

A word from our CEO

As we reflect on the final quarter of 2025/26, I continue to be incredibly proud of the scale, quality and impact of the work taking place across Age UK Bolton.

This report demonstrates not only growing demand for our services, but also the importance of preventative, person-centred support in helping older people across Bolton remain safe, connected, independent and well.

Throughout Quarter 4, we have seen the impact of this approach: older people regaining confidence after illness or falls, individuals accessing life-changing financial support, residents reconnecting through creativity and friendship, and vulnerable people being supported to avoid unnecessary hospital admission.

Alongside this direct impact, the quarter has also highlighted the growing influence and reputation of Age UK Bolton locally, regionally and nationally. From presenting at the House of Lords and national conferences, to strengthening partnerships across Greater Manchester and Bolton's wider health and care system, the organisation continues to shape conversations around ageing.

Importantly, this quarter has also been a period of growth, transition and future planning. We achieved Advice Quality Standard accreditation until 2029, continued developing preventative pathways, and prepared for the launch of exciting new initiatives.

This quarter also marks the retirement of Lesley Simm, our Head of Ageing Well, following many years of dedicated service to older people across Bolton. We thank her sincerely for her passion, leadership and commitment over many years.

As we move into 2026/27, demand for preventative and community-based support continues to grow. While this brings challenge, it also reinforces the importance of the work we do every day — supporting older people not simply to live longer, but to live well, with dignity, confidence and connection.

My sincere thanks, as always, go to our staff team, volunteers, trustees, partners and supporters. The impact within this report is only possible because of your continued dedication, kindness and belief in our mission.

With gratitude,
Lauren McKechnie



A handwritten signature in black ink that reads "Lauren McKechnie".

Lauren McKechnie
Chief Executive, Age UK Bolton

Voice and Influence

Shaping Conversations and Systems



Age UK Bolton continues to strengthen its voice and influence locally, regionally and nationally — championing older people, prevention and community-led approaches across partnerships, leadership spaces and national networks.

National Recognition and Influence

Our CEO, Lauren McKechnie was invited to the House of Lords to receive a British Citizen Award in recognition of her contribution to charity, community and partnership working — reflecting the growing profile of both Lauren and Age UK Bolton nationally. Age UK Bolton was invited by Age UK to present at the annual Influencing Conference, sharing learning from our partnership-led approach to income maximisation and benefits support. Later in March, Lauren joined Age UK at the House of Lords to present to the All-Party Parliamentary Group for Ageing and Older People on innovative Attendance Allowance and welfare support work taking place in Bolton.

Greater Manchester Leadership and Collaboration

As Chair of the Age UK Greater Manchester Collective, we convened Greater Manchester partners for a development day hosted by Age UK Manchester and facilitated by Endrick Consulting, helping shape shared priorities and collective influence across the region.

Age UK Bolton attended the official launch of the removal of peak-time travel restrictions for older and disabled people across the Bee Network. The campaign had been actively supported by the Age UK Greater Manchester Collective and represents a significant step forward in reducing barriers to independence for older residents.

In recognition of Age UK Bolton's contribution to leadership, Lauren was invited by the Greater Manchester Combined Authority to join the Greater Manchester Live Well Leadership and Wellbeing Board.

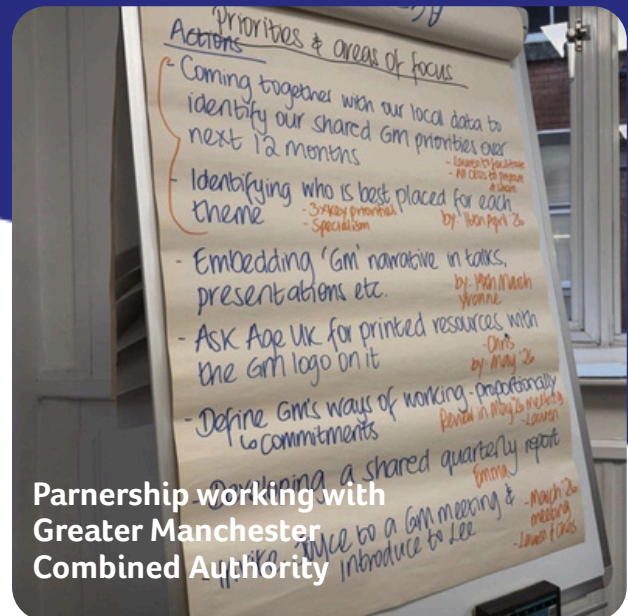


Partnership Working and Place Leadership

Age UK Bolton attended the Bolton Wanderers Business Breakfast Club, strengthening relationships with regional business and civic leaders. Discussions included positive reflections from Sam Allardyce on leadership, resilience and the organisation's work across Bolton.

Partnership working was also showcased publicly through Bolton Hospice's Strictly Learn to Dance fundraiser, where Lauren partnered with Bolton Wanderers in the Community Chief Executive Ben Lawton. Together, the partnership helped raise over £30,000 for Bolton Hospice while generating strong local and regional media coverage.

Age UK Bolton also contributed to the launch of Bolton's Vision 2040, presenting on the impact of our Home from Hospital Service and the role community organisations play in creating a borough where people feel safe, connected and able to thrive as they age.



Communications and Engagement

Overall Communications Activity

During Q4, Age UK Bolton continued to strengthen communications and engagement across digital, internal and community channels, with a particular focus on advocacy, collaboration and showcasing the wider impact of our work across Bolton and Greater Manchester.

- 2,320 social media interactions (↑ 23%)
- 6 staff newsletters
- 1 refreshed volunteer newsletter
- 3 community events
- 9 pieces of media coverage
- 3,649 active website users



16

new followers

527

interactions

11,723

total content views

206

page visits



48

new followers

1160

interactions

80,749

total content views

3616

page visits



43

new followers

633

interactions

13,885

total content views

92

page visits

Engagement, Advocacy and Visibility

Engagement continued to grow throughout Q4, with content increasingly resonating across both community and professional audiences. While follower growth slowed slightly this quarter, overall interactions increased significantly, demonstrating stronger engagement and connection with our existing audiences.

Much of this engagement was driven by Age UK Bolton's wider advocacy and partnership work. Content linked to the Age UK Greater Manchester Collective, the removal of concessionary travel restrictions across the Bee Network, presentations to the All-Party Parliamentary Group for Ageing and Older People and regional partnership activity generated particularly strong reach and interaction. This reflects growing public interest in how Age UK Bolton contributes not only as a local service provider, but also as a wider voice for older people across Greater Manchester and nationally.

Partnership-led and community-focused content also continued to perform strongly. Coverage of Bolton Hospice's Strictly Learn to Dance fundraiser generated 4,691 views and 83 interactions on Facebook alone, helping raise the profile of both the event and the strength of collaboration across Bolton's voluntary and community sector.

Strengthening Internal Connection

This quarter also saw the launch of new staff profiles across newsletters, social media and our website as part of our ongoing commitment to strengthening connection across teams and services. In a growing organisation, this has provided an opportunity for staff, volunteers and the wider community to better understand the people behind our services and the breadth of work taking place across Age UK Bolton.

We also refreshed our quarterly volunteer newsletter using Mailchimp, creating a more streamlined and interactive format for over 150 volunteers and supporters. The first edition achieved a 50% open rate, providing a strong foundation for continued volunteer engagement and communication moving into 2026/27.



48

new social media followers



9

pieces of local and sector media coverage



Information and Advice

Economic Challenges: Objectives 1 & 2

Social Implications: Objectives 1, 2 & 3

Q4 Overview

Age UK Bolton's Information and Advice service concluded 2025/26 with strong outcomes for older people across Bolton, continuing to provide trusted, person-centred support during a period of ongoing financial pressure and increasing complexity within welfare and energy systems.

Across the year, the service secured over £2.53 million in benefits and financial awards alongside £107,883 in energy savings, helping older people to remain independent, reduce financial anxiety and improve their overall wellbeing.

Quarter 4 also marked a significant milestone for the service with the successful achievement of Advice Quality Standard (AQS) accreditation until 2029. This externally recognised quality mark provides assurance around the accessibility, governance and quality of advice delivered and reflects the professionalism and expertise of the team.

Alongside direct client support, the service continued to strengthen its role as both a trusted provider and an increasingly influential system partner — contributing to local and national conversations around poverty, fuel insecurity and benefit take-up for older people.

Supporting Older People at Scale

During Quarter 4, the service supported 287 new referrals and delivered 279 one-to-one advice sessions through home visits, telephone appointments, office-based support and outreach activity.

Volunteers continued to play a vital role in delivery, with 13 volunteers contributing 516 hours during the quarter, helping increase capacity and ensuring older people could access timely support.

287

new referrals

112

successful claims

£37,217.18

energy savings secured

112

successful claims

279

one-to-one advice sessions

Case Study: "It Has Given Me a Spring in My Step"

Mr C was referred to Age UK Bolton through our new GP-based Attendance Allowance pilot after his surgery identified that he may be missing out on financial support linked to his health conditions.

At the time, Mr C was already receiving some support towards his rent and council tax, but like many older people, he assumed he would not qualify for anything further. A full benefits check completed by the team identified entitlement to the higher rate of Attendance Allowance, alongside increased Housing Benefit, full Council Tax Support and Pension Credit Guarantee Credit.

In total, the intervention increased Mr C's income by more than £10,000 per year.

Beyond the financial impact, the additional support transformed Mr C's quality of life and sense of security. The increased income enabled him to afford healthier food, improve his home environment and reduce the financial anxiety that had been affecting his wellbeing.

Reflecting on the support received, he shared: "I can now pay for family to do a weekly shop for me, including buying fresh, healthy foods. I don't have to worry about money now — this has eased my anxiety completely. It has given me a spring in my step."

Every £1 invested generated **£14.64** in financial benefit through welfare advice and **£2.73** in energy-related savings.

£2.5 million

secured through benefits checks, Attendance Allowance, Pension Credit and other entitlements this year to date

Another client approaching retirement age, and experiencing significant anxiety around her future finances and health, was supported to access Attendance Allowance, Pension Credit, Housing Benefit and Council Tax Support. The intervention increased her income by more than £16,000 annually while also unlocking access to additional support including Warm Home Discount and NHS cost support. Alongside financial gains, the client described feeling reassured, optimistic and more connected to her community following signposting into local wellbeing activities.

The service also continued supporting older people experiencing complex energy and fuel-related issues. One vulnerable client facing escalating and incorrect energy debt was supported through sustained advocacy with energy providers, ultimately resulting in the removal of unjustified charges and successful access to Warm Home Discount support. Beyond the financial outcome, resolving the issue significantly reduced stress and improved wellbeing for the client.

Service Development, Innovation and Partnership Working

Quarter 4 saw continued innovation and partnership development across the service.

Key developments included:

Achievement of Advice Quality Standard (AQS) accreditation until 2029

Expansion of the Specialist Benefit Advice Take-Up work through closer engagement with GP surgeries and Primary Care Networks
Ongoing partnership work with Citizens Advice Bolton & Bury through the Bolton Energy Forum

Collaboration with Bolton Council around longer-term approaches to Attendance Allowance take-up and identifying residents missing out on entitlement

Strengthened relationships with the Age UK National Adviceline team, creating opportunities for future pilot activity and innovation

The service also continued to contribute to wider influence and learning activity. Age UK Bolton's Specialist Benefit Advice and Take-Up work was presented nationally at the Age UK Influencing Conference, generating strong engagement from Age UK partners across the country and reinforcing the service's growing reputation as an example of effective and scalable practice.

“It has built up my trust that things get better”

Mr C, Information and Advice client

Looking ahead...

Priorities for Quarter 1 of 2026/27 include:

- Expanding GP-based Attendance Allowance take-up work across additional surgeries
- Embedding learning from the Warm Homes and Specialist Advice projects into longer-term delivery models
- Developing new pilot activity with the Age UK National Adviceline
- Strengthening specialist energy expertise through Energy Performance Certificate (EPC) assessor training
- Continuing to build strategic partnerships that improve access to advice, energy support and financial resilience for older people across Bolton

Through this work, Age UK Bolton remains committed to ensuring older people can access high-quality advice and support that enables them to live with greater security, confidence and independence.

Dear Staff at Age UK Bolton

Thank you ...VERY MUCH

for all your help, and a special thank you to David for all his help and kindness filling in the application for Attendance Allowance which was successful.

Wishing you all A Happy New Year

Thank you letter from an Information and Advice client.

Home from Hospital

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

Age UK Bolton's Home from Hospital service continued to play a vital role in supporting older people to recover safely at home, avoid unnecessary hospital admission and regain confidence following illness, falls or periods of crisis.

During Quarter 4, the service supported 1,331 older people through 6,154 support contacts across both the Discharge & Aftercare (D&A) and Admission Avoidance (AA) pathways. This equates to an average of just over 4.6 contacts per client, reflecting both the complexity of need and the relational, preventative nature of the support provided.

The service once again maintained exceptionally low admission and readmission rates, significantly outperforming the Bolton benchmark of 8.4% and continuing to demonstrate measurable impact across the wider health and care system.

Client satisfaction remained consistently high throughout the quarter, with feedback overwhelmingly rated Outstanding across all measures including feeling safe at home, professionalism of staff and overall confidence in the service.

Discharge & Aftercare:

704

clients accessed support

0.28%

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

Admissions Avoidance:

627

clients accessed support

0.16%

30-day readmission rate

100%

of clients would
recommend the Home
From Hospital service

Case Study: Rebuilding Confidence After a Fall

B, an 88-year-old widow living alone, was referred to the Home from Hospital service following a fall and subsequent hospital admission. Following discharge, she experienced a significant loss of confidence, reduced mobility and increasing anxiety about leaving her home independently. With no local family support and an increased risk of further falls, there were growing concerns around deterioration and potential readmission.

The Home from Hospital team provided short-term practical and emotional support, including weekly welfare visits, escorted shopping trips to help rebuild confidence and routine, referral to the Handyperson Service for installation of a key safe and support from the Information & Advice team to complete a benefits check.

Over time, B regained confidence leaving the house, re-established daily routines and reduced feelings of isolation. The intervention enabled a safe and sustainable recovery at home, reducing the risk of readmission during the highest-risk post-discharge period and helping B maintain her independence and sense of control. This case highlights the importance of relational, preventative support that goes beyond immediate discharge needs to rebuild confidence, resilience and wellbeing.

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Preventing Crisis Before It Happens

The Admission Avoidance pathway continued to play a critical role in preventing escalation for older people experiencing deterioration or crisis within the community.

Across Quarter 4:

- 627 clients were supported through the Admission Avoidance pathway
- 1,917 support contacts were delivered
- 7-day admission rates remained between 0–0.16%
- 30-day admission rates remained between 0–0.32%

These consistently low admission rates reflect the impact of timely intervention, coordinated support and practical assistance in stabilising situations before they escalate into emergency hospital attendance.

System Impact and Partnership Working

The Home from Hospital service continues to deliver significant system-wide impact by enabling safe and timely discharge, preventing avoidable admissions and reducing pressure on acute hospital beds and community services.

Working closely alongside partners across health, social care and the voluntary sector, the service forms part of a wider prevention and recovery pathway alongside Strength & Balance, nutrition support, digital inclusion and welfare advice. This joined-up approach enables underlying risks to be identified and addressed earlier, helping older people remain safe, well and independent at home.

Client feedback throughout the quarter reflected the importance of both the practical and emotional support provided:

“[I appreciated] the contact and knowing I’d get help. [I] felt safe knowing you were coming.”

Looking ahead...

Priorities for Quarter 1 of 2026/27 include:

- Launching a digital exercise pathway alongside the Strength & Balance service
- Introducing medication delivery within the Take Home and Settle pathway
- Strengthening partnership work within the Integrated Transfer of Care Hub (iToCH)
- Developing new partnership work with Squosh to support timely discharge through access to essential furniture and beds

Through this work, Age UK Bolton will continue ensuring older people can recover, rebuild confidence and remain where they most want to be — safe, supported and independent at home.

“She [my coordinator] went out of her way to help me”

Home From Hospital Service User

Strength and Balance

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

During Quarter 4, Age UK Bolton's Strength & Balance, Falls Prevention in Care Homes, and Nutrition & Hydration services continued to strengthen a joined-up preventative health offer focused on helping older people remain active, independent and confident for longer.

Across community, care home and targeted intervention settings, the service supported older people at varying stages of need. A key focus this quarter has been the continued development of integrated pathways, ensuring older people can move seamlessly between services and access the right level of support at the right time.



Strength and Balance: Building Confidence and Independence

The relaunched 12-week Specialist Exercise Programme continued to support individuals at highest risk of falls through a referral-only, clinically informed approach. Participants completed one-to-one assessments before accessing tailored small-group exercise designed to improve strength, mobility and confidence.

Alongside this, the wider Community Maintenance Offer continued supporting adults aged 50+ to maintain activity levels and sustain long-term independence through ongoing community-based exercise opportunities.

This quarter also saw the successful recruitment of 12 freelance instructors, enabling the establishment of 22 community classes across Bolton and significantly increasing the service's future delivery capacity. Participants consistently reported increased confidence, reduced fear of falling, improved mobility, and greater reassurance around exercising safely.

Case Study: Regaining Independence and Confidence

Mr J was referred to the Strength & Balance programme following growing concerns from his family regarding declining mobility, frailty and loss of independence. One of his personal goals was to rebuild enough confidence and physical ability to travel independently abroad to visit family for the first time in years.

Initially presenting as withdrawn and lacking confidence in group settings, Mr J began attending the 12-week Specialist Exercise Programme following a full clinical assessment. Over time, he demonstrated significant improvements in both physical strength and social confidence, becoming increasingly engaged within the sessions.

As his confidence grew, Mr J achieved a major personal milestone — independently booking a trip to Thailand to visit relatives. He is now progressing onto the Backwards Chaining programme to further develop safe floor-transfer skills and maintain his independence.

Nutrition & Hydration: Supporting Wellbeing from the Inside Out

Nutrition & Hydration support remained embedded across all preventative wellbeing services throughout Quarter 4, strengthening early identification of risk and reinforcing the links between nutrition, mobility, recovery and independence.

The service also marked Nutrition & Hydration Week through additional awareness activity and social media engagement, while community talks explored the relationship between isolation, appetite, mental wellbeing and digital exclusion.

Case Study: Supporting Recovery Following Hospitalisation

Ms C, aged 72, experienced significant weight loss and reduced appetite following major surgery and a prolonged hospital stay. Already underweight prior to admission, she found it difficult to maintain nutritional intake following discharge and became increasingly anxious around eating.

Following referral into the Nutrition & Hydration service, Ms C received tailored support using a “Food First” approach, alongside ongoing reassurance and practical guidance. With support, Ms C successfully regained weight, rebuilt confidence around eating and returned to attending her Strength & Balance sessions — supporting both her physical recovery and emotional wellbeing.

Falls Prevention in Care Homes

The Falls Prevention in Care Homes programme continued to expand during Quarter 4, achieving its highest levels of delivery and participation to date.

A significant development this quarter was the introduction of an “exercise-in-disguise” approach, combining movement, music and familiar activity-based engagement to encourage participation — particularly for residents living with dementia. The model has been well received by both residents and staff and has helped make sessions feel more accessible, enjoyable and less intimidating than traditional exercise delivery.

Staff reported improved resident engagement, calmer moods following sessions, increased participation among residents living with dementia, and growing confidence in delivering dementia-friendly movement activities.

The service also continued embedding practical resources such as the Age UK Bolton “Exercise from Home” booklet to support continuity between sessions.



1-1

screening embedded into the Specialist Exercise Programme



323

individuals reached through awareness and engagement activity



3

individuals identified as malnourished and provided with targeted support

Looking ahead...

Priorities for Quarter 1 of 2026/27 include:

- Launching a further 15 community Strength & Balance classes and expanding the Specialist Exercise Programme into five additional venues across Bolton
- Recruiting and training additional instructors to expand Falls Prevention in Care Homes delivery
- Developing dementia-friendly Nutrition & Hydration resources

Ageing Well

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

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

During Quarter 4, Age UK Bolton's Ageing Well programme continued to grow as a vibrant, preventative community offer focused on connection, creativity, movement and belonging. Attendances increased again this quarter, reaching 7,719 across activities, events and groups. Growth was particularly strong across exercise classes, creative activities and social opportunities that intentionally combine activity with friendship, conversation and peer support.

The quarter also saw the continued development of several new initiatives, including Creative Textiles, Digital Drop-Ins and the expansion of the Art of Belonging project, alongside growing momentum around the community allotment in Little Lever.

Connection, Creativity and Community

Creative Textiles officially launched in partnership with Densal Global, introducing upcycling, sewing and tie-dye activities at the Ageing Well Centre. Early feedback has been extremely positive, with participants already inviting friends and helping organically grow the group.

Digital inclusion activity also expanded this quarter through the launch of new Digital Drop-Ins led by volunteer Graham, building on earlier partnership work with Bolton's Digital Employment and Skills Team. Sessions explored practical digital skills including the NHS App, tablets and everyday technology, helping reduce anxiety and build confidence around digital access.

The Art of Belonging project also continued to develop positively, creating new opportunities for people who are isolated or housebound to engage in creative activity through home-based arts sessions and community workshops. This quarter also saw Age UK Bolton secure £2,000 through Cash4Clubs funding to expand Tai Chi provision in response to increasing demand.

7719
total attendances

57,000
friendship
minutes delivered



Befriending: Reducing Isolation Through Relationships

Demand for the Befriending Service remained high throughout Quarter 4, reflecting increasing levels of loneliness and isolation amongst older people across Bolton.

The service continued to demonstrate the strength of long-term volunteer relationships, with several former volunteers returning following bereavement or changes in personal circumstances to once again offer companionship and support to older people in Bolton.

Volunteer cafés and peer support sessions also continued helping volunteers feel connected, supported and confident — including refresher conversations around safeguarding and wellbeing support. One returning volunteer reflected: “I have really missed it. I’m so ready to volunteer again.”

Food, Friendship and Everyday Support

Lunch groups, coffee mornings and social events continued providing warmth, nourishment and connection for older people throughout the quarter, with 1,377 meals served across community venues.

The Afternoon Tea events remained particularly popular, regularly attracting attendance in the high 50s and supported by a growing volunteer team helping create a welcoming and social atmosphere.

Partnership activity also remained strong. At the March Bloom Friendship Café, Bolton Contemporary delivered creative workshops including floristry, ceramics and weaving, supported by volunteers from the Sapphire Partnership. These activities not only encouraged creativity and confidence, but also helped introduce new participants to the Ageing Well Centre and wider services.



1374
total befriending
hours

Looking ahead...

Quarter 1 of 2026/27 will see continued focus on strengthening preventative, community-led opportunities that reduce loneliness, improve wellbeing and help older people remain active and connected within their communities.

A significant moment for the service this quarter is the retirement of Lesley Simm, our Head of Ageing Well, following many years of dedicated service and leadership. Lesley has played a hugely important role in shaping and developing Age UK Bolton’s Ageing Well offer, supporting thousands of older people across Bolton through her passion, commitment and community focus. We extend our sincere thanks to Lesley and wish her every happiness in her next chapter.

We also look forward to welcoming and onboarding Jayne Filio as our new Ageing Well Service Manager as we continue building on the strong foundations already established across the service.

Quarter 1 will also see the launch of our new National Lottery-funded project, Thriving in Bolton, alongside continued development of digital inclusion activity, Art of Belonging, befriending support and community-based exercise opportunities in response to growing demand across the borough.

Volunteering

Health and Wellbeing: Objective 1
Economic Challenges: Objective 2

Social Implications: Objectives 1, 2, 3 & 5

Volunteers continue to play a vital role across Age UK Bolton, strengthening our ability to respond to increasing demand, maintain community-based support and create welcoming, person-centred experiences across the organisation.

During Quarter 4, we received 20 volunteer applications, with growing interest in befriending and community-facing roles. A notable trend this quarter was increased interest in short-term and seasonal volunteering opportunities over the festive period, potentially reflecting wider public awareness around loneliness and social isolation at this time of year.

Alongside recruiting new volunteers, the team continued providing tailored support to existing volunteers, including references, ongoing supervision and role development opportunities to help individuals build confidence, skills and experience.



Maxine
volunteering
at a Lunch
Club

Volunteer Story: Maxine's Story

Maxine was referred to a local wellbeing service for mental health support and expressed an interest in volunteering after being out of work for almost 20 years. Following conversations around her interests and strengths, she was introduced to one of Age UK Bolton's volunteer-led lunch clubs.

After visiting the group and meeting the team, Maxine quickly settled into the role. The induction process was adapted to ensure she felt confident and supported, and within weeks she had become a valued member of the volunteer team.

Reflecting on the experience, Maxine shared: "Volunteering gives me a reason to get out of the house and really brings out the best in me. I'd come and help every day if they had a role for me."

Since beginning her volunteering journey, Maxine has become more connected to her community, started exploring additional activities through Age UK Bolton and is now considering further volunteering opportunities in the future.

Engagement, Partnerships and Volunteer Development

Quarter 4 included several opportunities to strengthen volunteer engagement, recruitment and visibility across the borough.

The Befriending Café brought together volunteers and staff to share experiences, discuss challenges and explore how volunteers can best be supported when befriendees become unwell or pass away. These conversations reinforced the importance of peer support, reflection and relationship-building within the volunteer community.

We also secured £500 funding through the Age Without Limits campaign to support a refreshed volunteer celebration event planned for Volunteers Week. The event will provide an opportunity to celebrate contributions, strengthen engagement and raise awareness of future volunteering opportunities across Bolton.

Recruitment and awareness activity also expanded this quarter through attendance at careers events including Bolton Sixth Form College and the University of Bolton Careers Fair. These events helped raise awareness of the breadth of volunteering and support services delivered by Age UK Bolton while generating interest from potential future volunteers.

Volunteer feedback throughout the quarter continued to highlight the strong sense of belonging and community within the organisation:

“I feel like I’ve found a place I’ll be at for many years to come because I feel like we are a family.”

Reception volunteer

“I always choose volunteering at the afternoon tea over any other social event!”

Ageing Well volunteer



Looking ahead...

Priorities for Quarter 1 of 2026/27 include:

- Planning and delivering a refreshed volunteer celebration event during Volunteers Week
- Developing a bereavement support information pack for volunteers supporting befriendees
- Exploring the development of structured corporate volunteering opportunities

As demand for community-based support continues to grow, volunteers remain central to Age UK Bolton’s ability to create connected, compassionate and resilient communities across the borough.

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ENDRICK CONSULTING

Thank you to our corporate partners this quarter. If you're interested in working with us, don't hesitate to get in touch.