



# Quarterly Impact Report

Q1 April - June 2025

# A Word from our CEO

As we wrap up our first quarter of 2025–26, I find myself feeling genuinely humbled. Humbled by the passion, commitment, and quiet determination of our staff and volunteers, and by the countless ways they continue to show up for older people across Bolton — day in, day out.

Whether it's a welfare visit after a hospital discharge, a carefully matched befriending call, a benefits check that changes someone's financial outlook, or simply a moment of laughter shared over lunch — the threads of impact running through this report are powerful. And they're deeply human.

This quarter has also marked an important step forward in how we think, talk, and plan around ageing in Bolton. The launch of our borough's Age-Friendly Strategy 2025–2028 — proudly co-produced and co-chaired by Age UK Bolton — is more than a document. It's a shared roadmap for how we can make Bolton a truly great place to grow older.

You'll notice something new in this report: at the start of each service delivery section, we've added a small but meaningful banner showing how that work aligns with the themes and objectives of Bolton's Age-Friendly Strategy:

**Health and Wellbeing:** Objectives 1, 2 & 3

**Economic Challenges:** Objectives 1 & 2

**Social Implications:** Objectives 1, 2, 3 & 4

**Transportation:** Objectives 1, 2 & 3



It's a simple way to show that what we do isn't happening in isolation — it's part of a bigger, joined-up effort to support people to age well.

I'm incredibly proud of what we've achieved this quarter — not just in terms of numbers, but in the stories behind them. The strength of our partnerships, our growing civic voice, and the unwavering heart of our team continue to position Age UK Bolton as a trusted, compassionate leader in the community.

To every staff member, volunteer, trustee, partner, and supporter — thank you. It's a privilege to lead this organisation, and I look forward to what we'll continue to build together in the months ahead. With gratitude,



**Lauren McKechnie**

*Chief Executive, Age UK Bolton*





# Voice and Influence: Championing Ageing Across Sectors and Systems

**Health and Wellbeing:** Objectives 1, 2 & 3    **Social Implications:** Objectives 1, 2, 3, 4 & 5  
**Economic Challenges:** Objectives 1 & 2    **Transportation:** Objectives 1, 2 & 3



As the local authority on ageing, Age UK Bolton continues to play a visible and influential role in shaping strategy, policy, and place-based collaboration across Bolton and Greater Manchester. This quarter, our leadership and partnerships have driven forward key conversations — from national inquiries to local action.

In April, we proudly contributed to the House of Commons Work and Pensions Committee inquiry into pensioner poverty, with our CEO, Information & Advice Service Manager, and one of our clients, attending as witnesses at the Manchester hearing. This was a powerful platform to spotlight the coordinated work taking place in Bolton — led by Age UK Bolton and underpinned by our strategic partnerships with Bolton Council, Citizens Advice Bury & Bolton, and Bolton Community Advice. Together, we made a compelling case for long-term investment in specialist advice services, reinforcing the importance of local infrastructure and trusted, community-led support.

Later that month, Age UK Bolton was represented at the Age UK Spring Reception at the House of Commons, where we stood alongside over 170 campaigners, MPs, and fellow Age UK partners. Our presence helped highlight how local delivery, rooted in partnership, is essential to the national Act Now, Age Better campaign — reinforcing that ageing well doesn't begin at 70, but is shaped across the life course.

April 2025: House of  
Commons Work and  
Pensions Committee  
inquiry into  
pensioner poverty



Closer to home, we've deepened our civic leadership through the Brand Bolton Ambassador Board, co-chaired by our CEO and trustee Becci Martin. In May, we co-hosted the first-ever Bolton Ambassadors Breakfast at the Toughsheet Community Stadium — bringing together nearly 200 leaders across sectors and demonstrating Age UK Bolton's relevance, voice, and value in the wider economic and place-shaping agenda.

We also proudly took part in the Live Well Greater Manchester Bus Tour, joining Mayor Andy Burnham and system leaders to explore local, community-led hubs. The tour reinforced our commitment to integrated working, and the role of ageing well within broader conversations around prevention, place, and population health.

A major milestone this quarter was the launch of Bolton's Age-Friendly Strategy 2025–28, developed in partnership with older residents, system partners, and the Ageing Well Community Champions. Co-chaired by Age UK Bolton's CEO, the strategy is already moving into implementation — with a clear roadmap that places economic challenges, health, transport, and social inclusion at its core, alongside key priorities on dementia and falls prevention. The strategy positions Bolton as a borough committed to ageing well — and Age UK Bolton as a leading voice in shaping that journey.

Meanwhile, our CEO's individual leadership was recognised through two prestigious award nominations: the Women in Business Awards (Charity Champion) and She Inspires Awards (Employer of the Year) — further testament to the impact of our organisation's values and visibility.

**From Westminster to Westhoughton, and from policy rooms to partnership breakfasts, Age UK Bolton continues to influence and shape the system-wide landscape for older people. Our role as a connector, convener, and credible advocate remains central to ensuring Bolton is not only a place where people live well — but where they age well, too.**





# Communications and Engagement



As we headed into the first quarter, we took the opportunity to inject new energy into our communications. In April, we used Age UK's national Act Now, Age Better campaign as inspiration for our own mini rebrand campaign, with the aim of solidifying Age UK Bolton's identity as a trusted, yet dynamic, local charity.

As part of the campaign, we created 'refresher' content which re-enforced our position as Bolton's independent charity for older people. This content generated our highest engagement to date on Facebook and Instagram. As part of this, we worked in partnership with Bolton Wanderers Football Club, and had 'Super' John McGinlay do a piece to camera, promoting our charity, it's valued place within Bolton and how important it is to 'Act Now, Age Better'.

We announced the appointment of Becci Martin to our Board of Trustees, which was reported in The Bolton News. The announcement of this post on LinkedIn garnered 100 interactions, showing the importance of promoting our partnerships with local partners to generate corporate stakeholder engagement.

**Through these efforts to strengthen our relationships with local partners, we are creating a more connected and prosperous Bolton, in line with the vision set out by the We Are Bolton campaign.**

## Looking ahead...

In Quarter 2, we will focus on strengthening both our external visibility and internal communications to better connect with our audiences and teams.

- Support the We Are Bolton campaign by embedding place branding more consistently across our visual communications and public messaging.
- Launch text-to-donate functionality to increase accessibility to giving and build our donations income stream.
- Review and improve the Staff Update newsletter by gathering feedback and refreshing the format to better reflect team voices and updates.

**These developments will help us amplify our impact, encourage greater community support, and foster stronger internal connection.**



46

new followers

980

interactions

82,011

total content views

3438

page visits



71

new followers

396

interactions

8,971

total content views

182

page visits



60

new followers

337

interactions

5,788

total content views

139

page visits

# Information and Advice

**Economic Challenges:** Objectives 1 & 2

**Social Implications:** Objectives 1, 2 & 3

This quarter, the Information and Advice team continued to provide vital guidance and practical solutions for older people navigating complex and often stressful situations. From securing **nearly £600,000** in financial gains to forging new partnerships and passing national quality standards with flying colours, the team demonstrated both operational excellence and deep compassion.

**£590,  
954.74**

secured through  
benefits checks,  
Attendance Allowance,  
Pension Credit and other  
entitlements

Their work not only uplifted individuals — through benefit claims, energy support, and holistic advice — but also contributed meaningfully to Age UK Bolton's ambitions to deliver high quality accessible services to enable those over 50 to remain independent and socially active.

## The Right Support at the Right Time – Life-Changing Advice for a Local Couple

Mr and Mrs A, both of pension age, live together in their own home. Mrs A is undergoing chemotherapy for colon and liver tumours and is living with blood clots on her lungs. During a home visit to one of their neighbours, Emily from Age UK Bolton was unexpectedly met with a closed door. Needing help to gain access, she knocked on Mr and Mrs A's door for assistance — a simple moment that turned out to be life-changing.

In the course of conversation, Mrs A mentioned her own health struggles, prompting Emily to explain the support Age UK Bolton offers. From this unexpected encounter, a **full benefit check** was arranged for the couple.

The outcome was significant: **Mr A was awarded the higher rate of Attendance Allowance (£110.40 per week)**. Mrs A's application is still pending, but we are confident she will also be awarded the higher rate.

**“This money has made a huge difference to us. We travel to Christies in Manchester three times a week — it's been a huge weight lifted.”**

This case is a powerful reminder that trusted support, offered at the right time, can change someone's financial security — and their peace of mind — overnight.

**353**

new referrals

**116**

successful claims

**£23,115.64**

energy savings secured

**415**

appointments conducted

**206**

telephone appointments

**78**

office appointments

**131**

home visits



# Case Study: Rebuilding Peace – Financial Security After Deep Loss

Mrs B, aged 92, lives alone in social housing and was referred to our Information and Advice team by the Home from Hospital service. She had recently lost her husband, son, and grandson in close succession — a series of devastating losses that deeply affected both her emotional and financial wellbeing.

Having suffered a stroke shortly after their deaths, and now experiencing regular falls, Mrs B became housebound and had lost confidence. With no one to support her day-to-day and no knowledge of her financial entitlements — previously managed by her late husband — she was under immense pressure.

Our team carried out a full benefit check and identified the following support:

- Attendance Allowance at £110.40 per week
- Pension Credit (Guarantee and Savings Credit) of £40.23 per week
- Full Council Tax support (£20.53 per week)
- Full Housing Benefit, covering her rent (£101.53 per week)

These entitlements have made a transformational difference. Mrs B can now afford help with her shopping and cleaning and has started using Age UK Bolton's Home Services. She is also considering our befriending service to bring some companionship back into her life.

**“I feel more settled and have peace within myself. I didn't think I'd ever feel that again.”**

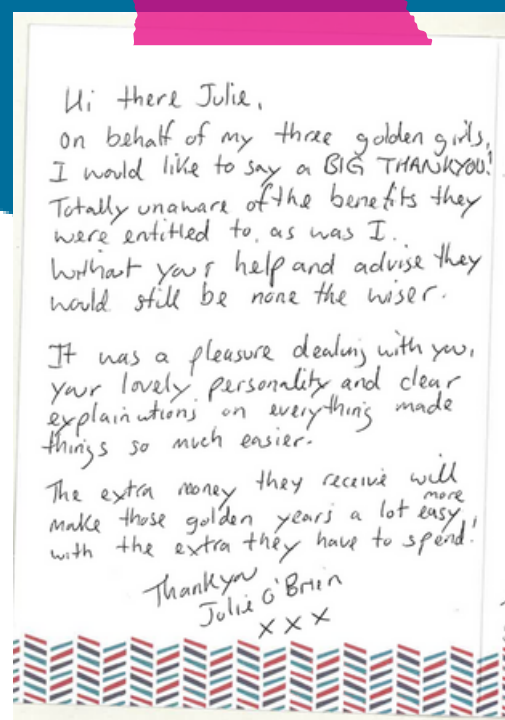
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## Looking ahead...

In the next quarter, we will continue to strengthen the reach and relevance of our Information and Advice service — ensuring older people across Bolton receive timely, compassionate, and expert support.

- Develop a new partnership with Endeavour, Bolton's domestic violence charity, to better support older people affected by abuse and ensure they can access tailored, confidential advice and assistance.
- Launch a local energy forum, bringing together advice providers and industry representatives to share insights, identify challenges, and improve support for older residents facing fuel poverty or energy insecurity.
- Celebrate and deepen our partnership with Bolton Council, recognising the impact of our collaborative working to date and exploring new opportunities to align resources, data, and delivery for greater community benefit.

These priorities reflect our ongoing commitment to person-centred, preventative support — and our belief that working together across sectors is the most powerful way to protect and empower older people in Bolton.



Thank you note from a client.

# Home from Hospital

**Health and Wellbeing:** Objectives 1, 2 & 3   **Social Implications:** Objectives 1, 2, 4 & 5  
**Economic Challenges:** Objective 2

Our Home from Hospital service continues to be a critical safety net for some of Bolton's most vulnerable residents — offering practical support, emotional reassurance, and a vital bridge between hospital discharge and sustained recovery at home (Discharge & Aftercare, D&A), or indeed preventing from hospital admission in the first instance (Admissions Avoidance, AA).

## Headline Impact This Quarter

In Q1, we supported a total of **1,305 clients** through our Discharge & Aftercare (D&A) and Admission Avoidance (AA) pathways, with **6,858 support contacts** delivered over the three months.

## Keeping People Safe at Home - and Out of Hospital

Our readmission and admission rates continue to outperform borough averages. Even amid rising complexity in client presentations — particularly around mental health, addiction, and cognitive challenges — our outcomes remain strong. This reflects the dedication of our team in delivering timely, person centred interventions that reduce strain on NHS and adult social care services.

**100%**

of clients would recommend the service

## Client Voice: 100% Would Recommend Our Service

*"Very good service. This was the only service offered to me when I came out of the hospital. A lovely girl would definitely recommend the service."*

*"Having a member of the team come along and explain what is available has made me realise that maybe I shouldn't be persevering and doing everything myself. I'm seriously considering formulating a plan."*

*"Very impressed with the service, you've been great. Thanks for helping and sitting on the floor with me."*

### Discharge & Aftercare:

**588**

clients accessed support

**0.34%**

30-day readmission rate  
(vs Bolton average 8.4%)

**0.00%**

7-day readmission rate

### Admissions Avoidance:

**717**

clients accessed support

**0.98%**

30-day readmission rate

**0.00%**

7-day readmission rate

## Looking ahead...

For the remainder of 2025–26, we'll focus on strengthening both services to meet growing demand and complexity. Priorities include:

- Improving referral flow through closer working with hospital and community teams.
- Exploring investment and redesign to:
  - Reinstate weekend and rapid response capacity.
  - Align age criteria across services to enable earlier intervention.

Maximising impact through every contact, supporting recovery and prevention. We'll continue to monitor outcomes closely, keeping partners engaged in planning.



# Home from Hospital: Case Studies

## Discharge and Aftercare: K's Story – From ICU to Independence

K, aged 78, lives alone and manages several long-term health conditions including heart failure, kidney disease, and diabetes. After a critical hospital admission and time in intensive care, she was referred to Age UK Bolton's Home from Hospital service to support her recovery. A Home from Hospital Co-ordinator met K on the ward and completed a full home assessment after discharge. We quickly identified several urgent needs: mobility aids, benefit and energy advice, a Blue Badge application, a befriending referral, and help with home safety and bin collection.

### What We Delivered (Over Six Weeks):

- ✓ Weekly welfare visits to monitor recovery and offer reassurance
- ✓ Mobility aids and safety equipment installed
- ✓ A befriender matched via Senior Solutions
- ✓ Blue Badge and bin assist arranged through Bolton Council
- ✓ Smoke alarms fitted by Greater Manchester Fire Service
- ✓ Benefit check and energy advice to manage living costs
- ✓ Encouragement to join local groups and reduce isolation

### The Difference It Made:

- ✓ Home is safer with smoke alarms and a kitchen trolley
- ✓ K feels confident going out independently with her walker
- ✓ She's socially connected through befriending and local groups
- ✓ K knows where to turn for support in future

**"I feel much more confident now and know where to go if I need help."**

## Admissions Avoidance Case Study: P's Story – Compassion in Crisis

P, 76, lives with multiple health conditions including pulmonary fibrosis and severe hand mobility issues. After her son died suddenly in her home, she was unable to return due to the trauma and has since been sleeping on her daughter's sofa in an overcrowded flat. She was referred by Age UK Bolton's Information & Advice team after losing her son, mother, and brother within three months — a period that left her emotionally and financially overwhelmed.

### The Difference It Made:

- ✓ Reduced isolation and improved emotional wellbeing
- ✓ Improved financial stability through energy support and advocacy
- ✓ Safer housing pathway identified and in progress
- ✓ Confidence to plan ahead, including considering future care options

### Our Support (Over Six Weeks):

- ✓ Regular welfare visits offering space to grieve and feel heard
- ✓ Housing referral to secure extra care accommodation near family
- ✓ Financial support including energy advice and funeral charity grant application
- ✓ Help to correct official documents following her son's death

## PwC: One Firm, One Day

During this quarter, we also had the opportunity to work with PwC through their corporate One Firm, One Day initiative. As part of this, three economists worked with our CEO to better understand the value for money of our Home from Hospital service. The findings were striking: even using a conservative model, the analysis showed that **for every £1 invested in the service, there is a £89 saving to the wider system and economy.**

This powerful figure reinforces the case for sustained investment in preventative, community-led support — and highlights the importance of genuine collaboration with VCSE providers like Age UK Bolton. As system pressures continue to grow, these insights further validate our call for long-term funding models that protect and enhance services like Home from Hospital now and into the future.

# Strength and Balance

**Health and Wellbeing:** Objectives 1, 2 & 3 **Social Implications:** Objectives 1, 2, 3, 4 & 5

Across our Strength and Balance programmes, we remain focused on helping older adults live independently, confidently and well — reducing falls, building strength, and boosting social connection. This quarter, we've delivered services across three key areas: Strength and Balance, Falls Prevention in Care Homes, and Nutrition and Hydration.

## Key Outcomes

- A total of **519 individuals** participated across **217 sessions**, resulting in **2,590 attendances**.
- New three-tier class structure launched:
  1. Get Strong, Get Steady (referral only – high need)
  2. Stay Strong, Stay Steady (entry level)
  3. Stronger for Longer (advanced fitness)
- Additional provision of Tai Chi and dementia-friendly sessions.

217

instructor-led  
sessions

519

users attending  
sessions

2590

total  
attendances

## Marlene's Story – From 'Stuck' to Stepping Forward

*Supporting strength, confidence,  
and community connection*



Marlene, aged 80 from Blackrod, was referred to Age UK Bolton after experiencing severe mobility issues, breathlessness, and a high risk of falling. Living with neuropathy and borderline Type 2 diabetes, she had become increasingly isolated and lacked the confidence to leave the house unaided. But she was determined to make a change.

"I'll try anything," she said. "I can't keep on like this."

Our team referred Marlene to a 12-week specialist programme at Nuffield Health. At first, she needed support getting in and out of the car and navigating the building. Her goal was simple but powerful: to walk across the room on her own.

Marlene didn't miss a single session. With her husband's support and the encouragement of her instructor, she gradually built up her strength, stamina, and independence. By week 10, she was walking confidently through the venue unaided — achieving her goal and regaining her confidence.

Now attending a local community class better suited to her ability, Marlene continues her exercises daily and is focused on her next milestone: walking around Asda without needing a chair.

With the right support, Marlene is no longer stuck — she's moving forward.



# Falls Prevention in Care Homes

## Highlights

- **12 sessions** delivered between Southlands and The Withins Care Homes.
- Peer Support & Learning Train-the-Trainer event held at Bolton Wanderers Wellbeing Hub with **18 attendees** from **8 care homes**.

## Key Insights

- Participation of residents with dementia, stroke, and mobility limitations.
- Music and resistance band exercises proved highly engaging.
- Co-delivery of sessions with care home staff is supporting increased knowledge and confidence.

## Case Study: Movement with Meaning – Rebuilding Strength After Stroke

Client W, an older adult living in a care home, experienced a life-changing stroke that left him with severe impairments to speech, hand function, mobility, and cognitive processing. He also lives with arthritis in both knees, visual and hearing impairments, and chronic pain in his hips, knees, and ankles.

Despite these challenges, Client W has shown remarkable motivation. A former dancer, he quickly built a strong rapport with our Strength and Balance instructor and began engaging enthusiastically in tailored one-to-one sessions. These focus on hand mobility, lower limb strength, and confidence in movement — drawing on his past love of rhythm and motion.

One of his personal goals is to walk again with the aid of a frame. While this aspiration is being considered carefully with the care team, Client W continues to make steady progress.

To maintain momentum, a bespoke daily exercise programme is now being built into his care plan so that care staff can support him consistently between sessions.

Client W's journey highlights the power of personalised, meaningful support — rooted in both clinical insight and human connection. By recognising his history, strengths, and aspirations, the programme is helping him rebuild confidence and rediscover a sense of purpose.

## Looking ahead...

In the coming months, our Strength and Balance programme will focus on deepening impact and extending reach through three key areas:

- **Data Development** – We'll refine how we capture and report outcomes in care home settings, helping to better evidence progress and shape future delivery.
- **Training Expansion** – Volunteer and staff training will be refreshed to include key nutrition and hydration messaging, reinforcing our prevention-focused approach.
- **Resource Launches** – New physical activity and nutrition packs for carers and care homes, alongside updated PowerPoints and branded certificates, will support consistent messaging and engagement.

Together, these developments will strengthen the quality, visibility, and integration of the service across community and care settings.

# Nutrition and Hydration Programme

Over the last quarter, Age UK Bolton's Nutrition and Hydration Programme has reached and engaged an estimated **800\* individuals**, embedding vital messages around healthy ageing, hydration, and fall prevention into our community and care-based work.

We have delivered tailored training to a wide range of audiences, including a session for Precious Gems, a local dementia support group, and a well-attended talk at the Sevalal Hindu Community AGM, reaching over **70 participants**. The programme has also been seamlessly integrated into other areas of delivery — including our Strength and Balance sessions, care home staff training, and wider community talks — helping to ensure consistency and wider awareness.

We've taken steps to improve both access and impact, including refining our training materials to better suit diverse community groups, and developing a new Nutrition and Hydration Screening Tool for use with new clients. This is helping frontline teams identify risks early and embed prevention into routine support.

Digital engagement has also played a role, with targeted **social media content and video reels** focusing on hydration and falls prevention. This content reached **40% of our engaged online audience**, with a further **37.5% reached through care home engagement**, demonstrating the programme's growing reach across both digital and face-to-face channels.

## Case Study: A Seat at the Table – Supporting Nutrition Through Social Connection

Mrs C, aged 75, was recently diagnosed with dementia. Her daughter had begun to notice changes in her eating habits — a reduced appetite, weight loss, and a general disinterest in food. She suspected these changes may be linked to her mother's memory issues and raised concerns about her overall wellbeing.

Now living alone and no longer driving due to her health, Mrs C faces an increased risk of social isolation and low mood — factors that can often contribute to further physical decline.

In response, Age UK Bolton provided Mrs C's daughter with a nutrition and hydration resource pack alongside guidance on how to spot the early signs of malnutrition. While Mrs C's BMI remains within a healthy range, the support was offered as a preventative measure — aiming to avoid escalation and maintain her independence for as long as possible.

During conversations with the team, it was also emphasised that shared mealtimes and social eating can play a key role in stimulating appetite and supporting mental wellbeing. As a result, Mrs C is now planning to attend a local coffee morning, where she can enjoy companionship and a sense of routine — helping her stay connected, nourished, and well.



**800\***

individuals engaged  
in the nutrition and  
hydration  
programme



# Ageing Well

**Health and Wellbeing:** Objectives 1 & 3  
**Transportation:** Objectives 1 & 3

**Social Implications:** Objectives 1, 2, 3, 4 & 5



This quarter has seen continued growth, creativity, and commitment across the Ageing Well programme — with over **2,500 older people** engaged across **74 activities and events**, generating more than **7,000 attendances**. At the heart of this delivery is our growing team of staff, volunteers, and freelance tutors, whose energy and adaptability have helped bring new life to longstanding groups and establish new opportunities across the borough.

We're especially proud to report over **49,000 "friendship minutes"** recorded through our aligned exercise classes, far exceeding the annual target and reflecting the renewed confidence and connection among participants. This success is due in large part to our new Ageing Well Coordinator, funded via the Age UK No Home for Loneliness programme, whose presence has already made a tangible difference.

## Physical Activity and Connection

Exercise and movement remained central to our offer this quarter. Whether through gentle dance, walking netball, line dancing or community-based classes, participants returned week after week — often bringing friends with them.

Line dancing has seen a noticeable resurgence, with younger attendees joining beginners' sessions and long-standing members returning to the intermediate group. Similarly, the walking sports programme continues to grow in both popularity and confidence, with participants even representing Bolton at regional events.

Two new gentle dance classes were launched by freelance tutors Tracy and Zoey, quickly attracting referrals and positive feedback. These sessions have supported individuals recovering from bereavement, loneliness, and physical deconditioning — building both strength and community.

Across all creative, leisure, and physical sessions funded through our Preventative Grant, we saw **2,157 individuals** take part in **4,839 attendances**.

**4,839**

attendances across all  
sessions funded by  
the Preventative  
Grant



## Befriending & Emotional Wellbeing

We're pleased to report an increase in both face-to-face and telephone befriending matches, with **65 older people** receiving regular companionship and **1,356 volunteer hours** given across the service. These hours are not just numbers — they represent hundreds of conversations, cups of tea, and moments of reassurance for individuals who may otherwise be alone.

Our waiting list for face-to-face befriending remains high at 109 people, reflecting both the value and demand for this service. We've seen some changes in volunteer availability this quarter — with several longstanding befrienders pausing due to health or bereavement — but we remain in regular contact with many and hopeful they'll return. Importantly, we continue to explore new ways of engaging recently retired volunteers and younger people, helping to futureproof this vital service.

**“The way you match people based on interests, not just availability, is brilliant. We're planning to trial the same approach.”** – *Local health partner*

## Lunch Groups and Social Events

Despite warmer weather and multiple bank holidays, our lunch groups served over **1,300 hot meals** this quarter — with firm favourites like hotpot and cottage pie still proving popular! One group saw **332 attendances** alone, and we were delighted to welcome new volunteers to help fill gaps left by longstanding members stepping back due to health concerns.

Coffee mornings and social events remain key to supporting mental wellbeing and reducing loneliness. From Elvis impersonators to guest history talks, we held six social events at the Ageing Well Centre — with dancing, laughter, and reminiscence at the heart of each gathering.

We also delivered a hugely popular Chatty Bus trip to Olympus Fish & Chip Shop for **30 older people**, sparking immediate demand for more outings. Requests for future destinations — from Blackpool to Middlebrook — reflect just how valuable these opportunities are for older residents with limited mobility or confidence.

## Partnerships and Local Innovation

Partnership remains at the core of the Ageing Well ethos. This quarter, we partnered with Go Northwest Buses, Chatty Bus, and Bolton Contemporary Art CIC, and hosted the Farnworth Forum at the Ageing Well Centre — bringing together **40 local stakeholders** to share ideas and create new connections.



Chatty Bus



Dinner at Olympus Chippy

## Looking ahead...

As we move into the next quarter, our focus is on building momentum, improving consistency, and strengthening infrastructure across the Ageing Well offer. Key priorities include:

- Refining impact measurement, particularly across care homes and creative wellbeing settings, to ensure we're telling the full story of what older people gain from participation.
- Embedding nutrition and hydration training into staff and volunteer development — making this a golden thread through all Ageing Well activity.
- Launching new resource packs for carers and care homes, alongside updated branded materials that support consistency, engagement, and recognition.

We remain committed to creating welcoming, responsive spaces that help older people stay well, feel connected, and live life on their terms — whatever their circumstances.



# Volunteering

**Health and Wellbeing:** Objective 1  
**Economic Challenges:** Objective 2

**Social Implications:** Objectives 1, 2, 3 & 5



## What's New

In Quarter 1, we welcomed four new volunteers, including a befriender, two lunch club assistants, and an admin assistant who is fluent in several languages. We also launched 12 new volunteer roles, currently advertised via our website, the Bolton CVS portal, and at outreach events. To date, eight applicants have been interviewed and are booked in for induction by mid-July. A further five applications were received following social media promotion.

## Events and Engagement

Our Volunteers Week celebration on 12th June welcomed 35 attendees. The event included introductions from staff members, encouraging volunteers to share updates and help us maintain a connected community. Following the event, we were invited to present a trophy at the dominoes group.

We also took part in several outreach opportunities, including a Bolton GP Federation Health and Wellbeing event in Great Lever, Deane and Daubhill — areas with lower life expectancy. There, we promoted volunteering as a pathway to improving physical and mental wellbeing. Additional outreach included a Bolton College community event and the Bolton CVS Volunteer Development Network.

## Volunteer Impact

Volunteers continue to be central to our service delivery. Their contributions reduce pressure on staff, speed up response times, and create meaningful relationships with service users. A volunteer who joined us in December 2024 has recently secured paid employment — a fantastic personal outcome that reflects the confidence and skills developed through volunteering.

**227**

active volunteers

**12**

new volunteer roles  
launched

**8**

interviews completed

**35**

volunteers attended  
Volunteers Week

## Looking ahead...

As we look ahead to the next quarter, our focus will be on strengthening and refining the volunteer journey — from initial interest through to ongoing involvement and legacy.

- We will prioritise the recruitment and onboarding of new admin volunteers, helping to build capacity behind the scenes and support the smooth running of key services.
- We will review and enhance our onboarding process, ensuring it feels welcoming, purposeful, and aligned with Age UK Bolton's values and culture.
- We'll also look at how we position Age UK Bolton as a charity of choice for volunteering — thinking about how we connect with potential volunteers before, during, and after their experience to build a sense of belonging and long-term connection.





**Thank you**  
to our Corporate Partners



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