



# ***Annual Report 2019***

*Living longer ... living well in Bolton*

# Foreword

Last year's Annual Report celebrated a significant milestone for our charity marking its 70th birthday. This year marks a small personal milestone in that it is five years since I became Chief Executive of Age UK Bolton taking over from my predecessor Gareth Evans who served for 20 years. So I'm just a quarter of the way there... It is a genuine pleasure and privilege every day to work alongside my colleagues and our amazing army of talented, generous and dedicated volunteers. They cover a wide range of roles and give their time, talents and friendship with real commitment to support around 7,400 older people in the town each year. The older people we are fortunate enough to work with, make it all worthwhile. In fact it is rather humbling and inspiring too.

So, I have been reflecting on the last five years. In this period we have grown our portfolio of services from 7 to more than 20, our staff team from 12 to 29 and our volunteer force has swelled to over 360. We have diversified our income streams, been forced to close our insurance business following a restructure of the national charity's trading network, and passed the Charity Commission-endorsed Age UK Charity Quality Standard, twice.

I am delighted to say that much of what we do now, we achieve in partnership with others as we are definitely stronger together. We now have more than 40 strategic, funding and delivery partners.

We are committed to co-design principles and enabling the voice of older people to inform and influence policy and decision making and to shape the design of the services they use and the places they live. I am delighted therefore that we have been able to do even more of this work this year.

All in all, it has been another busy year, managing challenges and seizing opportunities to sustain our menu of services and activities and their quality, while developing and resourcing new offers. I am pleased and proud therefore to introduce our annual report for last year and trail new services to be launched in 2019.



*Chairman David Smart  
CEO Suzanne Hilton*

## Contents

Volunteering	4	Active Ageing	10
Ambition for Ageing	5	Activation Bolton	11
Community Asset Navigators	5	Falls Prevention	11
Home from Hospital	6	Nutrition and Hydration	12
Enhanced Day Care	7	Volunteers in Care Homes	12
Enhanced Respite Care	7	New Services	13
Information and Advice	8	Finance	14
Befriending	9	Thank You	15
Lunch Groups	9	How You Can Support Us	16

# Supporting people



Hot lunches served  
**11,424**

Volunteers  
**363**

Enhanced  
Respite Care  
supported  
**185**

Strength &  
Balance  
participants  
**279**

*Number of  
people accessing  
our services*

Active Ageing  
attendances  
**23,460**

Information  
and Advice  
clients helped  
**1,867**



Home from  
Hospital  
clients supported  
**1,011**

Ambition  
for Ageing  
investments  
**£57,828**

People  
befriended  
**101**

Enhanced  
Day Care  
attendances  
**27,556**



# Volunteering

**Volunteers** are the life blood and beating heart of our charity and without them we could not deliver a fraction of the things we do. This year we reached and supported around 7,400 older people and were blessed to have an amazing **363 volunteers** actively involved in delivering our services. They each give so generously of their time, friendship, skills, talents and compassion. Our volunteers gave over 50,000 hours over the last 12 months which equates to over £400,000 even at National Living Wage. Their time is priceless however, and we know from older people who they support, that it makes the world of difference that they are volunteers. In turn our volunteers tell us how much they value and benefit from their involvement, that it greatly enhances their own health and wellbeing and provides a sense of value and purpose.

**363**  
Volunteers gave  
**50,000 + hours**  
of their time



**“I really like meeting people and interacting. I enjoy the social side of volunteering.”**

*Stephen, Snack Bar Volunteer & IT Tutor*



**“I have always wanted to give back, make a difference and put a smile on peoples face.”**

*Maryam, Befriender & Volunteer in Care Home*



**“I get as much out of volunteering as I hope the people that come to the class do.”**

*Jeff, Keyboard Tutor*



Sylvia has been volunteering at the Learning & Activities Centre since July 2010. Her daughter, Catherine was already volunteering for us in the Social Rehabilitation service that we delivered. When Sylvia sadly lost her husband, Catherine said to her that she needed to get involved in something to make sure that she didn't stay at home and become isolated. When the role of receptionist became available, Sylvia came along with Catherine to find out more and the rest, as they say is history.

Using all of the skills and experience gained through her working life, firstly as a secretary and more recently running a Post Office with her husband, she quickly settled in and became a firm favourite with learners, fellow volunteers and staff, greeting everyone with a big smile and a warm welcome.

**“When I lost my husband I was asking myself what was the point in things any more. The volunteering seemed to come along at just the right time and became my next project. I enjoy the role because it makes me feel useful and like I still have a brain. I love meeting and interacting with people and I feel like everyone at the centre here is a friend and an extension of my life.”**

# Ambition for Ageing

This programme continues to connect those who are socially isolated in our community supporting them to develop age-friendly environments. This year marked the start of the '50+ People's Platform' a new co-design enablement group, giving Bolton's older residents the opportunity to share their views and shape the place where they live.

As part of the GM Age-friendly Challenge, Andy Burnham awarded Bolton three Age-friendly Neighbourhood awards with merit. These awards evidence the significant difference Ambition for Ageing has made to create great places for people to live and age well in together.

During the Greater Manchester Festival of Ageing, we delivered 4 events shining a positive light on ageing, and showcased the diverse skills and talents of our older residents in Bolton. Our Ambition for Ageing volunteers also took to the streets as part of Bolton's Pride Parade, promoting acceptance and inclusion for the LGBTQ+ community as Age UK Bolton.

Through this year we also finalised the co-design of our age-friendly bus guide. This guide was co-designed and co-produced by our over 50's community and aims to provide information to bus drivers on what makes an age friendly bus journey

**37**  
local projects  
**£57,828**  
invested

**'I am involved with Ambition for Ageing and feel that it is an amazing initiative that has achieved a great deal for the older residents in the three wards.'**



## Community Asset Navigators



**(CAN) programme** with Bolton CVS and four other VCSE partner organisations. Essentially social prescribing, the CAN team help people take control of their health and well-being, improve their self-care and puts health care professionals and their patients in touch with helpful, community-based services and activities in place of clinical interventions.

Since January 2018 the CAN team has supported 972 individuals. People found a general improvement in their health and wellbeing with: 95% reporting feeling more connected; 84% had increased their physical activity; 71% reported improvements in their mental health and wellbeing; and 65% an increase in their self-confidence.

# Home from Hospital

Our now well-established Home from Hospital service offers much needed support to those who have been discharged from hospital and has helped to reduce hospital readmission rates significantly. They offer up to 6 weeks practical and emotional support for those 65 plus who live alone or are a main carer. The service continues to grow while maintaining a low readmission rate of 5.4%, which is nearly half of the 65+ Bolton average of 10%. This low rate of readmissions is regarded as particularly positive given that our client cohort includes the frailest and those with complex needs. This was the first full year of extended delivery 9.00am to 9.00pm seven days per week.

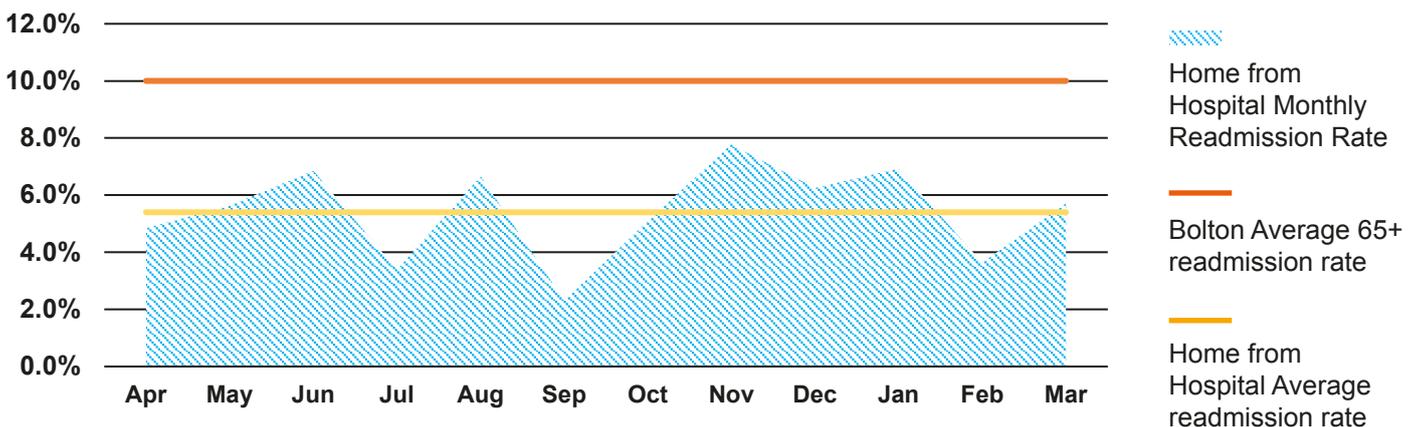


One 75 year old lady cared for her husband until she suffered a stroke. They had no living relatives or social network and when he passed away suddenly during her recovery, she found herself all alone in the world, struggling physically and emotionally. Her husband had always paid the bills and she had no idea how to start to organize a funeral. We helped her to put bills into her own name, to organize the funeral, for her medication to be supplied in blister packs and for District Nurses to administer her insulin. Grab rails were fitted and Careline installed as she was worried she might fall in the night. We: arranged delivery of a daily hot meal and accompanied her to local coffee mornings and assisted with her shopping; located a local cleaner and gardener; registered her with Ring and Ride and showed her how to shop on line. Now active and independent, she attends a local coffee morning and Age UK Bolton lunch club where she has made many new friends. She goes shopping independently with assistance at the supermarket and is now in full control of her finances and uses the internet with confidence.

**“I am so grateful I could not of managed without their support when my husband passed away. I’m so glad to know that although I am doing very well, I can always contact Age UK for advice”**

**1,011**  
clients  
**5,396**  
visits

## Home from Hospital Readmissions April 2018 - March 2019



# Enhanced Day Care



**27,556**  
attendances

**691**  
people  
benefitted from  
Enhanced  
Day Care

This service provides over 50 different types of activities for older people and carers at Bolton's three day care centres. There are a wide range of activities that provide a sense of belonging and improve independence and wellbeing. From hairdressing and holistic therapy to more active classes such as Zumba Gold and chair-based exercises.

This year has seen the development of three centre gardens. Trips to Hope View Sensory Farm and the Imperial War Museum were particularly popular.

**This is an increase of 27.5% on the previous year which was itself an increase of 184% on the first year. There has been an increase in the number of older people and particularly carers but it is tremendous that individuals are now taking part in more sessions enriching their experience accordingly.**

# Enhanced Respite Care



The Enhanced Respite service, developed and delivered in partnership with Bolton's GP Federation, translated the successful concept of Enhanced Day Care into the respite setting. It offered an engaging and appropriately stimulating environment with meaningful activity for the older people who stay at Wilfred Geere. We believe that when people access respite, often because their carer is going on a much needed holiday, that they should feel like they are having a holiday too. Both the person and their carer were offered a full health "MOT" and carer's assessment so that appropriate post-respite support could be put in place. In its inaugural year the service supported 131 older people in respite and 54 of their carers.

# Information & Advice

**106**

people accessed  
our Will making  
service \*

**1,867**

clients  
helped by our  
Information & Advice  
service

**35% & 19%**

increase in people  
helped through  
the free  
legal clinics and  
Will making service \*

**£444,389**

secured in benefits  
such as  
Attendance  
Allowance

**34**

people  
helped with  
Money  
Matters †



\* Independent Legal Clinic and Will-making service both run in partnership with Bolton Law Society.

† Specialist Money Matters service delivered in partnership with Age UK Blackburn with Darwen, and sponsored by Brown Shipley

# Befriending



**101**  
people  
supported by  
a befriender

“It is very difficult to admit that you are lonely, since losing my wife earlier this year I have started going out of the house less and less, I felt like I had lost my purpose and all my confidence since she passed. When my son who lives away from Bolton suggested I have someone visit me I was worried at first of what to expect. I feel a bit silly looking back now because I need not have worried; saying yes to a bit of help was the best thing I did this year.”

## Lunch Groups

Food always tastes better when shared with friends so the social element is just as important as the food at our lunch groups. They are so important for people who struggle to shop for and prepare their own meals and have become isolated and lonely. We recognise that despite their circumstances not everyone finds the traditional lunch club appealing. As the demographic of older residents evolves the more traditional format is becoming less popular whilst the need remains.

In order to respond to these changing tastes this year we introduced lunch groups that meet weekly at a local pub or café where people can choose from the menu and enjoy a beverage of their choice. These volunteer-hosted groups are proving increasingly popular

**11,424**  
hot two-course  
lunches to  
**517**  
people



# Active Ageing

**1,160**  
older people  
benefitted from  
**23,460**  
creative, learning &  
physical activities

Being physically, mentally and socially active is vitally important for health and wellbeing and it is encouraging that we have seen attendances at our classes increase for yet another year.

New classes this year include Walking Sports and Jump for Joy which provide a wider choice for participants. These sessions succeeded in attracting people who would not necessarily attend a traditional physical activity class.

**“I not only love coming to the IT sessions for the computer help but for the conversations I have with Pat (the volunteer), she is like a friend to me. Pat has taught me so much, I never thought I would be emailing pictures across to my family on the other side of the world at 84 let alone using a computer mouse with one hand.”**



# Activation Bolton

Activation Bolton is a 2-year pilot programme, funded by Sport England and working with Greater Sport, to help people living in Bolton, who are aged over 55, to get physically active.

We held over 30 semi structured interviews with older people to gain better understanding and insight of what motivates them to be physically active.

Outcomes for phase 1 included insights such as: the need for active achievements; using the desire to be competitive; that physical activity is triggered by transitions and life events; and that barriers need to be broken down to motivate people to take the first steps towards an active life.

Phase II will include activation briefs that will ignite new activity in Bolton with social entrepreneurs.



**“Our work in Strength and Balance has been cited in national research and guidance by the Centre for Ageing Better in “Raising the bar on strength and balance”**”

**13**  
new  
strength &  
balance classes

## Falls Prevention

Our Strength and Balance classes are held in various locations across Bolton, including community centres, older people’s housing schemes and day centres. Encouragingly, attendance at these classes has increased and importantly individuals have demonstrated real progression and grown in confidence. Participants tell us that they thoroughly enjoy the classes which are having transformational effects on their lives.

**279**  
participants

We measured 12 class members both at the beginning of their exercise class and then 3 months later. Results showed that on average their balance had improved by 8%, and participants’ strength showed a 60% improvement. Overall, a test that analyses both strength and balance highlighted a 25% improvement.

**“From doing almost no exercise at all, I now walk every day, and have even started going to the gym. I honestly think that these classes might have saved my life. At the very least they’ve set me on a path to make it worth living again.” Jane**

# Nutrition & Hydration

The Greater Manchester Nutrition and Hydration Programme is a partnership of local Age UKs and Public Health teams across six districts in Greater Manchester. Age UK Bolton hosts a dedicated worker for Bolton and our Chief Executive co-chairs the local steering group. Across the participating areas a total of 6,206 people have been engaged and there are now 110 participating partner organisations involved with 1,085 frontline workers who collectively see 74,949 people each year. There have been 4,480 conversations using the paperweight arm band which identified 355 people at risk and in need of advice and support. Following this support after a 12 week period 90% had either gained or stabilised their weight.



## Volunteers in Care Homes

Launched in October to reduce the social isolation and loneliness experienced by some residents of care homes. Volunteers make weekly visits to local care homes to provide friendship and companionship both one to one with some residents and in small groups. They also deliver engaging activities and events such as crafts, baking, music, performance, vintage fashion shows and support outings such as to the local bowling club.

The most popular activities in the homes have been befriending and arts and crafts. We also held a vintage fashion show at The Old Vicarage. Some of the ladies enjoyed trying on hats and gloves from the era and were happy to share their stories.

**“I like the art wall very much, I love to look at it every morning, it always makes me smile”**

**64**  
Care Home  
sessions in the  
first quarter





# New Services



## Home Services

Launched in March, our new paid for Home Services – Cleaning and Shopping support responds to a gap in provision identified by callers to our Information and Advice service and our Home from Hospitals teams amongst others. We offer support to those who find household chores increasingly challenging and may also have difficulty managing their own shopping. The service has been developed to include all aspects of cleaning including bed linen changes, washing and ironing if required.



## Veterans Intergenerational Project

VIP our new intergenerational project engages veterans aged from 50 upwards in order to reduce or prevent feelings of loneliness and isolation. It does so by enabling them to develop new social networks and creating opportunities to connect with one another, current serving personnel and cadets from the three Service branches. This will be achieved by developing and delivering a series of 10 events over the year.



## Help at Home

Help at Home service is delivered in partnership with Home Instead Bolton, whose trained and experienced caregivers provide assistance with everyday tasks that have become a struggle. They support people to remain independent and happy at home. This means that from next year through our referral partnership, we will be able to provide appropriate, safe, reliable, trusted, comprehensive, professional and seamless support. Our aim is to enable those who choose, to remain in their own homes for the rest of their lives, or for a long as is practically possible.



## Talking About My Generation

A partnership of 8 Age UKs in Greater Manchester and Yellow Jigsaw, a PR and media company. Planning began in January for a live campaign launch in Spring 2019. Each local area has recruited two community reporters as volunteers who will use the full range of media to set the record straight on ageing. Reporting on others of their generation, charting their stories of life over 50 to celebrate their lives and shining a light on how they have overcome any challenges associated with ageing. The campaign will run to March 2020 and will be curated into a legacy exhibition.

# Finance

## Where our income came from in 2018/19

---

Grants and Silimar Income

**£636,616**

---

Donations & Legacies

**£10,970**

---

Dividends

**£81,215**

---

Learning & Activities Centre

**£18,074**

---

Other Income

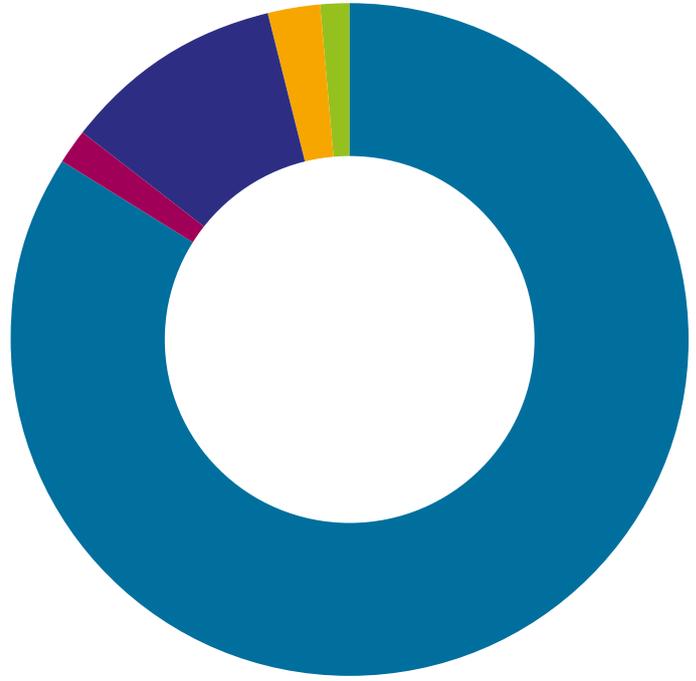
**£10,233**

---

Total

**£757,108**

---



## How we spent our income in 2018/19

---

Funded Services

**£522,804**

---

Learning & Activities Centre

**£62,526**

---

Other Services

**£165,384**

---

Governance

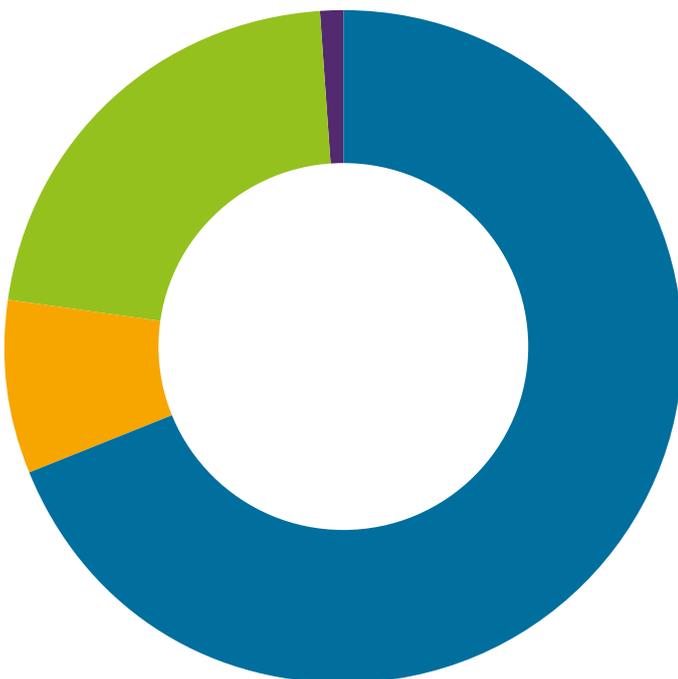
**£7,000**

---

Total

**£757,714**

---



# Thank You

As a small 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 acknowledge with gratitude the kind and generous monetary and other gifts received from individuals, groups and organisations and those given in memory of a late friend or family member, including: Philip Jeffrey Clooney and Mary Bard.

Donations received from those individuals who have used our Information and Advice, Home from Hospital and Wheelchair Hire services are also received with gratitude. We are particularly indebted to those individuals and organisations that have supported us this year including: Team Eagley Bank; Bolton District Golf Clubs; Age Concern Ramblers Club; Golden Voices Choir; Topham Court Lunch Club; Slaterfield Daycare; The Operetta Company; Bolton School; Turton High School; The Chartered Trust and Brown Shipley Private Banking who sponsor 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, skills and talents to enhance the quality of life of others and without whom none of the achievements set out in this report would have been possible. The trustees would also wish to thank the staff team for their excellent service in supporting and co-ordinating the work of our volunteers.

The following served on the Board of Trustees during the period under review:

David Smart (Chairman); John Cooper (Vice Chairman); Mark Critchlow (Honorary Treasurer); Margaret Rothwell; Emma Wood; Dr Mehran Javeed; Paul Twitchett and Cllr Andrew Morgan.



Age UK Bolton Chief Executive and Board of Trustees (left to right) Suzanne Hilton (Chief Executive), Margaret Rothwell, Mehran Javeed, David Smart (Chair), Paul Twitchett, John Cooper (Vice Chair), Mark Critchlow (Honorary Treasurer), Emma Wood and inset Cllr Andy Morgan

# How you can support us

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 much appreciated.

## How to get involved:

### 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 insight into the over-50s market and help Age UK Bolton to support vulnerable people in the local community. You can get your organisation involved by; Displaying a collection tin; Donating a raffle prize or service; Donating equipment or even sending some employees to volunteer.

**A massive Thank You to all of our supporters, especially those who continue to do so on a regular basis**

### 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 variety and range of services we have available to the older people of Bolton.

### Leave a legacy in your Will

Ensure your support continues for years to come. You can do so either 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 more than 10% of the estate is given to charity. Your solicitor will be able to advise as to the best way or, if you have not yet written a will, our confidential Will-making service, in conjunction with Bolton Law Society, may be of assistance at a specially negotiated charge.

For more information contact:

**01204 382411**

Registered charity number 223240



The Square, 53-55 Victoria Square, Bolton, BL1 1RZ

Email: [enquiries@ageukbolton.org.uk](mailto:enquiries@ageukbolton.org.uk)

Telephone: 01204 382411



AgeUKBolton



@ageukbolton