 2021/22 by a new volunteer co-ordinator.

260 active volunteers covering **306** roles amounting to over **50,000** hours of voluntary service worth more than **£478k***

Befriending

Sadly COVID-19 restrictions meant that our face-to-face befriending service was put on hold for most of the year, however we launched our Telephone Befriending service in its place. So many of our face to face befrienders agreed to take on a telephone befriending role and ring their befriendees instead of visiting them. On top of that we welcomed brand new volunteers into this service to support more people.

Approx
4,680
telephone
befriending calls

“My Befriender is kind, considerate and her calls put a smiley face on my day. I feel like she has become a friend. I love the phone calls, they have been a godsend over the past months.”

* £478k calculated at hours times UK Living Wage

Strength & Balance

Our Strength & Balance exercise programme has always been delivered as a face to face service but the pandemic made this impossible. However maintaining and improving muscle strength and ability to balance became no less crucial in reducing risk and in helping people live independently as they get older. So the team set about drastically changing the way the service was delivered, using numerous ways to deliver as much as possible to existing and new clients.



This year we sent out more home packs than ever before. We also took to YouTube, Facebook and Zoom, to deliver a wide range of classes both live and pre recorded allowing for both interaction and repeat watching opportunities. This also gave the option to do classes whenever was convenient for clients. Our team were heavily involved in our welfare calls to clients, checking in and having that much needed social chat.



The zoom exercises by Niall and Laura have been great. My mobility has improved and so has my blood pressure. I am not disciplined enough to do them on my own. Many thanks to Niall and Laura.



Nutrition & Hydration

Good nutrition and hydration is vital for older people's health and wellbeing. After three years of successful delivery of our Nutrition & Hydration programme we were fortunate to secure another 12 months worth of funding from Bolton CCG. This enabled us to continue identifying older people who are suffering from, or are at risk of, malnutrition and dehydration enabling us to provide support and information, and continue to raise awareness. Throughout the year we continued to roll out this training to the wider health and social care providers in the area.



973

*Zoom
Attendances*

1,156

*Strength &
Balance video
views on our
YouTube
Channel*

S&B

Facebook Group

83

Members

3,959

Views

100

*Extra Age UK Bolton
classes attended
by Sue Kilby for the
"100 Moore" Challenge*

3

*Years
successful
delivery
in Bolton*

12

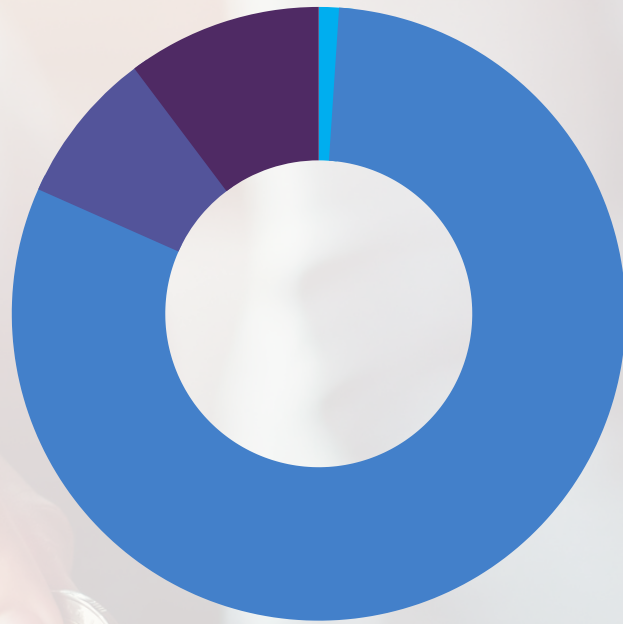
*months of fresh
funding from
Bolton CCG for Nutrition and
Hydration*

11,981 views made
"Eating and drinking well
during coronavirus"
the number **1** page on our
website.



Finance

Where our income came from in 2020/21



Grants and Similar Income

£529,033

Dividends

£53,122

Other Income

£67,340

Donations and Legacies

£6,930

Total: 656,425

How our income was spent in 2020/21

Funded Services

£454,279

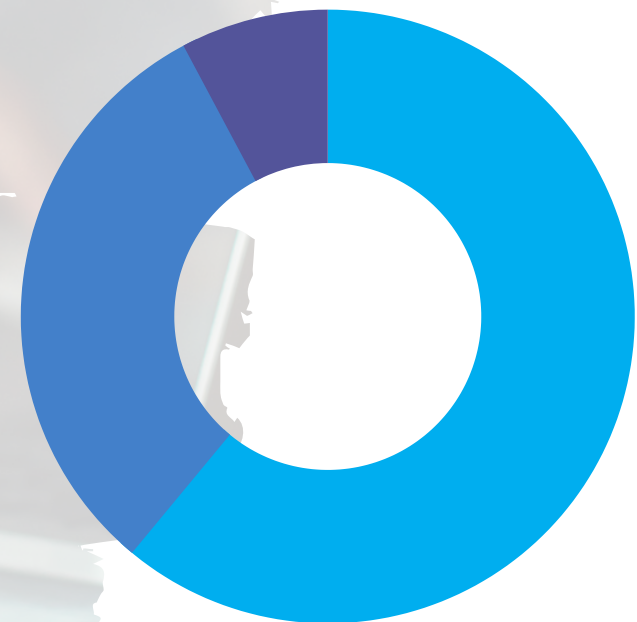
Other Services

£258,906

Ageing Well Centre

£75,828

Total: 789,013



Thanks

As an independent local charity, Age UK Bolton is self-financing and depends on others to deliver all its charitable services and activities that enable older people to enjoy full and rewarding lives while remaining safe, independent and as mentally, physically, and socially active as possible.

We would like to express our gratitude for all donations through: Amazon Smile; Just Giving; Much Loved; Easyfunding and the Charities Aid Foundation as well as those donations made in support of Strength & Balance Team Leader, Niall Bradley's charity run. Also grateful thanks to Brown Shipley Private Bankers for their sponsorship of our Money Matters service.

All our services are delivered by or with volunteers so a special debt of gratitude is owed to the wonderful band of dedicated people who regularly donate their time, energies and skills to enhance the quality of life of others.

The Trustees would also like to thank the staff team for their excellent service supporting Bolton's ageing population.

We acknowledge with gratitude the kind and generous monetary donations and other gifts received from individuals, groups and organisations as well as those given in memory of a late friend or family member including: the late Irene Southern, the late Julia Critchley, the late Alan Isherwood and the late Curt Vosper.

Donations received from those individuals who have used our Home from Hospital, Information & Advice and Wheelchair Hire service are also received with gratitude. We are particularly indebted to those individuals and organisations that have supported us this year including: Bolton Pulmonary Fibrosis Support Group, Home Instead and our Christmas Appeal.

The following served on the board of trustees during the period under review:

David Smart (Chairman); John Cooper (Vice Chairman); Margaret Rothwell; Emma Wood; Paul Twitchett; Mark Critchlow; Cllr Andrew Morgan; Dr. Arun Kallat and Cllr. Susan Baines

How you can support Age UK Bolton

There are lots of things you can do to get involved. Whether you want to give your time by volunteering or donate, your help is very much appreciated.

Make a Donation

We rely on your support to keep helping older people in Bolton. Any donation, no matter how much, is greatly appreciated.

Get your organisation involved

A partnership with us could be beneficial for your business by helping you meet your Corporate Social Responsibility objectives. It's a great way to motivate employees, gain an insight into the over 50s market and help Age UK Bolton deliver support to vulnerable people in the community.

Display a collection tin, donate a prize or service, donate equipment or even send some employees to volunteer with us on some of our projects supporting older people in the Bolton area.

Volunteer with us

Our amazing volunteers help us to do so much in Bolton. Whether you have an hour or a day to spare, we have lots of opportunities for volunteers. Without our volunteers, Age UK Bolton couldn't offer the range of services we have available to the older people in Bolton.

Leave a legacy in your will

Ensure your support continues for years to come. You can do so as a specific sum or a share of your estate. Anyone with an estate worth more than the inheritance tax threshold of £325,000 can reduce this tax from 40% to 36% if 10% or more of the estate is given to charity. Your solicitor will be able to advise you of the best way, or if you have not made a will yet our confidential will making service may be of assistance.

The Square

53-55 Victoria Square, Bolton BL1 1RZ

Email: enquiries@ageukbolton.org.uk

Telephone: 01204 382411



Ageing Well Centre

Cross Street, Farnworth, BL4 7AG

Email: ageingwell@ageukbolton.org.uk

Telephone: 01204 701525

