

# Annual Review

# 2021 - 2022



# Our mission is to support older people living in the Borough of Bury to improve their quality of life.



The Trustees & Staff of Age UK Bury

## Introduction

Welcome to our Annual Review. This review covers the second year of living through the Coronavirus pandemic and complements the charity's annual accounts, which are available from our office and the Charity Commission website.

We made it through the worst years of the pandemic but as we write, older people are now being faced with challenges of rising energy bills and the crisis in health and social care.

We know for certain that older people across Bury will need our services more than ever in the coming years. With your help and support, we will continue to ensure our services offer the greatest possible help for them

We thank our staff team, volunteers, fundraisers, trustees and tutors for their work, support, encouragement and enormous good-will throughout this year. We also thank our funders and supporters for helping us through this difficult time.

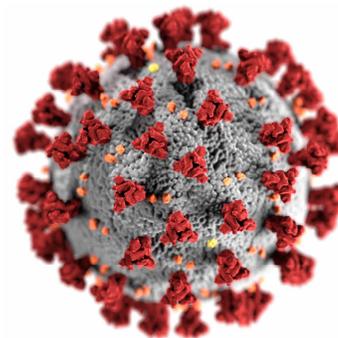
**Joan Rees, Chair and Andy Hazeldine, Chief Officer**

# Our Year in Numbers

Number of people helped with Advice	1,800
Entitlements secured	£1,666,875
Befriending Calls made	10,058
Handy Person Jobs	457
Home Energy checks completed	84
Visits to the Jubilee for activities	4,000
People visiting Jubilee café per week	450
Subscribers to our email newsletter	604
Twitter followers	2,028
Income	£511,866
Income from café, retail, donations	£187,611
Expenditure	£564,181

## The second year of Covid—April 2021 to March 2022

When this financial year began in April 2021, the UK was into its third and longest lockdown. Since January 2021, our social activities had been cancelled, our café was closed and most of our staff and volunteers were at home. However, unlike the previous April, the first vaccinations were being rolled out and there was growing hope that society would return to normal over the year.



As we reopened, we were mindful that we had a statutory and moral duty to ensure our activities did not expose people to undue risk.

Covid had already killed over 500 people in Bury. Although the vaccination offered people some assurance, changes in government policy, the sudden rises in infection rates and the emergence of Covid variants such as Omicron disrupted our year.

We are extremely grateful to our staff, volunteers and tutors who rose to the challenges of Covid and, despite all the disruptions, succeeded in reopening the charity and its services to support older people in Bury.

### Whilst we were in lockdown

During the third lockdown, we ensured our telephone advice line remained open so we could respond to callers needing help.

Our weekly email was circulated to over 600 people per week.

We updated over 450 followers on Facebook and over 2,000 followers on Twitter with covid updates in Bury and the reopening of our services.

Sue Johnson and Diana Askew continued their online activity classes, which proved popular in the previous lockdowns.

Our Handy Person Service and Footcare service continued to operate, working in line with the very strict guidelines in place.



Our first activity of 2021 was Diana's Nordic Walking.

## The Befriending Service

*Led by Jane Lees (Befriending Co-ordinator) and Steph Chesney-Bryce (Telephone Befriending Officer)*

The original aim of the Befriending Service was to set up a face-to-face befriending service supporting the most isolated older people in Bury. Covid changed all that and the service focused a developing the Keeping in Touch telephone befriending service. Over the year, our fantastic group of 15 volunteers called our clients 10,058 times.

As lockdown restrictions began to lift and activities began to restart, we reviewed the scheme. Our expectation was that the service would no longer be needed as life returned to normal and people started to see their friends and family face to face. We contacted all the clients with a short survey to ask whether they still needed support from the service. Only ten people out of 150 clients felt they no longer needed the calls, but that same week we received a further 25 referrals into the service.

The comments people made demonstrated that people really valued the service.

“It has been a lifeline when you live alone and don’t speak to anyone for days.”

“Been very supportive in hard times and helping me cope with them.”

“It has been a pleasure to converse with everyone from Age UK Bury over the past year. You have all been brilliant, just to listen to me rambling on, when I have spent so many hours alone. You all deserve a medal.”

“Without the calls I would not be here today, Jane and Steph have gone above and beyond their normal duties to help me when no one else would. I owe Age UK Bury so much.”

Having proved the need to continue the service, we were able to procure a grant from the Bury Council Tackling Loneliness and Social Isolation scheme to employ an officer to take over the running of the Keeping in Touch telephone service. In July, Steph joined the team, having previously been a volunteer in the initial lockdown and understood first-hand the benefits and impact the service provided.

In October 2021, thanks to funding from the Asda Foundation, we held a tea party at the Jubilee Centre, and our volunteers managed to finally meet 75 of our clients. It was very strange only being able to identify who people were after hearing their voice. The event was a great success and from it we were able to convince several clients to start attending the luncheon club and join other activities at the Jubilee Centre.



One lady was referred to us by the Beacon service, had severe anxiety brought on the pandemic. We initially supported her with a weekly phone call, she was also supported by Bury Society for Blind and Partially Sighted People. It was quickly established that one call was not enough and so it was decided to increase the number of calls to every day. By doing this we established trust and managed to convince her to attend the afternoon tea. She thoroughly enjoyed it and followed it with visits to the Jubilee Centre, accompanied by her mental health support worker, something she never thought she would be able to do.

One of our original clients was a lady in her 90's. She lived alone, supported from a distance by her family based in Brighton. Loneliness was a major problem, like a lot of her generation she was unable to use technology to keep in touch, so our daily phone calls became a lifeline to her. If we detected concerns, we were able to make the family aware and they were so grateful that we were keeping an eye on her. Despite poor eyesight and reduced mobility, she decided to join us at the afternoon tea. It was the first time in eighteen months she had left the house and this gave her something to look forward to and something to talk about afterwards.

We have started recruiting volunteers to set up our face-to-face meetings, however the launch of the scheme was further delayed by the emergence of the Omicron variant. Our first client under the face-to-face scheme was a gentleman in his 60's who had sustained a severe stroke when he was in his 40's. Prior to his stroke, he had worked as an engineer and had been a keen motorcyclist, something he missed greatly. Although he received phone calls from the Keeping in Touch service, he struggled to speak due to aphasia and found the face-to-face option much better. An initial visit was made to establish who would be most suitable volunteer to send. The gentleman sat in a chair in his lounge looking at his first motorbike. We matched him with a volunteer who also loved motorbikes. Both looked forward to their weekly meetings and the conversation included motorbikes, the TT races, engineering, steam trains, and then discovered that they had both been involved in the Besses Brass Band. Unfortunately, the gentleman had a fall and was admitted to hospital where his health took a turn to the worse and died shortly afterwards, Due to the bond that had been created through their weekly visits, the volunteer went to his funeral. He was delighted to report back that the coffin was brought in a sidecar on a motorbike, a touch he knew our client would be pleased about.

For the first time, we recruited some gentleman volunteers. This changed the dynamics of our calls quite considerably. It was noticeable that more boxes of chocolates made their way into the office at Christmas, mainly from the "Harvey fan club".



Mike joined the team in March, and we asked him what he got from volunteering, and this is his reply. He wanted to volunteer for an organisation that he respected, which is why he chose Age UK Bury, not just because of the befriending service but also for all the other services we provide. He volunteered for the befriending service as he knew it was much needed and can make such a huge impact. From something as simple as a phone call, it makes him feel that he is doing something beneficial. He also receives a lot from being a volunteer as it gives him a focus for the day he volunteers. It gives him something to look forward to. He enjoys the comradeship of the other people in the befriending department, finds it good fun and enjoys having a laugh.

We would not be able to deliver our scheme without these fantastic people and we thank them from the bottom of our hearts. Special thanks go to Marilyn, one of our original volunteers, who did a grand job on the recruiting front.



Jane & Steph at Let's Celebrate



Ruth & Louise

## Information and Advice

***Led by Louise Price (I&A Manager) and Ruth Haigh (I&A Officer)***

The aim of our Information and Advice service is to support older people with help to enable them to live independently and manage the challenges that getting older can bring.

The service specialises in ensuring people receive their full entitlement to benefits and supports people with applying for Pension Credits and Attendance Allowance. This financial year, Louise and Ruth supported 386 people to claim entitlements worth £1,666,875.60. (This figure represents the amount of funding a person will receive in one year plus any back pay).

Since it started in 2013, the service has put over £10 million back in the pockets of older people in Bury.

Covid meant that the service had to be provided by telephone. However, this did not reduce the demand for the service and over 1,800 people were supported with advice.

## The Handy Person Service

*Led by Andrew Wall (Joint Handy Person Manager) and Sue Bradley (Joint Handy Person Manager / Administrator)*

Our Handy Person Service helps older people in Bury with small DIY and repair jobs including fitting handrails and security locks, putting up shelves, curtain rails and wall decorations; assembling flat pack furniture; minor plumbing, painting and decorating work and changing light bulbs.

Between March 2021 and March 2022, we received 556 referrals, completed 457 jobs and provided advice to 74 people, helping them to find specialist help.

Over the period we fitted 88 key safes providing a prompt service which assisted Bury Social Service and Hospital Discharge Teams to facilitate patient release from hospital and provision of care in the home. The feedback from Fairfield Hospital Social Team about this service is “It really does support with our hospital discharges; with preventing delays in discharge, preventing bed blocking on the hospital sites and also takes the burden from the patient who has usually been in hospital and been quite unwell, along with the burden off families to purchase and fit them when ultimately they are busy with their own lives or busy supporting their loved ones in several other ways”.

The service supported Ethel and Betty (names changed) and these are their stories:

Ethel is 88 and lives with dementia. She lives in her own home with the care and support from her daughter. Ethel becomes quite upset and agitated when strangers visit her home which often makes it difficult for her daughter to arrange for jobs to be completed. Her daughter contacted our service to see if we could complete work for her. She explained the situation and asked if we could take a particular approach to the work, to minimise distress to Ethel. The work was completed successfully and several other jobs have also now been completed for Ethel. Her daughter is confident in using our service. She knows we understand the situation and will be flexible in our approach to scheduling and completing jobs to ensure minimum disruption for her Mum. In her daughter’s words our service is “A Godsend”. “The service offered is so good and it made such a difference having Andrew support us, as he was clearly used to coping with older people living with dementia”.

Betty has reached the grand age of 100. She had struggled for some time to reach clothes in her wardrobe due to the height of the rails. Andrew called to see if he could adjust the rails but he was unable to do this because of the way the rails had been built into the wardrobe. We carried out some investigations for Betty to see if we could find a solution and were able to source a type of rail that could be used in conjunction with her current rails to allow her access. She sent us a thank you as below: “They worked and the problem with my wardrobe is now fixed. They were also very reasonably priced so thank you so much for searching down that Hangers firm. I have struggled so long with this problem that I am over the moon that that such a simple solution has been found for me. Thanks again Sue for your perseverance”.

## Home Energy Checks

The Home Energy Check Project (HEC) was a joint initiative between Information and Advice and the Handy Person Service. It ran from September 2021 to March 2022 and was part of the Age UK Warm Homes Programme. HECs help make homes more energy efficient and warmer in the winter by having an assessment with our Information and Advice Officer and having energy saving equipment installed by our Handy Person.

At project completion in mid-March 2021, we had successfully reached our target of supporting 84 clients. The following stories show how the project helped two of our beneficiaries (names changed).

Brian, aged 77, sustained a broken back when he was quite young and as he has got older, his mobility has gradually declined, making it necessary for him to be on permanent medication. Brian cares his son who has acute rheumatoid arthritis.

Brian was finding managing his home increasingly difficult. He contacted Bury Council to see if they could provide some help. They referred him to the Age UK Bury Information and Advice Team who helped him to obtain Pension Credit. This enabled him to get a free TV license along with other benefits that come with this entitlement. The Advice team informed Brian of the HEC scheme, explaining the equipment available for saving energy and reducing heating costs. He was able to choose the items best suited to his needs and he chose draught excluders, radiator foils, and timer lights.

Brian is very pleased with the HEC equipment he has received. The radiator foils have made a noticeable difference in the warmth of his rooms and there is a marked reduced in the number of draughts. He said "Since getting in touch with Age UK Bury, I feel I am not alone anymore. They have made me aware of benefits and financial help that I was not aware of. The house feels a lot warmer, and it saves me money on energy bills. Being introduced to Age UK Bury and having the benefits of this HEC scheme has made a tremendous difference in my life and that of my son".

Alice is a 77-year old lady who lives with several chronic medical issues including diabetes, eye problems and a liver condition. Alice was referred to Age UK Bury to see if we could help her. Our Handy Person service supplied contacts to improve the condition of her home. We made Alice aware of the equipment available for saving energy and reducing heating costs. She was able to choose the goods best suited to her needs and chose light bulbs, a night light, draught excluders and radiator foils.

Alice is very pleased with the HEC equipment she has received saying "the rooms are definitely warmer and there are less drafts. The radiator panels/foils have made a noticeable difference in warmth of the rooms and I feel this will be a help to keeping heating costs down. The equipment has made a great improvement to my lifestyle. The people running the scheme are very approachable informative and helpful".

# The Jubilee Centre

Led by Michelle Goodwin (Office Manager / Bookkeeper) and Karen Ashton (Café Supervisor)

The Jubilee Centre is a unique facility, providing a café service and activity centre for older people and their carers in Bury.

The café reopened on 17th May 2021 on reduced hours to ensure there was adequate time to clean. Seating had to be restricted to allow for social distancing for customers. Karen and the team continued to provide table service to prevent queues at the counter and this has continued to this day with the support of new volunteers in the café.

By September 2021, the café was attracting around 450 customers per week.



Karen & The Team in May 2021



Let's Celebrate in September 2021

In September, activities in the centre began again and it was great to see people returning to the centre. The week's activities include Yoga; Short-mat bowling; Fit for Life Exercise; Pilates; Chair-Based Exercise; Dance; Fit, Fun (Women Only); Knit and Natter; Bingo and Quiz Afternoon; Tai Chi; Sequence Dancing for Beginners; A Tea Dance Afternoon; Line Dancing and the Footcare Clinic.



Tai Chi

In February 2022, with funding from the Bury Health Improvement Fund, we were able to offer Men's Only Exercise class and plan new classes from April 2022.

In March, Charlotte started a pilot project at the Jubilee Centre offering Cyber Surgeries. These are one hour face to face sessions offering advice on how to use a smartphone or tablet. These sessions are designed to support people to use email, contact others by video, shop for goods and how to stay safe on the internet.

Despite having to stop activities in December and January, there were over 4,000 visits to the Jubilee Centre to attend our activities in the months we were open.



Our special events at the Jubilee Centre included a Drumathon, in which Duncan Lees, at the young age of 83, drummed to 100 tunes over five hours whilst a range of stalls raised funds to support our work. In October, we held a fundraising Disco evening and in December we welcomed the Radcliffe Male Voice Choir back for the annual Christmas Concert. This was just days before Omicron resulted in cancelling activities once again.



We are extremely grateful to our tutors – Melanie Mason, Diane Askew, Sian Edwards-Davies, Debs Cassar-Egan, Andrea Lynette-Young, Malcolm Brister and Sue Johnson.

Special thanks go to Marion Schofield for leading the Knit and Natter, Dougie Warrington of Phoenix Footcare; Charlotte Clegg and Ray for leading on the development of Cyber Surgeries; Jean Kirkby for leading on "Let's Do Lunch"; Anne, Jean and Nigel for looking after the Jubilee Garden and the Jubilee Walkers Group.

# Friends Together

*Led by Carla Halewood*

Age UK Bury runs four "Friends Together" groups to bring older people together. Our groups are aimed at people, aged 65 and over who rarely see anyone from week to week or who need a little extra support to access our community.

The group offers an opportunity to meet other over lunch and enjoy activities together. Our groups are currently based in the north of Bury, Prestwich, Whitefield and Radcliffe. We can offer transport and we provide a lovely two course meal.



Friends Together Team—November 2021

The Covid lockdowns made it impossible for the groups to meet. Stella Brown who was the Organiser until November 2021 phoned all the members on a weekly basis and organised door-step visits to see people face to face. Irene, Janet and Juanita helped the Keeping In Touch telephone service, enabling the service to meet the growing demand.

We reopened the groups with great care, mindful of the risks that Covid posed to our vulnerable members. We did lose many members through the lockdown but the members who returned with us were over the moon to be back and all say they have missed the service.

In October, Stella retired after being with our charity for 19 years and Carla returned to our charity and took over leading this service. We also welcomed Nicola back to the team.

In reopening, we made the decision to change the way we provided lunches. Avasarni, a catering business based on Dumers Lane in Radcliffe, now supply hot homemade meals to the groups every day and this has greatly improved the quality of lunch.

Members clearly appreciate the service:

“Coming here is something you don’t do any other day. You feel part of a family and have a laugh with other people - we are always laughing”.

“Thursday’s Friends group is my day. I don’t care who you are – doctor, nurse. social worker - you don’t stop me from coming to my group”

“We always find a reason to celebrate. If there isn’t a reason, we make one up!”

“We do things you can’t do at home when you live by yourself. Play cards and bingo and get help to solve problems with your phone”.

“The staff are excellent – it’s very nice to know people care”.

## Our Charity Shops

*Led by Debbie Sellers (Retail Development Manager); Lynn Curley (Bury Shop Manager) and Carole Crompton (Ramsbottom Shop Manager).*

Our two charity shops at The Rock in Bury and on Bridge Street in Ramsbottom sell donated goods to raise funds for our charity as well as acting as a link for the public to access our services.

Our Bury shop reopened in June 2021 with Lynn as the new manager and shortly after, the Ramsbottom shop reopened with Carole as the new manager. Staff and volunteers repaired and prepared the shops for re-opening, taking all necessary steps to keep the public safe as life returned to normal.

JD Sports Fashion PLC generously donated an amazing amount of new stock to help fill the shops, after many months of being unable to receive donations.

We were pleased that new volunteers joined our teams and two students from Elton High gained their bronze Duke of Edinburgh award whilst volunteering with us.

CISCO sent teams of volunteers to both shops to fundraise for a day, selling homemade cakes and promoting our work.

Eileen, a volunteer at Ramsbottom, wrote about her role. "I really enjoy the experience of working in a charity shop. I do various jobs, meet a lot of nice customers and I have made some new friends. It's the staff in shop that makes me want to keep going back each week. I've worked in retail most of my life, but it's been very different and enjoyable experience with no pressure."

In order to maximise the value of the goods we receive, the trustees took the decision to invest in technology to reclaim gift-aid from the government.

Gift Aid is a simple way to add 25% to the value of your donated goods, without it costing you a penny. For example, if you give us a nice dress which we sell for £10, we can claim £2.50 from the government. When you next call at the shop, please ask our staff to show you how to sign up. It is a quick and easy process, and it will help us raise extra funds to support older people in Bury.



Carole & the Team from Ramsbottom Shop



Lynn & the Team from Bury Shop

## Thank You

We would like to thank the following for their support to our charity over the year:

- ◆ Bury Council for funding Friends Together, Befriending Project, Information and Advice, Key Safe service and Health Improvement Grants
- ◆ Bury Council for their support with the distribution of Covid-19 grants
- ◆ Health and Social Care transformation funds, administered by Bury VCFA to support our Handy Person Service
- ◆ Age UK / Eon Engage fund for Information & advice and Home energy checks

We are extremely grateful to Horsfield and Smith who kindly donated their time and expertise to file claims for the Coronavirus Job Retention Scheme.

We give our thanks to the families and friends of Kath Crawshaw, Irene Davenport, Jean Taylor, David Andrew, Norma Graham, Angela Evans, and Kath Parkinson who gave donations in memory of their loved ones.

We are very grateful to Tom Brown who gifted us £10,700.91 in his will.

We really appreciate the kindness we have received from the following people and organisations:

Age UK and local Age UKs throughout Greater Manchester and the North-West

Asda Foundation

Avasarni

Avoira

Bury Lodge of Relief No 42

Bury Society for Blind and Partially Sighted People

Bury Voluntary, Community and Faith Alliance

Chapter of Unanimity

Charity Digital Trust

CISCO

Creative Living Centre

Dumers Lane Community Centre

Egerton Lodge

Greater Manchester Police

Healthwatch Bury

JD Sports Fashion PLC

Info-tech Bury

Moving on Together

Bury Older People's Staying Well Team

Phoenix Footcare

Radcliffe Male Voice Choir

Rotary Club of Bury

Sienna Quinn who made and sold hot chocolate reindeers and sweets to raise money for our telephone befriending service.

Doreen, Sheila and Muriel who created and sold wonderful Christmas Crackers

Andrew and Kath Turner

The Trustees of Age UK Bury are Joan Rees, Chair; Pat Walton, Deputy Chair; Pat Jones-Greenhalgh, Treasurer; Stan Edwards; Susan Holt; Duncan Lees and Christine Brookes.

We are grateful to Jean Matthews, who resigned in October 2022, for her many years of support.

We remember Mrs Kath Parkinson, who passed away January 2022, and Mrs E Walmsley who passed away August 2022. Rest In Peace.

# Can you help us?

## Become a volunteer

We always need volunteers at our charity shops, for our café, for our telephone scheme, our befriending service, helping people with transport and fundraising. If you can spare a few hours, please consider joining our wonderful team of volunteers.

## Donating goods

All money raised from our charity shops at 91 The Rock and Ramsbottom supports older people's services in the borough of Bury. Donations are accepted over the counter at our shops or we can collect if you call us on **0161 763 9030**. Gift-aid is now available at our shops. Please ask for more details.

## Donating Money

- ◆ Giving online is quick and easy. You can make a one-off donation or a regular monthly donation to support our work through our Just Giving page, where you can gift-aid your donation. Go to <https://www.justgiving.com/ageuk-bury>
- ◆ If you would like to write us a **cheque**, please make this payable to **Age UK Bury** and send it to our Jubilee Centre or drop it off at one of our shops.
- ◆ Donations can be transferred directly to Age UK Bury. Our Sort Code is **09-02-22** and our account number is **10442229**.
- ◆ If you would like to set up a regular **standing order** with your bank, we can supply you with all the necessary forms.
- ◆ Leaving a gift in your **will** enables us to provide services in the future and you can reduce your Inheritance Tax bill. Every gift in a will, no matter how large or small, makes a difference.

## Fundraise for us

If you would like to raise money in memory of a loved one, jump out of a plane, run a marathon, give up chocolate for a month or ask your friends for donations in lieu of birthday gifts, we can support you with your fundraising ideas.

## Other ways to support our cause

Join our **100 Club** which for just £5 a month and you could win one of three cash prizes, announced every month.

Donate your foreign coins, old currency and stamps and we can change this to help our funds.

For every purchase made through **Amazon Smile**, Amazon donates 0.5% of the net purchase price to us, at no extra cost to you. Click onto <https://smile.amazon.co.uk/> and choose Age UK Bury.

For more details about any of these options, please

- ◆ Call us on **0161 763 9030**,
- ◆ email us at [admin@ageukbury.org.uk](mailto:admin@ageukbury.org.uk)
- ◆ or write to Age UK Bury, The Jubilee Centre, Mosley Avenue, Bury, BL9 6NJ.



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## **Our Charity Shops**

### **Age UK Bury Shop**

91 The Rock  
Bury  
BL9 0NB  
0161 761 2780

### **Ramsbottom Shop**

32 Bridge Street  
Ramsbottom  
BL0 9AQ  
01706 822159

**[www.ageukbury.org.uk](http://www.ageukbury.org.uk)**



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