

# Annual Report and Accounts 2020-21



pandemic Covid-19 support  
information social distance  
masks sanitise lockdown  
isolation stay safe illness  
vaccine reassurance  
loneliness coronavirus  
fever quarantine advice  
shopping hospital hands  
hospital cough friendship  
wellbeing hands stress  
stay home worry infection  
pandemic Covid-19 support  
information social distance test  
masks sanitise lockdown symptoms  
isolation stay safe illness anxiety  
vaccine reassurance germs stay home  
loneliness space coronavirus advice  
fever quarantine shopping health space  
wellbeing hospital hands worry infection  
stress cough friendship death virus smiles

## Message from the Chair of Trustees - Pete Stubbs



There is no doubt that this year has been a year like no other.

The Covid-19 pandemic has changed the lives of our staff, Trustees and the communities we serve in so many ways. The demands on Age UK Mid Mersey's services have increased in both volume and complexity and the organisation has had to find new ways to deliver much needed support.

During this time, I'm extremely proud that Age UK Mid Mersey has risen to the challenge. Amid the uncharted territory of the pandemic and the uncertainty as we said goodbye to our long-standing CEO, The Trustees, Senior Management Team, staff and volunteers, have pulled together to transform the organisation, demonstrating flexibility, passion and resilience.

Like many charities, our finances have been impacted this year. In the first half of 2020, we received fantastic support from Age UK, local government, commissioners and established partners, as well as forging brand new partnerships. We successfully secured various grant funding which also made a huge difference in sustaining the charity's services and contributed towards a comparatively healthy balance sheet. We have truly appreciated the flexibility and understanding of our commissioners throughout the year.

The Board have had to make difficult decisions during this period. Due to the effects of the pandemic on the hospitality sector, we announced the closure of Age UK Trading Limited and put our much-loved headquarters on the market. These decisions were not taken lightly but the Trustees are confident that, once the sale of the Mansion House is finalised, they will provide the absolute best outcomes for the charity, allowing investment in new and innovative services and a renewed focus on our charitable aims.

Following an interim period, Trustees were delighted to appoint our new Chief Executive, Shelley Brown, as we approached the year end, recruiting from within the ranks of the charity. With almost 20 years' service with Age Concern Halton and Age UK Mid Mersey, Shelley is passionate about the charity and is already reshaping it with a new organisational structure, strengthened leadership team and forward-thinking working model.

As a charity, we know we have been luckier than some with a good amount of funding helping us through the challenges of lockdowns, but, as we emerge from the pandemic, we are aware that the biggest financial challenges are still to come. The second half of this accounting year has seen Covid-19 grants coming to a close, commissioners tightening their own belts and much greater competition for every available funding pot. It is clear that Age UK Mid Mersey will need to work much harder to secure funding in the year to come.

In a challenge of such magnitude as a pandemic, organisations will naturally either sink or swim. I am extremely proud that Age UK Mid Mersey has responded by taking a collaborative approach and I am confident that, with the professionalism and commitment of our team, together with the continued support of our stakeholders, we can emerge stronger and more resilient for the future.

A handwritten signature in black ink that reads "Pete Stubbs". The signature is written in a cursive, flowing style.

## Message from the Chief Executive Officer - Shelley Brown

No words can overstate the impact our staff and volunteer team have made over the last 12 months.

Their sheer willingness, resilience and adaptability in terms of helping those most in need during the pandemic should be commended.

As we entered the first lockdown in March 2020, many of our services came to a halt overnight. Within 3 days our staff had enabled a seamless transition to homeworking, allowing the organisation to continue to operate many of our key services remotely.

If the pandemic has taught us anything it is how, in the face of adversity, if we work together we can collectively use our skills and expertise to reach a larger group of people and achieve greater impact. We have forged new and stronger partnerships with local partners over the last 12 months and we genuinely look forward to continued collaborative work to enhance the provision of service on offer for older people across our areas of benefit.

The fate of many charities due to the pandemic has been grim - we are very fortunate to have thrived and flourished during the crisis, but some of this success is bittersweet and we are not immune to the huge challenges the charitable sector face over the coming years.

As we begin to emerge from the pandemic and look to the future, it is time to review our Core Strategic Objectives (listed below). I think the content of this report sums up how far we've come in achieving these goals. We're preparing to launch a revised strategy for 2021 and beyond; an 18 month road map that will allow us to consider and plan for future sustainability, embrace new and innovative forms of income, and strengthen our commitment to deliver responsive services for older people aligned with health and social care agendas and the new Integrated Care Systems.

The sale of the Mansion House will play a significant role in our future sustainability and will allow us to focus all of our resources on the Charity's work and ability to invest in new and innovative services for older people in the community across all of our areas of benefit.



## Core Strategic Objectives 2018 to 2021

1

Financial Sustainability

2

Maintaining and Developing Quality Services

3

Advocating on behalf of older people and campaigning on their issues

4

Build on existing partnerships to achieve our objectives

5

Develop our organisational systems, staff and volunteers

6

Mansion House Sustainability

**Age Concern Mid Mersey**  
**Summarised Consolidated Statement of Financial Statements**  
**For the Year Ended 31 March 2021**

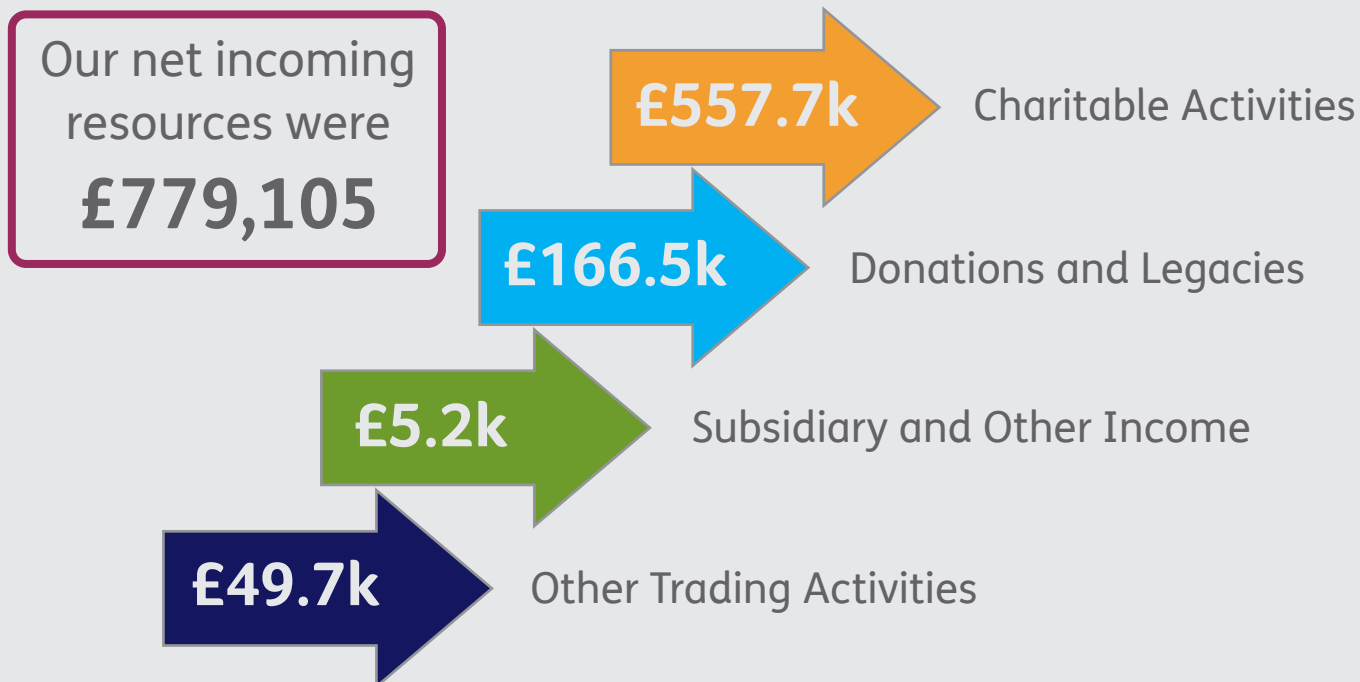
	2021 Total £	2020 Total £
<b>Income:</b>		
Donations and Legacies	166,502	19,100
Other Trading Activities	49,715	213,649
Income from Investments	4,982	6,482
Income from Charitable Activities	557,726	461,386
Other Income	180	11,240
<b>Total Income</b>	<b>779,105</b>	<b>711,857</b>
<b>Expenditure:</b>		
Raising Funds	35,358	169,687
Charitable Activities	595,860	657,617
<b>Total Expenditure</b>	<b>631,218</b>	<b>827,304</b>
Profit on sale of fixed assets	196	49,151
Gift Aid donation from Associate	-	32,647
Impairment of fixed assets (revaluation)*	-	(866,157)
<b>Net expenditure for the year</b>	<b>148,083</b>	<b>(899,806)</b>
<b>Reconciliation of funds:</b>		
<b>Total funds brought forward 1st April 2019</b>	<b>1,829,944</b>	<b>2,729,750</b>
<b>Total funds carried forward 31 March 2020</b>	<b>1,978,026</b>	<b>1,829,944</b>
<b>Extract from Balance Sheet:</b>		
Fixed Assets	1,260,783	1,297,542
Current Assets	794,590	738,127
Current Liabilities	(77,347)	(205,725)
<b>Total Net Assets</b>	<b>1,978,026</b>	<b>1,829,944</b>
<b>Funds:</b>		
Restricted Funds	14,328	18,664
Unrestricted Funds held in Fixed Assets	1,246,455	1,282,957
Unrestricted General Funds	715,959	528,293
Non Charitable Trading Funds	1,284	30
* exceptional item	<b>1,978,026</b>	<b>1,829,944</b>

**Reserve levels represent 14 months operating expenditure.**

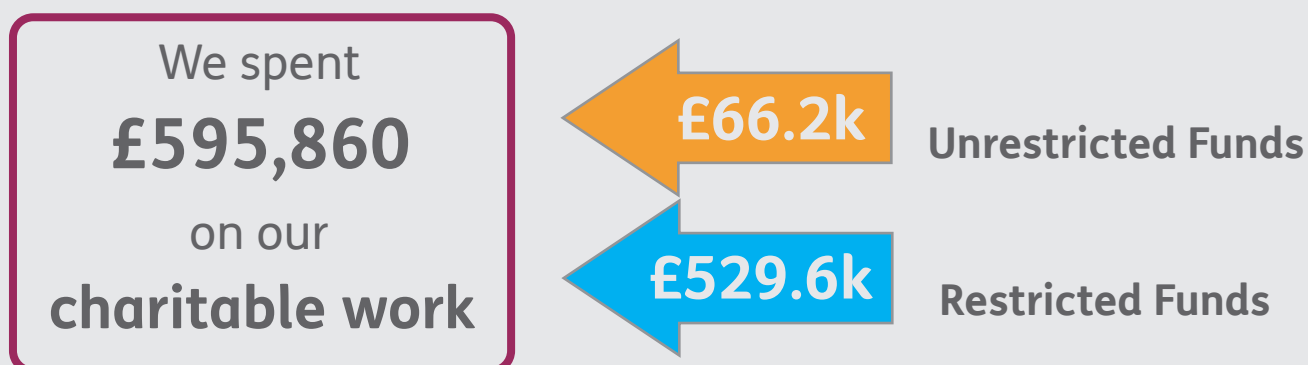
The above extracts are taken from the Statement of Financial Activities and Consolidated Balance Sheet contained within consolidated accounts for the year ended 31st March 2021 which were approved on 21st September 2021. The full audited statutory accounts have been submitted to the Charity Commission and a copy can be obtained from the Charity Commission's website.

## Financial Review - Income and Expenditure Highlights

Where our funds came from in 2020/21...



How we spent our money in 2020/21...



6% of our total expenditure was spent on raising funds

**76%** of our overall income was spent on **direct charitable activity**

Covid-19 lockdowns meant we did things differently this year, mobilising all of our staff to work from home, offering basic wellbeing support and less of our complex and face-to-face services. So, whilst expenditure on charitable activity was less than previous years, we supported even more older people.

The above extracts are taken from the Statement of Financial Activities and Consolidated Balance Sheet contained within consolidated accounts for the year ended 31st March 2021 which were approved on 21st September 2021. The full audited statutory accounts have been submitted to the Charity Commission and a copy can be obtained from the Charity Commission's website.

## Covid-19 : Our immediate impact

When the first lockdown began in March 2020, Age UK Mid Mersey adapted quickly to provide much needed support and reassurance to older people.

During those first few weeks of isolation, our team had already made **more than 2,000 wellbeing telephone calls** and delivered **almost 700 emergency food parcels...**

We worked in collaboration with local key partners as part of a tactical response to bring resources together to respond to urgent needs.



### March – June 2020:



Handled  
**14,314**  
wellbeing calls

**Identified and referred  
73 urgent support cases**

We were supported with generous food donations from organisations such as Nestle UK & Ireland, Booker Wholesale, Asda and Kerry Food..



...with a combined  
value of approx. **£46k**

### Older People's Engagement:

We continued to innovatively engage and consult on issues affecting older people:

\* Zoom Training Session for Expert Panel \* Virtual Workshops \* Five Ways to Wellbeing Panel Session \* Age Friendly LCR webinar \* North West Ambulance "Your Call" magazine editorial - experiences of loneliness

## Covid-19 : Continued Wellbeing Support

In spite of diverting ALL of our resources to emergency support and wellbeing calls during the first lockdown, we are proud of continuing to deliver our regular wellbeing support, such as...

### Winter Pressures

**340** people supported with winter pressures

**2,500** hours of support including:

- ◆ Welfare and companionship
- ◆ Information and advice
- ◆ Shopping
- ◆ Transport to hospital/ vaccination appointments



### Living Positively

**700** Wellbeing Parcels including:

- ◆ Think Good Feel Good
- ◆ Veterans packs (see p17)

Support to niche groups including:

- ◆ **600** older carers
- ◆ **300** Veterans (see p17)

### Special Recognition

We were proud to receive a **Special Recognition Award from the High Sheriff of Merseyside** for our work supporting older people in the community... and to be nominated for a **Queens Award for Voluntary Service**

### Healthy at Home

**£400k** of additional benefits secured

More than **3,000** enquiries enabling older people to remain independent at home...

- ◆ **2,000** relating to provision of care in the community
- ◆ **1,500** enquiries relating to benefits and legal
- ◆ **260** Energy checks

## Covid-19: Proud of the difference our work has made

We received wonderful feedback from those we supported and their families and the smiles said it all...



“ I was feeling very lonely and isolated when I first called Age UK Mid Mersey. I have no family or friends and only recently moved to the area. I've been receiving weekly wellbeing phone calls and also received a wellbeing parcel - it was amazing and really cheered me up. I feel as if I have a whole different attitude towards things now. ”

(Mrs H, Knowsley)

“ THANK YOU so much for setting my Aunt up with a volunteer. It has definitely reduced some of our anxiety about her being so isolated during this time. ”

(Nicola, Australia)

“ The food parcel made mums day! Thank you so very much for the caring work you do, especially at times like these, I have no doubt that you are making such a difference in many older people's lives. ”

(Daughter of 99yr old from St Helens)

“ Age UK Mid Mersey has been a lifesaver. They've always known what to say to reassure me and cheer me up. Whoever put the wellbeing pack together is amazing. It was one of the most lovely hampers I have ever received. ”

(Adrienne, Halton)

“ A big thank you for your kind donations, they have been so gladly received by two of our schemes. ”

(Warrington Housing Assoc.)

“ I am really grateful for the support you have arranged for us with the council, we can start to look at improving things for my wife. The food parcel was a very nice surprise and just what we needed, I feel as if all of sudden our whole situation has changed, things are starting to look up, we are more hopeful. ”

(Mr and Mrs J, Knowsley)



## Covid-19: Critical support

Amongst the heartfelt thank you messages from those we supported during lockdown, there were also stories of how Age UK Mid Mersey's work identified and supported some critical needs...

During a regular wellbeing call to a gentleman in Halton, we found him tired and stressed. He explained he was diabetic and his sugar levels had been up and down for the past week. His

GP surgery had advised him to call NHS 111 but, after trying for two days to get through, he had all but given up. With no family or neighbours to help, and no access to internet, our Wellbeing Officer offered to complete the NHS 111 online form on his behalf in an effort to get him a call back. The online advice from NHS 111 was to immediately call 999. He was taken straight to hospital and kept in for almost a fortnight.

In our follow up call, he said he was very grateful for our call as he would have continued to struggle to get through to NHS 111 and had no way of doing the online form for advice himself.

We arranged a food parcel to save him worrying about shopping while he settled back at home.



Mrs L, also from Halton, has health concerns such as arthritis and Parkinson's disease and can get confused.

During a regular wellbeing call, she confided that, although people were delivering food, she wasn't eating it. She was distressed because she couldn't open the packets or work the microwave.

Our Wellbeing Officer chatted with the housing scheme she lives in and they arranged free house visits twice a day for three weeks to ensure Mrs L was having a suitable meal. We also made a referral to Halton Borough Council Adult Social Services for longer term support.



**In the 3 months from March to June 2020 alone, we identified and referred 73 urgent support cases**

## Covid-19 : A great big thank you!

As well as securing much needed grants and contracts, we received so much support from organisations and volunteers and we would like to say a massive 'Thank You' on behalf of all of those we serve...

### Thank You!



Halton Borough Council \* Armed Forces Covenant Fund Trust \* NHS England \* Steve Morgan Foundation \* Age UK \* Booker \* Liverpool City Regional Local Enterprise Partnership \* Nestle UK & Ireland \* Asda St Helens \* Kerry Group \* St Helens Council \* Comic Relief \* Lord Cozens-Hardy \* CAF/Martineau Family \* Ravensdale Trust \* Smart IT \* Mason Bibby Trust \* Pilkington Family Trust \* Merseyside and Cheshire Fire and Rescue Service \* and so many more...

### Plus 100 other amazing volunteers

who supported our services ...with a combined total of approximately

### 16,000 hours of voluntary support

### The difference our volunteers made...

Our Wellbeing Officer noticed a marked difference in an isolated older person we matched with volunteer, Sue, for regular befriending calls telling Sue:

“

**What a difference your calls have made! She sounded like a different woman and seemed to be motivating herself to take small steps in the right direction.**

”

Ms B, from Kent, was worried about her housebound Aunt who lives alone in Halton. We arranged support for her from our amazing volunteer Andy, who volunteered early in the pandemic. Andy did her shopping to make sure she had the supplies she needed and Ms B was so impressed with the help we provided that she volunteered for her local Age UK as a thank you!

We were so grateful to the team from Merseyside and Cheshire Fire and Rescue Services who helped to deliver our Health and Wellbeing parcels.

As well as having a friendly doorstep chat, they were able to offer free smoke alarm and safe at home checks at the same time!

Working in partnership helped us reassure recipients they were not alone during lockdown and all were delighted to see friendly faces.



## Transforming how we work

Looking after older people's mental health is just as important to us as offering practical support and, as well as adapting to working remotely and improving our digital connectivity in 2020, we have transformed the organisation around a wellbeing model.

We work hard to align our services to national and local health and social care guidance frameworks including Integrated Care System, place-based approaches and the Public Health England five key ways to wellbeing – Stay Connected, Be Active, Take Notice, Keep Learning and Give to Others – promoted through our Think Good, Feel Good campaign.

This means we offer an holistic range of health, wellbeing, care and practical services to support individuals to enjoy a positive lifestyle with more choice and control in their everyday lives.

We have developed a screening process that assesses our client's needs, identifying any support from financial or legal to physical and social. The data we gather during this process informs our service development and resource allocation too.

To encourage physical activity and social connection, we've also been busy developing an exciting new range of face-to-face activities and classes in local community venues.



## Transforming our Team

Our newly appointed CEO, working closely with the Charity's Board of Trustees, has already made great strides in transforming the organisation, with a new structure and senior leadership team.

### Upskilling our Team

As well as strengthening our experienced team, we're proud to offer our staff access to the latest training, thanks to great collaborations.

All of our staff take part in mandatory training, from safeguarding adults to fire safety. Our Wellbeing team are all working towards, or have completed, the Care Certificate and most are now qualified Mental Health First Aiders.



Head of Charitable Services at Age UK Mid Mersey, Bridgid Dineen, said:

“

**Our Wellbeing Officers often come across older people with quite complex needs, with many showing signs of mental distress, particularly following the pandemic. Many would be unlikely to disclose a mental health problem outright but the Mental Health First Aid training has given our team the confidence to identify the signs, ask the right questions, offer support or raise concerns in the appropriate way.**

”

## Leading the way

We're proud to be breaking new ground with projects funded by organisations such as Interventions Alliance and Prosper...

### Older Prisoner's Programme at HMP Risley

Since January 2021, Age UK Mid Mersey have been working with Interventions Alliance to improve older prisoners' wellbeing, support and rehabilitation at a North West prison.

Older prisoners are the fastest-growing group in the prison population - the number over the age of 60 has increased by 243% since 2002 and is likely to continue to rise. Despite the ageing population, there are few age-appropriate programmes in prison. To address this unmet need, Interventions Alliance, Seetec's justice and social care business division, have joined forces with Age UK Mid Mersey to pilot a new programme at HMP Risley.

The pre-retirement programme works with prisoners over the age of 50 to equip them with the skills and support to improve their rehabilitation and wellbeing. A dedicated Age UK Mid Mersey Wellbeing Officer has been working with older prisoners, encourage participation in a range of social activities to overcome isolation and promoting good mental wellbeing while in prison, as well as preparing individuals for their resettlement by providing practical support and information covering pre-retirement, health, social care, housing, pensions and benefits, and advancements in technology.

Our Wellbeing Officer has been able to liaise directly with older prisoners, providing wellbeing screening to assess their support needs and offering tailored advice and guidance on themes such as staying healthy, getting around using public transport, applying for blue badge or bus passes and registering with a GP and dentist.



Strict lockdown restrictions at the prison due to the pandemic presented unique challenges for the project but, with the use of specially created workbooks and supporting literature, our Wellbeing Officer made great strides in assessing needs, encouraging participation and providing person-centred information and advice. With high demand for access to support, we're pleased to report that a further round of the programme has now begun.

### Executive Director of Justice and Social Care at Interventions Alliance, Suki Binning said:

“

We are pleased to be working with Age UK Mid Mersey to ensure no group is left behind, no matter their past. Older prisoners have distinct and different prison and resettlement needs. Many have served longer sentences, and have lost touch with changes in society including advances in technology. Due to institutionalisation, they may also lack the critical self-help skills and confidence to live in the community. Our programme will help individuals to overcome these barriers that can too often hold them back from successful reintegration into our communities, enabling individuals to build a better and brighter future for themselves.

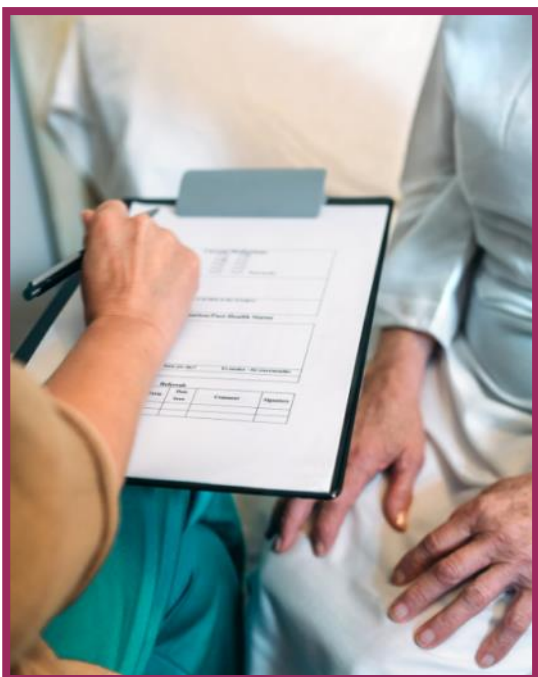
”

## Leading the way

...and working closely with GP practices in our communities...

### Prosper Research

Age UK Mid Mersey are one of only a handful of brand partners selected to conduct Prosper Research following a partnership between Age UK and the Universities of Leeds and Manchester. Funded by the National Institute for Health Research, the research programme aims to find out whether personalised care planning improves quality of life for older people living with frailty.



Prosper is a clinical trial working with people over aged 65 who have been selected based on strict frailty criteria. Working closely with GP practices, the study involves our specially trained Personal Independence Coordinators visiting older adults and helping them identify life changes and goals. They will encourage them to talk about the things they feel are important in life and what they would like to achieve, developing a person-centred plan of support to make things happen. The resulting plan might include, for example, help with filling out forms or getting out and about.

The Personal Independence Co-ordinator will stay in touch for as long as is needed up to a maximum of 12 weeks, setting and reviewing goals and actions along the way.

The benefits for older people who take part in the trial include:

- Increased confidence - helping people regain and maintain independence
- Decreased social isolation – linking into their community
- Promoting health and wellbeing through information and advice
- Improved safety in the home - organising safety checks, repairs and adaptations
- Supporting families and carers in stressful situations
- Help with financial security – supporting benefit claims or switching gas and electricity companies

Personalised care planning is designed to improve self-management skills, helping older people to thrive with the support of their community. As well as gathering vital data during the research that will inform coordination of GP, voluntary sector and social care services in the future, the older people taking part will be left with increased social networks, improved wellbeing and details of how to obtain further support in the future.

## NHSE Winter Pressures project

Thanks to funding from NHS England and Age UK, our Wellbeing Service formed part of the NHSE Winter Pressures programme supporting almost **350** older people across St Helens, Knowsley, Halton and Warrington.

The Engagement Support we offer includes supporting patients with appointments for pre-op Covid-19 tests, collecting prescriptions, support with shopping, relevant signposting to external services and internal access to all Age UK Mid Mersey services where appropriate. This might include, for example, financial advice, benefit checks, warm homes support, wellbeing package of support, wellbeing calls and companionship. We ensure all clients are supported and openly work with other local providers, making referrals into these services when required.

Demand for the service surged as the Government's vaccination programme rolled out, with our Wellbeing Team providing transport to vaccination appointments and accompanying those who were unable to get there alone.

Recognising the need for wider wraparound care, we developed the service further to ensure that those leaving hospital were settled at home, supported with shopping, wellbeing calls, prescription collection and follow up appointments.

Our wellbeing offer also supports them into health and community services, enabling them to overcome barriers to accessing care in a timely and effective way. Our wellbeing team also support individuals experiencing the detrimental impact of loneliness brought about by staying at home for prolonged periods of time and being cut off from social groups or gatherings as a result of lockdown restrictions.

The demand for this type of wraparound support continues to grow and Age UK Mid Mersey are working tirelessly to secure funding streams to enable this vital work to continue.

### Just a few examples of the difference we made...

Mr T is 91 years old and lives in St Helens. After receiving regular calls from our Wellbeing Team, we delivered a Think Good Feel Good parcel under the Winter Pressures Programme.

Mr T said:

“

It's been nice to meet you in person at last. You know the telephone calls really make a big difference, especially being stuck looking at these four walls most of the time at the moment. Years ago I did a few sky dives and raised a large amount of money, almost £20,000 for charities. I struggle with my mobility these days and it's nice to know there are people thinking of me.

”



## NHSE Winter Pressures project

### Just a few examples of the difference we made...

75 year old, Mr G lives alone with no family living close by. Although he is generally well, he was referred to our service for support last year by the Skin Support Team at Whiston Hospital as he needed to isolate before an operation.

As well as help with getting shopping, and collecting prescriptions, he needed support with transport to and from the hospital for his operation and follow up appointments.

With the support of one of our Wellbeing Officers, he had the reassurance that somebody cared and would be there when he received his results, as well as on his return from hospital, taking away the worry of being alone during an anxious time with his health.



Mr G said:

“ **Age UK Mid Mersey supported me through a traumatic time. They helped me get through my treatment and had brought a smile to my face. Knowing that I was able to get to appointments gave me one less thing to worry about.** ”

Our Wellbeing Team have kept in touch with Mr G with wellbeing calls, home energy advice and further transport for hospital appointments through the NHSE Programme.



Mrs D said:

“ **With the help of Age UK Mid Mersey, I've been able to catch up with some appointments I had been putting off and the added reassurance has helped me feel less anxious. I don't know what I would have done without them. Their support has really helped me to get back on track.** ”

## Respect Campaign...UtopiAge

**UtopiAge** is a unique research programme being developed by Age UK Mid Mersey and follows on from our #DoYouSeeMe? campaign.

#DoYouSeeMe? focussed on changing perceptions of ageing, celebrating older people's wisdom, their lifetime of experience and the valuable contributions they still make in our society.

**UtopiAge is aspirational** – it is about providing us with rich, qualitative information that captures what over 50's would want if they were able to ask for it; why they want it, what their expectations are and what their dreams are.



Age UK Mid Mersey are ideally placed to gather meaningful and valuable data, working with stakeholders including service users, general public, contract commissioners, local authorities, health providers and community partners. This will enable us to build a true picture of older people's lived experience, helping us to understand how we all contribute to an inclusive community.

We often talk about the big picture and major issues affecting over 50's – here, we are interested in the key aspects of living a quality life and equity of access; what would make this group of people happy and fulfilled in life and how this would be achieved.

Through commissioned projects, such as NHSE Winter Pressures, we have already identified a number of challenges around health equality and inclusion themes.

The new Health Equity Assessment Tool (HEAT) Executive Summary (September 2020) states that there is considerable local (and international) evidence of significant inequalities in health. These are caused by systematic, avoidable and unjust differences in health and wellbeing between different groups of people. Health inequalities may be driven by different experiences of the wider determinants of health such as environment, income and housing; differences in health behaviours; differences in social networks and self-esteem and unequal access to health services.

We expect our exciting UtopiAge project to help gather evidence of some of these differences to enable us, as professionals, to identify areas to increase access to improved services for our over 50's.

This year saw the start of our UtopiAge work and we hope to bring you much more news as the project develops.



## Looking after our veterans

Generous funding from the Armed Forces Covenant Fund Trust, enabled Age UK Mid Mersey to deliver a 6-month bespoke 'Veterans Together' project across our areas of reach.

With the original programme of face-to-face activities on hold due to the pandemic, the project aimed to identify veterans who were shielding or self isolating at home, offering them emergency support. This then gave us the opportunity to assess wider needs and tailor person-centred wellbeing support.

Examples of the activities and support we offered included:

- Weekly wellbeing telephone calls
- Help with form filling, disability benefits checks, applications and follow-up for progress and completion
- Regular virtual coffee mornings with other veterans, developing activities aimed at rebuilding confidence and resilience
- Access to a range of health and wellbeing services based around the five ways to wellbeing
- Information and advice on money matters, housing, local services and benefit checks
- Access to our Warmer Homes programme, NHSE Covid Winter Pressures programme and continued digital social groups



We distributed more than **320** Veterans' Parcels, containing mugs, branded pens, notepads, torch, tea/coffee, sweet treats, toiletries, crosswords and wellbeing information. With the help of Merseyside and Cheshire Fire Service, the deliveries were an opportunity for doorstep contact, offering reassurance and easing isolation.

Just one example of the difference we made...



Mr S (90) from St. Helens lives with his wife of 47 years and has dementia. Through our wellbeing calls to them during the pandemic, we discovered Mr S is an Army Veteran so we visited him with one of our veterans parcels. We received a wonderful letter of thanks from his wife explaining just what our support had meant...

“ On behalf of my husband, I want to thank you for the goody bag and the certificate thanking him for his army service. We, as a family, are so proud of this and will have it displayed for all to see.

A big thank you for the gifts and also what you are doing for us people who are quite frightened of the situation we are in. It is comforting to know that people care.

”

## Can you help?

### Help us with fundraising

We need to raise £1million every year to continue providing our vital services to older people in St Helens, Halton, Knowsley and Warrington and we're hugely grateful to all of those who fundraise for our cause.

If you have a fundraising idea and would like to help us continue our work to support local older people, we would love to hear from you.



### Make a donation or leave a legacy in your will

We rely on your support to keep helping older people in Halton, Knowsley, Warrington and St Helens. Any donation, no matter how small, is greatly appreciated. If you wish to leave a gift to Age UK Mid Mersey in your will, all you need is our charity details below:

**Age UK Mid Mersey**, The Mansion House, Victoria Park, City Road, St Helens, WA10 2UE and our **registered charity number 1003476**.

Visit our website to find out more:

[www.ageuk.org.uk/midmersey/get-involved/leave-a-legacy](http://www.ageuk.org.uk/midmersey/get-involved/leave-a-legacy)

### Get your organisation involved

There are plenty of ways your organisation can support the Charity. Whether it's organising your own fundraising event, running a raffle or encouraging your staff to volunteer as part of your Corporate Responsibility Programme.



With responsibility for maintaining the premises we lease at Roby Community Centre and on Runcorn high street, we are always in need of volunteers to help with maintenance, decorating and keeping the outside space tidy.

If you are interested in offering the support of your organisation, or would like to find out more, email:

[enquiries@aukmm.org.uk](mailto:enquiries@aukmm.org.uk)

# Celebrating Halton's Heroes



As with lots of special events in 2020, the Community Kindness Awards had to be postponed several times before eventually taking place virtually in March 2021.

Working with Halton Borough Council, Halton Safeguarding Children Board, the Faith Forum and Cheshire Constabulary, Age UK Mid Mersey organised the awards to celebrate the unsung heroes who made a real difference in communities across Halton.

Once again, the event was supported by donors such as Cheshire Constabulary, Halton Housing, Healthwatch Halton and Wellbeing Enterprises, as well as generous support from Lady Anne Dodd and the Ken Dodd Foundation. Winners included:

- |   |   |   |
|---|---|---|
| Community - Individual: <b>Louise Nulty</b>   | * | Community - Group: <b>The Sanctuary</b> |
| Private Organisation: <b>Quigley's Bakery</b> | * | Young Person: <b>Kieron Gordon</b>      |
| Community Worker: <b>Mal Hampson</b>          | * | Under 11: <b>Ben Wilson</b>             |
- Special recognition: **Macaulay Lewis**





For information, advice or wellbeing support:

**0300 003 1992**  
**enquiries@aukmm.org.uk**

**Age UK Mid Mersey (Head Office)**

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[www.ageuk.org.uk/midmersey](http://www.ageuk.org.uk/midmersey)

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