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Head Office:
Age UK Oldham, 10 Church Lane,
Oldham, OL1 3AN

Main Telephone: 0161 633 0213
Email: info@ageukoldham.org.uk
Web: www.ageukoldham.org.uk

Chairman's Report



In my first year as Chair for Age UK Oldham, having been a trustee for many before that, I have been able to experience more of what the charity does on a day-to-day basis, on both a professional and personal level. Every time I read this booklet or give it to a new person, I am impressed afresh at the sheer range of services Age UK Oldham provide and am proud to be involved in such an organisation.

It has been heart-warming and a privilege to present some of the Life Story books and to discuss the experiences and laugh with the people and their families. What a lovely and very worthwhile project.

I myself have experienced the vast knowledge and support the staff are able and willing to give. During a difficult time with my husband who lives with dementia, alongside other health complications, a home visit from Age UK Oldham staff gave us such a sense of relief as they professionally guided us through our options and shared with us crucial information and advice, all while showing a huge amount of empathy and discretion.



We are very fortunate in the Oldham borough to have such dedicated professionals and volunteers to help us face the obstacles life can put in our way. We are particularly lucky here at Age UK Oldham to be led by a Chief Executive who, with such dynamism and positivity, along with a passionate and like-minded team, continually look for new and far-sighted enterprises to keep the charity doing what they do best; helping our local community of older people.

Jenny White
Chairman



Chief Executive's Report

In this year's report our chair Jenny White told us how proud she was of our service guide and it made me realise that it also symbolises so many aspects of our organisation and documents twenty seven services and projects we deliver in Oldham offering a huge choice of imaginative schemes for older people. Each local Age UK is unique and the bright design of our guide reflects both our innovation and fresh approach to providing services and opportunities for people in Oldham.

Much emphasis is currently being placed on alleviating social isolation and loneliness which impacts on peoples' health as negatively as smoking fourteen cigarettes a day. Ranging from tea dances for independent individuals to close one-to-one support for frailer people in Day Care, we provide person centred care and aspire to help people enjoy life to the full.

The number of people living with dementia in the UK is around 850,000 and at Age UK Oldham we ensure that dementia awareness and support is embedded at different levels in all of the services we deliver. Our Dementia Care and Support service offers unbiased professional information and close support to those with a cognitive impairment or dementia.

Our presence in the local hospital as part of the integrated team ensures our contribution

to safe discharges. As a member of the multi-disciplinary team who undertake a home visit immediately on discharge, we help to mitigate the risk of readmission by delivering a wide range of practical and flexible home based services and offering further support to the patient during the ensuing weeks.

Prevention has always played a vital role in the work that we do but the challenge has been to measure the impact. We now employ a cutting edge risk tracker system which can identify specific risks in clients and subsequently demonstrate success against national outcomes frameworks.

Huge thanks must go to our Trustees and volunteers who unstintingly give their precious time and energy to help drive our progress and make such a difference to the lives of so many older people. We are truly grateful for the money they raise and the work they freely undertake to help older people in Oldham.

Finally our guide highlights the names and roles of each and every staff member. We have such a wonderful team who are enthusiastic, highly committed and totally passionate about the work they do. Despite the challenges we face year on year, thanks to them we are highly regarded as an organisation and continue to succeed.

Yvonne Lee
Chief Executive



Information, Advice & Support

Ambition for Ageing

Head Office: 0161 633 0213 • Direct Line: 0161 339 2345

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN
Action Together, 12 Manchester Chambers, Oldham, OL1 1LF



Age UK Oldham and Action Together are working in partnership as the Local Delivery Lead for Oldham's Ambition for Ageing Programme which is a Greater Manchester-wide programme funded by the Big Lottery Fund and led by Greater Manchester Centre for Voluntary Organisation (GMCVO).

Our aim is to create places that are age-friendly and empower people to live fulfilling lives as they age, ultimately reducing social isolation. We are working in three areas of Oldham – Alexandra, Crompton and Failsworth West – talking to local people aged 50 and over to find out what would make their neighbourhood a better place to grow older in. We would like to involve individuals, community groups and local businesses from these areas to help us find out the best ways of increasing social connections and reducing social isolation. We can invest small amounts of money (up to £2,000) to support the community to bring to life some of their own 'age friendly' project ideas.

If you are involved in a group in one of these ward areas and would like us to come and talk to you to tell you more about the project, or if you are an individual or a group of neighbours with a good idea about how to make your community more age friendly, please get in touch.

Annual Report

We have developed 3 ward steering groups in Alexandra, Crompton and Failsworth West which guide local activity and approve small project applications up to £500. Our Age Friendly Project group, made up of people aged 50+ and representatives of local organisations make the decisions about larger applications up to £2,000. In 2016/17 we approved 55 small projects, providing a total of £60,234 to work towards more age-friendly communities.

We have also involved the wider community in decision-making, holding 2 events where people from the local community voted for their favourite projects to receive funding.



Choosing the Right Care & Support Service

See page 16 • Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9314 / 9333
Age UK Oldham Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB

Contact: Christine Coupe, Care & Support Co-ordinator

Direct telephone number: 0161 622 9314 Email: christine.coupe@ageukoldham.org.uk

Open 9am - 4.30pm, Monday to Friday (Home or hospital appointments can be arranged out of normal working hours where required. We also facilitate on-site ward visits at the Royal Oldham Hospital to assist patients and their carers at the earliest intervention. This service is based on Ward G1).

Dementia Information & Support Service

Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9333 / 9309

Age UK Oldham Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB

Contact Donna Atherton, Dementia Information & Support Service Co-ordinator

Direct line: 0161 622 9309 / 9312 Email: donna.atherton@ageukoldham.org.uk

Open 9am - 4.30pm, Monday to Friday.

Having memory problems or being diagnosed with dementia has an overwhelming effect and most people have many questions and feel uncertain about what their future holds. Age UK Oldham has joined with **Pennine Care NHS Foundation Trust and Oldham Council** to form the enhanced **Oldham Memory Service Partnership**. Our role within the partnership is to offer one-to-one practical and emotional support for people living with dementia and their carers.

We have co-developed a useful guide: **Living Well with Dementia Guide to local services and activities**. Copies can be obtained at our Care and Support Services, 3 Lord Street or by visiting www.ageukoldham.org.uk or www.oldham.gov.uk to download a copy.

Everybody wants to receive information at the time that is right for them so our experienced staff will listen to individual circumstances and offer practical solutions and support.

We will help you with:-

- Pathways to diagnosis
- What happens when you visit the GP surgery
- What happens at the Memory Clinic
- Types of dementia
- Coping strategies for carers
- Practical guides to make your home dementia friendly
- Finding care and support

- Peer support groups
- Equipment
- Planning for the future
- Continuing to live well / keeping active
- Holidays for people with memory problems and their carers
- Financial support / benefits available
- Useful contacts
- Detailed resources

Annual Report



Last year our staff supported **771** people.

We made a total of **1084** telephone calls on their behalf and connected **441** people to on-going long term support in the community.



We provided over **600** information packs to the **Memory Clinic** for newly diagnosed patients and circulated more than 1500 Living Well with Dementia Guides.

Dementia Specialist Carers Assessment Service

Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9333 / 9309 / 9314

Age UK Oldham Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB

Contact Donna Atherton, Dementia Support & Carers Assessment Co-ordinator

Direct line: 0161 622 9309 / 9312 / 9333 Email: donna.atherton@ageukoldham.org.uk

Open 9am - 4.30pm, Monday to Friday.



Caring for someone covers many different aspects, such as, helping with their washing, dressing or eating, accompanying the person to regular appointments and offering support when they feel anxious. In Oldham it is estimated that there are around 23,000 people providing this unpaid care and support to another adult (carers who are in receipt of Carers Allowance are still regarded as unpaid carers). All carers are entitled to their own assessment to determine if they are eligible for support to help them carry on with their caring role whilst making sure they are looking after their own health.



All carers are eligible for support whether or not the person they care for is receiving help or support from social services.

For those people who are caring for someone with memory loss or dementia Age UK Oldham are contracted by the Local Authority to carry out Carers assessments, develop a care and support plan and apply for a Carers Personal Budget on the carer's behalf. A Carers Personal Budget is an amount of money awarded to a carer to provide a break from their everyday caring role. This personal budget is not means tested and can be used to access leisure activities, short breaks, classes / hobbies or purchase household items which would make the caring role easier.

Annual Report



This year we have completed **203** individual carer's assessments and developed **201** carer's support plans resulting in **199** individual Personal Budgets for Carers to OMBC – all which were approved.

In addition to this work, the service supports the **Pennine Care NHS Foundation Trust Post Diagnostic Support Groups** and other **Dementia Peer and Carer Support Groups**.



We have provided **31** group sessions throughout the year, offering advice and support alongside other memory practitioners.

90% of all carers accessing this service reported a decrease in their anxiety levels, improved awareness of the support available and 95% feeling more in control of their individual situation.

Forum4Age, Campaigning & Consultation

See page 30 • Head Office: 0161 633 0213
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN



General Advice, Money & Benefits

Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9333 / 9311 / 9312
Age UK Oldham, Information, Advice and Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB (next door to the main post office).

Contact: Jessica Brooks / Abbi Begum / Laura McGuire
Email: Jessica.brooks@ageukoldham.org.uk

Open Monday to Friday 9am - 3:30pm. Drop in to make an appointment, telephone help available, written guides and fact sheets and one-to-one support by appointment to complete benefit claim forms. If lines are busy please leave a message and our Advisers will return your call.

Providing free, independent information & advice for people over 50 and their carers with a range of information covering general advice, local services, money & benefits.

We can help with:-

- Pension aged benefits
- Benefit checks
- Form filling e.g. Attendance Allowance / Personal Independent Payment / Blue Badge Applications
- General advice
- Local services
- Understanding documents
- Providing fact sheets / information guides

We can provide:

- Drop in service – pick up written guides / make an appointment for one-to-one support
- Telephone consultations
- Office appointments
- Home or hospital visits

Signposting

Help with general information such as housing enquiries, local services and if any specialist help is needed, connect you with other organisations who can support you.

Form Completion

We complete benefit claim forms by appointment. Age UK Oldham's advisers have obtained 'Alternative Office' status from the Department of Work and Pensions. This speeds up the claims process as we can complete paperwork and check important identification documents without sending them through the post.

Benefit Awareness

We can dispel myths around who is entitled to claim benefits. Benefits rates change annually as can people's finances and circumstances, so it's worth checking eligibility. It's really easy for us to check if you are eligible and the additional weekly income can make a big difference to your life.



Annual Report



Last year we helped older people and their carers claim **£556,213.33** per annum previously unclaimed additional income that they were entitled to.

We completed **773** individual benefit claim forms on behalf of older people and provided a further **846** people with general advice.



We gave **12** outreach presentations throughout the year at various venues across the town. These were for carers and older people to help them understand the criteria for benefits they may be entitled to and to dispel the common myths to encourage them to claim their entitlement.

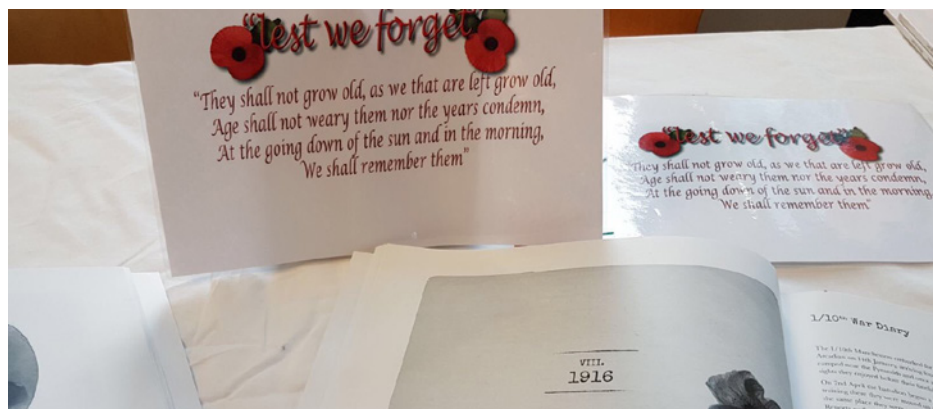
Lest WE Forget

Head Office: 0161 633 0213

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Each year on Remembrance Day we observe a moment of silence and reflect on the sacrifice of those who have fallen in the line of duty. The Lest WE Forget researched and remembers the 100 Oldham soldiers our town forgot. This project is now complete but the book we created is still available for sale from our head office.

The Lest WE Forget project



Annual Report

We launched Lest We Forget on Saturday 12th November, aptly the day before Remembrance Sunday. During the launch at George Street Chapel the names of each of the 100 men we had found were displayed on our overhead projector screen for all to see and remember. The launch was very moving and memorable and we are pleased to at last honour those local men who Oldham had forgotten.

Oldham Prevention Alliance

Head Office: 0161 633 0213 • Direct Line: 0161 622 6257

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Oldham Prevention Alliance is a network of local projects, services and organisations who work with the over 50's. It is made up of voluntary and community groups, health and social care services and private sector organisations who have an interest in keeping up to date with developments to help people to 'age well'.

Members are invited to attend informal information-sharing meetings every two months and to be part of an informative email network. New members are always welcome.

Please telephone for more information or to become a member.

Annual Report



Five meetings of Oldham Prevention Alliance were held during 2016/17, giving members the chance to share information and updates and pass on what they have learned to colleagues and members of the public they come into contact with.



A Winter Health Event was co-ordinated, working in partnership with Oldham Council, linking with members of Oldham Prevention Alliance to provide information and advice at the event and also offering free electric blanket testing.



Promoting Independent People Service (PIP)

Head Office: 0161 633 0213 Direct PIP Line: 0161 622 9288



Funded by Pennine Care NHS Foundation Trust, Age UK Oldham's Promoting Independent People provides a service for older people who are feeling anxious about their health issues or long term health conditions. They may have had a life changing event that has left them feeling lonely and isolated.

They will have been identified by a care professional as needing support to regain confidence and help them live the life they want to live by managing their condition, situation and re-engaging back into their communities.

The Age UK Oldham PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations. Following this, they will draw up a tailored support plan together to suit their lifestyle and help them to re-connect socially, by exploring the wide range of groups and activities in their own community and support them to engage, helping to maintain their health and wellbeing and regain independence.



Annual Report

Age UK Oldham Promoting Independent People project is funded by Pennine Care NHS Foundation Trust. It was initially funded for three years and has now been extended for a further two years. Its aim is to improve the quality of life for older people in Oldham by helping them identify ways to build their self-confidence and self-reliance to help improve wellbeing and independence. No two client circumstances are the same and staff are known to go above and beyond to support clients toward a positive outcome.

A PIP Adviser has a daily presence in the ORCAT (Oldham Rapid Community Assessment team) Which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Who support patients for up to 5 days after hospital discharge. The PIP Adviser will carry out a home visit and refer to both Age UK Oldham's and external Services (e.g. Age UK Shopping Service will provide an emergency shop, Age UK Handyvan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred to long-term PIP, where they will receive support for up to 6-8 weeks. The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

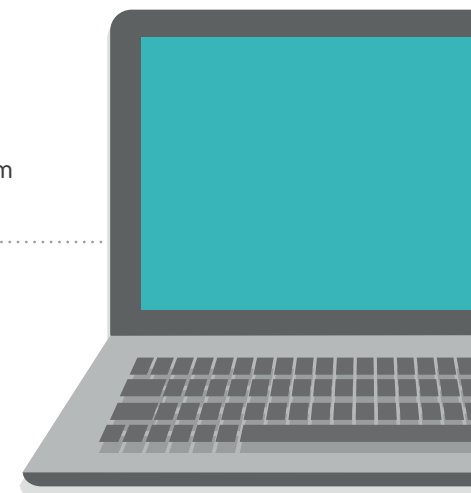
Technology & Us

Head Office: 0161 633 0213

Chadderton Over 60's Centre, 298a Broadway,
Chadderton, Oldham, OL9 9QU

Open Wednesday 9.30am - 11.30am & 1.30pm - 3.30pm
Friday 1.30pm - 3.30pm

In Oldham as in other towns in the UK, older people represent a large and growing proportion of the population. Older people are important consumers of government services, yet research shows nearly half of Britain's over 50's do not have access to a computer at home, at work or elsewhere. With three-quarters of UK public services already on-line, older people, particularly those from minority groups



are therefore least likely to be using and engaging with new technology and are in danger of becoming digitally excluded.

For a reasonable charge, our "Technology and Us" classes provide support for older people but we don't simply teach people how to use a computer, we look for the reason they need to use a computer and then show them what to do.

We also offer one-to-one tuition at home for those people unable to travel to our centre as well as classes at our Chadderton Over 60's centre.

Our team of staff, volunteer tutors and mentors are patient and experienced and we understand how difficult it can be for people to get started, but with our friendly and informal approach to technology we make learning fun

Annual Report



We continued our IT Learning project at St Herbert's with extended funding from the Chadderton District Partnership, which has allowed residents and neighbours the opportunity to learn computers, laptops and tablets. We are working closely with Housing 21 as they plan WIFI installation throughout Oldham schemes.



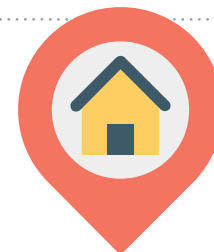
Befriending Service

See page 26 • Head Office: 0161 633 0213 • Direct Line: 0161 622 9252
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN • 9am - 4.30pm

Care Home Review Service

Head Office: 0161 633 0213 • Direct Line: 0161 622 9313
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Contact: Carol Richards Direct telephone number: 0161 622 9313.
Email: carol.richards@ageukoldham.org.uk



Open 9am - 4.30pm Monday - Friday. The service has built in flexibility and will facilitate evening and weekend appointments to enable family and friends to attend wherever possible. All referrals to the service are via OMBC.

Age UK has been contracted since 2012 by OMBC to carry out statutory annual care and support reviews and to complete the NHS Continuing Health Care Checklist for people living in care homes in Oldham and neighbouring boroughs. The service also supports the local authority Safeguarding and Procurement Teams with a number of unscheduled safeguarding reviews / protection plans for residents where concerns have been reported.

We have established good relationships with other professionals who are directly involved with the resident's care e.g. district nurses, GPs, Clinical Leadership, Falls Prevention Team and Mental Health Teams. This has improved knowledge, creates inter-agency working and early resolution of some of the issues arising from reviews.

Reviews are carried out to a high standard covering all aspects of the resident's needs. We have successfully created a review template to include new directives and details regarding advanced care planning and decisions agreed. This has been well received by OMBC and colleagues from the NHS have adopted this version for their process.

The resident and families are invited to take part in reviews and their input / feedback are extremely important to the process. We try to be flexible and offer evening and weekend appointments where necessary to encourage family participation.



The Service Manager regularly attends the Safeguarding strategy meetings / case conferences when areas of concern have been reported. Our team is integral to this process and are usually then required to carry out unplanned reviews working alongside the Safeguarding leads regarding protection plans for individual residents.

Annual Report

During 2016 /17 we completed

513 Scheduled annual reviews **510** CHC Continuing Health Care Checklists

500 NHS Continuing Health Care Consent Forms (which includes an assessment of the individual's Mental Capacity and for those people who were deemed to lack capacity a further **490** Best Interest Decisions forms were completed on their behalf.

The team dealt with **220** concerns with the care home managers which were raised during the individual reviews including making requests for referrals to other professionals or changes to the operational care & support plan / risk assessments to ensure the appropriate level of care is being provided for individual residents.



Chadderton Over 60's Centre

See page 27 • Head Office: 0161 633 0213
298a Broadway, Chadderton, Oldham, OL9 9QU

Choosing the Right Care & Support Service

Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9314 / 9333
Age UK Oldham Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB

Contact: Christine Coupe, Care & Support Co-ordinator
Direct telephone number: 0161 622 9314 E mail: christine.coupe@ageukoldham.org.uk

Open 9am - 4.30pm, Monday to Friday. (Home or hospital appointments can be arranged out of normal working hours where required. We also facilitate on site ward visits at the Royal Oldham Hospital to assist patients and their carers at the earliest intervention. This service is based on Ward G1).

This is an independent information and practical support service to find the right care to support / help people to stay living independently at home. For some people where this is



not an option and a care home placement may be required, we work with social workers, the hospital discharge co-ordinators, the person and their family to find the right care home placement, explaining options to enable them to make an informed choice.

We provide written guides, full details about care and support services, current care home bed vacancies, support to access local services, help people to understand the options available to them, provide people with costs involved for services, explain how these costs are worked out, make sure people are claiming all the benefits they are entitled to and provide practical one-to-one assistance and emotional support to view care services.



We are always looking at how to improve our service to ensure we make the service accessible at the earliest opportunity to those people who are experiencing illness and facing life changing decisions or alternatively how we can reach people with the right information.

Annual Report

During this year:

Number of telephone enquiries to the team:
4201 seeking advice & support for choosing the right care services

954 unique telephone clients in total

201 face to face enquiries regarding care and support

153 people received housing advice

773 people received benefit advice

3064 Information packs and written guides given out

12,572 visitors to our designated Choosing the Right Care web page and the OMBC web page which we manage the information on



Clock Community Café

See page 29 • Head Office: 0161 633 0213 Direct Line: 0161 683 5082
2 Ellesmere Street, Failssworth, M35 9AD



Day Care Service

Head Office: 0161 633 0213 Direct Line: 0161 622 9261

● **Stoneswood Day Care: Oldham Road, Delph, Saddleworth, OL3 5EB**
01457 878160
Open Tuesday & Thursday

● **Franklin House Day Care: Franklin Street, Oldham, OL1 2DP**
0161 678 1598
Open Monday to Friday

Working together with Oldham Council, our Day Care provides five days of service across two sites. Across the borough, the service ensures positive outlooks for older people who are in need of regular and valued time away from home, also providing respite for carers.

Day Care is provided to older people with an assessed need, ensuring the service is tailored to meet the needs of service users who have a wide range of disabilities, which may include a cognitive impairment. They are able to receive one-to-one support from our fully trained care team and enjoy social interaction with their peers. A full programme of entertainment and activities is provided, ensuring plenty choice. A home-cooked three course lunch is provided, catering for all dietary requirements. Fully adapted and escorted transport is available within a 3.5 mile radius.

Places are available by referral from a social worker.

Annual Report

Our current contract with Adult and Community Services was awarded in July 2016 and extends to July 2019.

We deliver **130 places per week** offering 7 days of service Monday to Friday delivered at two sites which are Stoneswood in the Saddleworth area and Franklin House in Oldham.

Overall a provision of **6,760** places per annum.

The criterion has been maintained to identify physically frail, mentally impaired and vulnerable people who would require support to retain independence, their needs being assessed as substantial or critical, and is wholly funded by social services on a 3 year contractual basis.



We work with 90% of service users who are living with dementia - this is challenging and we work hard to ensure the service is tailored to meet the needs of the service user and their cares.

All day care staff have received dementia training and are Dignity Champions - four of which are Dignity and Dementia Champions.

Staff are able to apply knowledge gained to ensure we are constantly striving to explore ways to deliver innovative individual person centred care.

Escorted door to door transport service remains an integral part of our day services

Dementia Information Service

See page 6 • Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9333 / 9309
Age UK Oldham Care & Support Centre, 3 Lord Street, Oldham, OL1 3HB

Contact Donna Atherton, Dementia Information & Support Service Co-ordinator
Direct line: 0161 622 9309 / 9312 Email: donna.atherton@ageukoldham.org.uk

Open 9am - 4.30pm, Monday to Friday.

Disability, Mobility & Healthcare Aids

Head Office: 0161 633 0213

More Mobile

More Mobile: 0161 622 9266

More Mobile, Atherton House, Rock Street, Oldham, OL1 3UJ

Open 9am – 4pm, Monday to Friday
(as of August 2018 location details will change so please contact us for updated details).

More Mobile is a trading subsidiary wholly owned by Age UK Oldham. We sell a wide range of equipment and aids to assist with daily living and maintaining independence.

Our aim is to promote independence by providing impartial information and expert advice on daily living equipment related services.



The range of equipment and aids are continually developing with many people not realising the positive impact even small aids can make on their independence. Our trained friendly staff are able to offer their expertise and knowledge on these products but also offer practical solutions and basic tips as a possible solution.

We offer people the opportunity to try, see and buy from a wide range of aids and equipment including wheelchairs and walking aids, big button telephones and memory aids.

We work in partnership with occupational therapists, assistive technology and sensory technicians. Some of the products are available following their assessments; this includes equipment to assist hearing, visual impairments and monitors e.g. falls detectors.

Annual Report

We provide an information point for aids and equipment. Working in partnership with the occupational therapists and sensory technicians enables us to be confident with signposting and making referrals directly to these services.

There have been 530 individual customer sales over 12 month period.

Enhanced Lunch Clubs

See page 29 • Head Office: 0161 633 0213 Direct Line: 0161 622 9261
Locations and days are listed on pages 29-30

Falls Prevention Exercise Scheme

Head Office: 0161 633 0213
Direct Line: 0161 770 4507
10 classes take place at 8 different venues across Oldham

Age UK Oldham provide tailored, evidence based exercise classes to assist people who have experienced falls or are at risk of falling. Each client is offered a weekly one hour supervised group session for a period of up to 9 months.



The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

To attend the falls prevention classes a GP will complete a referral form for the Falls Team physiotherapists. The physiotherapists complete a full assessment with all clients and start them on a programme of exercises at home (called OTAGO). They will then refer appropriate people to our weekly falls exercise prevention classes.

Door-to-door accessible transport can be arranged to bring the clients to the weekly group sessions.

Annual Report

Falls Exercise Scheme - There have been **10** Falls exercise prevention classes each week at **8** different locations throughout Oldham.

Over the last twelve months **490** exercise prevention classes have taken place.

We complete a quarterly comprehensive report for the Council and CCG which incorporates an annual case study. The report includes details of the progress of each individual which is monitored against the initial tests completed by physiotherapists.

Volunteers - There are eight volunteers who help to facilitate sessions. The total time contributed by these volunteers over a year is approximately 960 hours.

Falls Awareness

In addition to exercise classes we undertake falls prevention awareness activities over a two week period each year, working in partnership with Pennine Care Falls Prevention Team and Oldham Community Leisure.

This year we attended 17 care homes within Oldham working with residents, care staff and relatives.

The aim was to raise awareness of steps that can be undertaken to prevent falls within their care home.

- Each home received advice and an information pack. Providing them with practical help and guidance for new and existing care staff
- All walking and mobility aids were checked, this included replacing ferrules on walking frames and sticks



New Developments

A DVD is being produced of the classes which the physiotherapist will show people at home when they do their assessments.

General Advice, Money & Benefits

See page 8 • Head Office: 0161 633 0213 • Direct Line(s): 0161 622 9333 / 9311 / 9312
Age UK Oldham, Information, Advice and Care & Support Centre,
3 Lord Street, Oldham, OL1 3HB (next door to the main post office).

Contact: Jessica Brooks / Abbi Begum / Laura McGuire
Email: Jessica.brooks@ageukoldham.org.uk

Open Monday to Friday 9am - 3:30pm. Drop in to make an appointment, telephone help available, written guides and fact sheets and one-to-one support by appointment to complete benefit claim forms. If lines are busy please leave a message and our Advisers will return your call.

HandyVan Service

Head Office: 0161 633 0213, Direct Line: 0161 622 9277
Atherton House, Rock Street, Oldham, OL1 3UH

Open 8.30am - 4.00pm, Monday to Friday



The aim of the service is to undertake tasks which provide preventative and practical support in the home, enabling older people to live independently and safely.

Our handypersons carry out the small tasks older people feel they are no longer able to undertake themselves, such as fixing curtain rails, moving furniture, putting up pictures, tidying gardens and pressure washing patios etc. We also install home security measures, fit key safes and carry out small joinery repairs.

It is clear that people also want help with jobs that require a tradesman and need someone they can trust. Age UK Oldham continues to work with a range of trusted general builders, gas engineers, plumbers, and electricians. We also help people who

need to de-clutter and provide a deep cleaning service. All the contractors are interviewed, DBS checked and have public liability insurance. Customers receive a free, no obligation quote and are encouraged to obtain a second quote for more costly work.

On completion and satisfaction of the job, Age UK Oldham pay the contractor and invoice the customer. When jobs requested are more complex we will assist people who we feel are vulnerable to obtain quotes, assist them throughout the process and work with families and social workers as required to ensure the person is getting the best options and for value for money.

Annual Report

Again this year we have completed over 1750 jobs for people in Oldham aged over 55.

During the winter period we again linked into the E-on Scheme providing free home energy checks and fitting a range of energy saving measures. We gave information and advice on keeping warm, well and how to save money on fuel bills and where necessary our gas engineer provides boiler servicing and repairs. We refer people to Age UK Oldham's General Advice, Money and Benefits service for a benefits check to help maximise their disposable income.

This year we worked closely with the new hospital discharge team (ORCAT), assisting with same-day small repairs, key safes and moving furniture to accommodate downstairs living.

We continue to monitor our service by providing each customer with Quality Questionnaires on completion of the work. This allows us to monitor the quality of the work and how it has made a difference to the customer's independence, safety, wellbeing and peace of mind.

Both the handyperson and the contractors are trained to identify people who may need some extra help and with the customer's consent will refer this back to the Manager to address.

The price for the service remains at £25 for the hour, with a minimum charge of £30 for our external contractors. We continue to deduct a small administration fee from our contractors to ensure the sustainability of the service.

Lest WE Forget

See page 10 • Head Office: 0161 633 0213
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN





Life Story

Head Office: 0161 633 0213

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Volunteers for our Life Story project spend time helping people to reminisce and put together a printed book about their life and experiences, using photos and images of places people have lived, worked and visited. We work with people living in care homes, sheltered housing and in their own homes.

This is an enjoyable and worthwhile activity for everyone involved and is particularly valuable for people living with dementia and their families. It is cherished by the person and their family as an heirloom and is used by care staff to get to know the person they are caring for and provide care which is more personal to them. It also informs staff about likes and dislikes, interests and aspirations of individuals.

Everyone should have a life story book! We can provide you with a life story template to fill in if you would like to make a start on your own life story or maybe you would like to create a life story for a friend or family member. If you need help to do this, get in touch and we can arrange for one of our volunteers to help you.

Annual Report

We have **30 volunteers** who work with our life story team, including one of our Trustees who carried out our life story presentations which are a 'this is your life' special event where family, friends and volunteers are invited. Together they produced **38 life story books** during 2016/17. We offer to provide a copy of each life story book to be held at Oldham Local Studies & Archives Centre and made available to the public to look at. Many people choose this option and we have a growing collection of life story books there. We have continued to work with Pennine Care NHS Foundation Trust Care Home Liaison Service to produce life stories for care home residents seen by their service. We also provided training about life story work for staff from Villages Housing and supported them with resources when they were setting up their Dementia Café.

Promoting Independence in People

See page 12 • Head Office: 0161 633 0213 Direct PIP Line: 0161 622 9288



Shopping Delivery & Safe at Home Service

Head Office: 0161 633 0213, Direct Line: 0161 665 0283

Based at Lees Cooperative Store, Owl Mill Site, Lees, Oldham, OL4 3BP

Delivering across the borough Wednesday, Thursday and Friday, between 8.30am - 4.00pm.

The service is based at the Co-operative supermarket in Lees and is available to older, housebound and disabled people who find it difficult to shop for themselves. We telephone customers for shopping orders and deliver to their home putting provisions away if necessary.

The service is also available on a short term basis after discharge from hospital, during an illness or in bad weather conditions. All potential customers have a holistic assessment of their needs and situation which is completed by the service co-ordinator. Reviews are carried out every twelve months or as and when there is a change in a customer's needs or circumstances.

Other major benefits include linking to other services and referring on if necessary. This makes it potentially the "eyes and ears" of other services and staff work closely with families, care staff and case workers to help guarantee customers' wellbeing.

Annual Report

We have a database of **110 customers** from across the borough who access the service each week.

The majority of the customers are housebound due to poor mobility, frailty and long term health conditions. Customers can also access the service on a short term basis when recovering from hospital admission or recuperating from a fall or operation.

In the last year we have seen an increase in referrals with an average of **5** new people joining the service per week, however we lose an average of **2** a month due to frailty and people who have had a short term service. Customers are encouraged to eat healthily and are given information on offers that are available at the Co-op. Staff monitor the client's wellbeing on the day and check as appropriate that the food stored is in date and food ordered by a third party is being consumed. All areas of concern / change are recorded and reported to the manager who will address any issues. **There is a charge for this service.**



Out and About

Befriending Service

Head Office: 0161 633 0213 • Direct Line: 0161 622 9252
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

9am - 4.30pm, Monday - Friday

People can become isolated for a variety of reasons - ill health, disability or social disadvantage, but here at Age UK Oldham we passionately believe that no one should have no one. Regular contact with one of our volunteer befrienders often fills a big gap.



Our scheme offers friendship and companionship with a registered volunteer befriender who is matched to the older person and visits each week. Together they can chat, enjoy a cup of tea, take a walk or visit shops, the theatre or local events.

The results can be significant as befriending often provides people with a new direction in life, opens up a range of activities leading to increased self-esteem and self-confidence.

Sometimes finding a visitor can take some time, but our in-touch telephone service will provide a weekly call to keep us in touch with those people awaiting a volunteer befriender. A friendly call and chat will ensure regular contact until we match an older person with a new friend.

Annual Report



The demand for this service has increased as more older people feel the effects of social isolation and loneliness. More volunteers are needed to help improve the quality of life of older people by visiting them at home and spending time chatting and being a new and welcome friend.

Service 'get togethers' have ensured that housebound people have the support needed to leave their homes and enjoy social events with their volunteer visitor.

Chadderton Over 60's Centre

Head Office: 0161 633 0213
298a Broadway, Chadderton, Oldham, OL9 9QU

No day is ever the same at Chadderton Over 60's centre where we offer a wide range of activities, including computer classes, lunch clubs, social groups and a weekly arts & craft group giving older people the opportunity to meet new friends, learn a new skill, share and discuss ideas and enjoy a meal together.

Our main room is a light and spacious hall suitable for community groups, special interest clubs, and events such as presentations and meetings. Used weekly by a variety of groups, the main hall is currently home to Sequence Dancing, Keep fit, karate, dance classes and older people's friendship groups - all bringing people together socially. We also have a smaller meeting room for hire.



We engage with many other organisations and are always looking for new avenues to explore and fresh services to develop. We endeavour to reflect the local community and respond to its needs with creativity and enthusiasm and pro-actively support hobby and interest meetings for older people with a reduced community group fee. We welcome over 1,200 people every month and our flexible room spaces are regularly hired out to a range of different organisations, as well as hosting our own programme of activities.

Annual Report

Growing in popularity with older people throughout Oldham, Chadderton over 60's centre has worked closely with Chadderton councillors and District team to develop new projects to help combat loneliness and isolation. With their help we have established a new fun activity project at the Chadderton over 60's 'Just for Men'. Activities include pool, table tennis, curling, skittles, cards, darts and a huge variety of board games. This project enables men to enjoy activities with other men and make new friends along the way.





Choir

Head Office: 0161 633 0213

Clock Community Café, 2 Ellesmere Street, Failsworth, M35 9AD • Mondays 2pm - 4pm

At Age UK Oldham we have often found in previous singing groups, that many people are hesitant to join because they are nervous about their ability to sing, believing that they can't sing and will stand out.

Our group was set up for older people of all ranges of ability who simply enjoy singing. It is a chance to sing with other like-minded people without the worry of singing alone, being able to read music or sing harmonies.

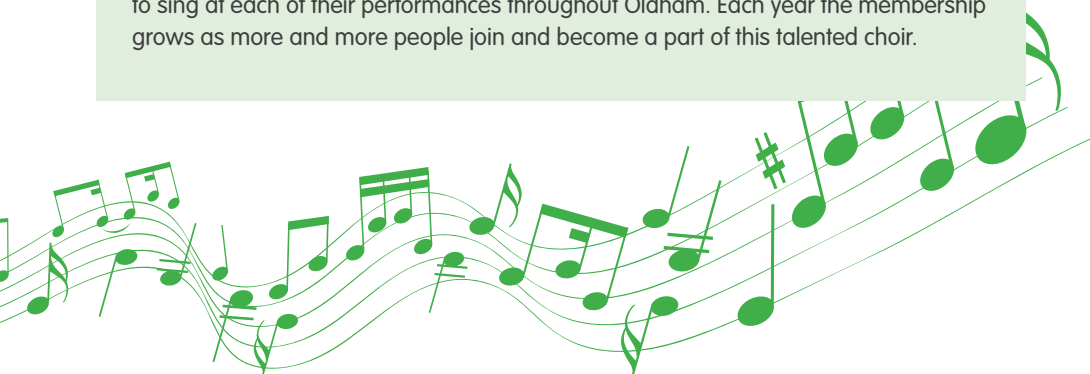
Our aim is to provide not only a singing group for those that like to sing, but also a social event and a relaxed afternoon where everyone can get together

As a pleasure group, we don't sing solos. Our programme consists of "anything we fancy" - mainly popular songs from different eras and styles. Sometimes we have a keyboard player, sometimes we sing to backing, but we always have the words, so come along and join us!

Annual Report

Our wonderful Age UK Oldham Singers have performed at a range of events including the opening of our Annual Silver Stars talent contest, local churches, sheltered accommodation complexes and Age UK Oldham lunch clubs. They are proving to be a popular choice of entertainment for local older people!

Members sing together for pleasure every Monday afternoon and encourage others to sing at each of their performances throughout Oldham. Each year the membership grows as more and more people join and become a part of this talented choir.



Clock Community Café

Head Office: 0161 633 0213 Direct Line: 0161 683 5082

2 Ellesmere Street, Failsworth, M35 9AD



Open 11.00am - 1.00pm, Monday to Friday.

A friendly community eatery providing good quality home-cooked food and a meeting place for various groups of all ages and interests. We serve a variety of freshly cooked options for snacks and lunch. Our Clock Café staff are known for their friendly approach to all customers and going the extra mile.

Annual Report

The Café continues to be a great resource not only to purchase excellent hearty, home cooked food, but also a friendly environment that provides a place for people to meet on a daily basis to offer each other support when needed. But above all, for our older customers, it's just a place to enjoy a meal in the company of others.

The staff enjoy an excellent relationship with all our customers providing almost an individual service to each person as over the years we have got to know all their likes and dislikes. Customers remark that they like the fact that we provide a service that "isn't one meal fits all"

We provide **37,440 meals per year** for day care and lunch club services and catering services for Oldham Care and Support's Day and Respite services.

Enhanced Lunch Clubs

Head Office: 0161 633 0213 Direct Line: 0161 622 9261

Locations and days are listed below.

Enhanced lunch clubs £4.60 11am - 3pm

Royton – Monday, Downey Lunch Club, St Paul's Church, Downey House, Royton

Greenacres – Tuesday, Trevarrick Court, Greenwood Street, Greenacres, Oldham

Lees – Wednesday, Springlees Court, Oldham Road, Springhead

Chadderton – Wednesday, The Over 60's Club, Broadway, Chadderton

Hathershaw – Thursday, St Paul's Court, Ashton Road, Hathershaw

Shaw – Friday, St Paul's Methodist Church, Rochdale Road, Shaw

Failsworth – Sunday, The Clock Café, 2 Ellesmere Street, Failsworth



Light lunch and laughs £3.60 9.30am – 12.30pm

Greenfield – Wednesday, Brunch Club at King William IV, Chew Valley Road, Greenfield

Hollinwood – Wednesday, Hollinwood cricket club Lime Lane Oldham OL8 3BT

Oldham – Thursday, George Street Chapel George Street, Oldham OL1 1LS

The aim of the enhanced lunch club service is to combat social isolation by providing the opportunity for older people to meet and make new friends, join in a variety of activities and eat a healthy, home-cooked 3 course meal with their peers, as it's just not fun eating a meal alone. The enhanced lunch club model enables people who require a little assistance to access this service as carers are available to offer support – all for just £4.60. For an application form please contact Head Office.

Annual Report

We provided **266 places across 8 venues** within the Oldham Borough. We saw a reduction in lunch club places in the new contract awarded in July 16. The challenge for us ahead was to continue with the enhanced model but to be innovative with looking at delivering a new service aimed at more independent people.

We started this process in August 16 by merging two lunch clubs in the Royton area, this gave us the resources to develop the new model. After consulting older people and professionals we opened The first Light Lunch and Laughs service in the Hollinwood area and have since opened a further two similar clubs at different locations.

Forum4Age, Campaigning & Consultation

Head Office: 0161 633 0213

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Forum4Age is our over 50's forum open to anyone living in the Oldham borough. The forum is free to join and we work in partnership with Oldham Community Leisure and Oldham Council.

When funding is available we hold events and give members the chance to get involved in training courses, projects and consultation, depending on opportunities that come up locally.



Members can be involved in the forum as little or as much as they like. They are also encouraged to pass information on to friends, family, neighbours and community groups they are involved with.

Our staff are involved in a wide range of campaigning and influencing groups and events across Oldham.

Annual Report

Campaigns and projects we have been involved with in the last year:

- Falls Awareness Campaign
- National Older People's Day
- Dementia Awareness Week
- Winter Health Event and electric blanket testing
- Dementia Friendly programme
- Dementia Friends
- The Big Knit
- Digital Inclusion
- Empowered Conversations training
- Dementia Risk Reduction Programme
- Tours of Oldham Leisure Centre
- Healthwatch events
- Health & Wellbeing meetings

George Street Chapel – Heritage & Events Venue

Head Office: 0161 633 0213, Direct Line: 0161 622 9358

58 George Street, Oldham, OL1 1LS

Email: info@georgestreetchapel.com / www.georgestreetchapel.com

George Street Chapel is a Grade II* listed former Independent Methodist Chapel in the centre of Oldham. It opened its doors to the public in October 2014 after considerable Heritage Lottery and Architectural Heritage funded refurbishment. The result is a fresh and airy ambience in a building which retains a charismatic and historic charm with original features such as a carved wooden lectern, wooden box pews and a fully working pipe organ - all beautifully restored.

The chapel now hosts a range of events from business conferences and functions, entertainment events with speakers, singers, musicians, dramatic performances etc. and private functions such as weddings, funeral wakes, birthday parties and various other



celebratory occasions. Whatever your event, the chapel can make it a more memorable experience.

We also provide heritage tours as an exciting and interactive learning experience for school groups and members of the public. Costumed interactors regale visitors with real-life stories of the chapel's interesting and intriguing past.

The building is set over three floors incorporating the awe-inspiring main chapel area, a mezzanine floor and lower ground floor which includes a recreated former cellar dwelling to show how residents once lived.



Annual Report

Following our official launch on the 31st October 2014 we opened our doors to visitors to enjoy the chapel as a venue for business and personal functions as well as an educational resource for school groups and members of the public to learn about the chapel building, its inhabitants and worshippers over the last two centuries.



Since its opening we have hosted:

- George Street Chapel Experience Tours
- School educational visits
- Heritage Open Days
- Wedding Ceremonies and Receptions
- Celebratory Parties including birthdays and wedding anniversaries
- Funeral Wakes
- Wine tasting evenings
- Quiz nights
- Film nights
- Networking and Team building
- Business meetings
- Local AGMs
- Organ recitals
- Musical events accompanied by meals / buffets



Our George Street Chapel storytelling is attracting visitors from every age group and background. Visitors to the chapel have come from as far away as Canada to hear our unique story about the chapel, its worshippers and life below the chapel. By meeting the cellar dwellers, the school mistress and by chatting to the washer women on Jackson Pit, the story of George Street Chapel really comes to life.

We are looking for NEW VOLUNTEERS to join our team of Chapel Interactors and help us tell the story to visiting tour groups. No experience necessary and full training will be given but a sense of fun is paramount! To join our team of volunteer interactors and help us tell our unique Oldham story please call Maggie on 07557276518 or 0161 633 0213 or email: maggie.hurley@ageukoldham.org.uk



Get Going Together

Head Office: 0161 633 0213 • Direct Line: 0161 622 9267

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN • 9am - 4.30pm, Monday - Friday

Get Going Together helps older people with long-term health conditions to become more active, both physically and mentally. We work with volunteers to offer a range of activities, from very gentle strolls for people who are less mobile, to more strenuous exercise sessions and health walks for people who want more of a physical challenge. Our staff and volunteers work with community groups to provide taster sessions of different activities and try to help groups make the activities sustainable, by providing equipment or by helping to find additional funding from other sources.

We offer weekly physical activity sessions including:

- Gentle exercise classes at a range of community venues
- Health walks (Chadderton Hall Park, Alexandra Park, Daisy Nook and Tandle Hills)
- Scenic Strolls (Uppermill, Dunwood Park and Alexandra Park)
- Knit and Natter session at the Boathouse Café, Alexandra Park
- Tailored activity sessions for community groups

Please contact our head office for more details about activities or if you would like to volunteer. Charges may apply to some activities. Health walks and scenic strolls are free of charge.

Annual Report

Our Get Going Together project supported a series of **6 health walks** and **3 scenic strolls**.

We provided taster sessions for a range of local community groups, sheltered housing schemes, church groups and partner organisations such as the Stroke Association. We helped groups to successfully apply for funding for a range of activities. We worked with partners including First Choice Homes Oldham to find funding for new chair-based exercise groups.

We worked with one of the local mosques at Werneth House, attending Friday prayers to promote physical activity and Age UK Oldham's services and volunteering opportunities. This led to our involvement in the Dementia Risk Reduction Programme for BAME communities (for Public Health England delivered by Sporting Equals) as well as Dementia Friends sessions for a women's group based at the mosque.



We gave and loaned exercise equipment to groups to help them to be more active during their regular meetings and to provide a wide variety of activities.

Many of the groups and activities established through our funding from GSK, which ended in October 2016, are still going strong.

We have also supported our volunteer exercise instructors to take part in more training to increase their skills and to help them provide a wider range of activities for local older people.

Escorted Holidays

Head Office: 0161 633 0213, Direct Line: 0161 622 9300

Age UK Oldham, 3 Lord Street, Oldham, OL1 3HB

Open 9am - 4.30pm, Monday to Friday.

Take the work out of travelling!

Enjoy meeting new friends! Age UK Oldham organise escorted abroad holidays for the over 50's who are able to travel independently with the support of an escorted group. The price of the holiday includes transfers to and from a central point in Oldham to the airport and all transfer fees in resort.



Annual Report

Our holidays continue to be a huge success year on year - although not highly profitable, we consider this to be a valuable service for older people who feel more confident travelling abroad in a group situation with a local volunteer escort.

Intergenerational Projects

Head Office: 0161 633 0213

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories



with younger people, as well as being a positive role model to the younger generation. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

Annual Report

For 15 years we have partnered with Radclyffe School, delivering Age Exchange to ten year 7 students each year. Older volunteers and students have enjoyed another year of 'bridging the gap' between generations and the experience of working together. Topics this year have included ICT, WW2, Wartime Cookery and the 1960's.

Leisure & Social Activities for Over 50's

Head Office: 0161 633 0213

Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

To help keep older people in Oldham fit and active, we work in partnership with Oldham Community Leisure to provide varied activities in the many sports centres throughout Oldham, especially designed for older people.

We run a number of leisure and social activities for older people in the Oldham area, helping people to keep fit, have fun, meet new people and even embark on new adventures from tai chi to tea dances. Our social activities keep you full of life.

Staying active in older age has many benefits including improved mobility, co-ordination, reduced risk from falls and improved general health and well-being, as well as reducing the risk of a stroke, heart disease and high blood pressure.



Annual Report

One of the best things about dancing is that while you're having fun moving to music and meeting new people, you're getting all the health benefits of a good workout.

This year has been no exception as the Age UK Oldham Tea Dance has packed the dance floor at the QE Hall every month. Themed dances throughout the year bring an extra fun element to the ever popular afternoon dance.

Men in Sheds

Failsworth: 0161 682 4747, Greenfield: 07725 212 660 Head Office: 0161 633 0213
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN • 9am - 4.30pm

Failsworth: Charles House, Albert Street West, Failsworth, M35 0SJ
Open 10am - 5.30pm, Monday - Wednesday.

Greenfield: Tanners Waterside Mill, Chew Valley Road, Greenfield, Oldham, OL3 7NH
Open 9am - 4.30pm, Thursday and Friday.

Our Men in Sheds projects have a distinct community development philosophy and positively impact the health and wellbeing of men who attend. The project targets men over the age of 50 who have become socially isolated due to life changing circumstances or long term acute health conditions.

Men, particularly those over 60, tend to be slower at visiting their GP with problems which may then turn out to be serious, subsequently lowering chances of early detection.

We place great emphasis on addressing social isolation whilst aiming to promote health related activities and lifestyle changes. Research shows that men who are better socially connected take steps to improve their own health, and lifestyle and also seek earlier help from health care professionals. We continue highlighting funders that not all men will be ready for discharge after 6 months and therefore for some men the length of stay has been increased. For others who continue to need help with confidence and social isolation we have been able to source other opportunities. It is apparent that a placement within the project is an alternative to traditional services and offers a missing preventative element for men of an earlier age.

The staff work hard to address individual needs always thinking outside the box for men who have varying levels of capabilities.



Independently of the Shed, men are organising social group activities and outings to places of interest. We have a small allotment in the making at Greenfield and a council allotment in Failsworth.

The project is proving popular and therapeutic and we have successfully forged good links with schools, community projects and council schemes.

Annual Report

The Shed at Failsworth is open Monday to Wednesday with men travelling from across Oldham to attend. Referrals are coming from health care professionals, social workers and from the Age UK PIP service. The men bring a host of skills from their working life and share this with others to work on projects such as renovation of furniture, commissions by the public for garden furniture and repairs. Along with their own hobbies and interests.

Men from the shed continue to attend the Failsworth allotment, this year they have successfully grown fruit and vegetables. Hopefully this will continue to be a project that men can visit in their free time.

Greenfield continues to be a popular venue with most of the men coming from the Saddleworth area. We have been involved in making the large planters for several of the villages and also we received funding to refurbish a stone bus shelter in Diggle that had fell into disrepair.

We continue to have good relationships with local firm who often donate materials for the projects.

In each shed we cater for 10 men per session with two sessions per day. Each session laps over at lunch time so men can meet up for lunch and a chat.



OLGBT Out & About Group

Head Office: 0161 633 0213 • Direct Line: 0161 622 9252
Over 60's Centre, 298a Broadway, Chadderton OL99QU

Open 1pm - 4pm on the last Friday of every month.

OLGBT Out & About is an informal social support group for older gay, lesbian, bisexual and trans people. We meet on the last Monday of the month from 1pm - 4pm at the Chadderton Over 60's Centre.

The group is professionally led by Age UK Oldham but with an emphasis on members supporting each other.

The group also arrange their own events at least once a month, such as picnics, walks, meals out and attending regional gay nights or events.

We realise that walking into a meeting for the first time can be intimidating, so we are happy to meet with people in advance too.

Age UK Oldham is committed to creating a safe and inclusive space that welcomes diversity and supports everyone.



Annual Report

With financial support from the Tony Lloyd foundation Age UK Oldham's OLGBT Out & About group now have a strong identity with banners, t-shirts and display accessories, the group are now confident to go out into the community to help other OLGBT and attract more members.



Sage Kitchen Cafe and Catering

Head Office: 0161 633 0213 Direct Line: 07711 007 260
50 George Street, Oldham, OL1 1LS

Sage Kitchen is our new eatery which provides breakfasts, lunches and outside catering from George Street in Oldham's town centre.

From tasty breakfast dishes, granola, fruit and yoghurt pots and bacon sandwiches, to our mouth-watering lunch menu, including delicious sandwiches, home cooked roast meats, fresh soups and our famous Friday Pie-Day – Sage Kitchen has plenty of choices.

You can even craft your own sandwich or salad bowl from just £2.50, made with our wide selection of fresh ingredients... The perfect solution whether you're on a health kick or treating yourself.

Sage Kitchen create delicious, freshly prepared buffets and catering options for all event types, to suit a wide range of budgets.

We have already earned ourselves a great reputation with fabulous feedback and a host of returning happy customers!

Slimmin' Without Women

Head Office: 0161 633 0213
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

The 'Slimmin' Without Women' programme is designed to offer a solution for men who want to become healthier, more active and lose weight but don't want to go to a mainstream slimming club or join a gym. This programme lasts for 12 weeks and participants join in fitness and education sessions. It's run by men, for men and offers a range of activities depending on the interests of each group.

Contact us to find out about future programmes.

Technology & Us

See page 13 • Head Office: 0161 633 0213
Chadderton Over 60's Centre, 298a Broadway, Chadderton,
Oldham, OL9 9QU

Open Wednesday 9.30am - 11.30am & 1.30pm - 3.30pm / Friday 1.30pm - 3.30pm



Volunteering Service

Head Office: 0161 633 0213
Age UK Oldham, 10 Church Lane, Oldham, OL1 3AN

Open 9am - 4.30pm, Monday to Friday

It's our belief that with your help we can assist older people in Oldham to maintain their independence. Volunteers undertake a variety of roles throughout all our services to suit their individual needs and availability. Your help is a precious gift to us and we aim to make the most of the time you give.

Volunteering has added benefits for you. Giving your time to help others is very rewarding, can be a social activity, can help you to meet new friends and assist those wanting to fill a gap in their CV whilst also developing new skills. We always need new volunteers as each year the demand for our services increases. To join our valued team, call Maggie Hurley on 0161 622 9252.



Annual Report

We are proud to say that Long Service Awards are now an annual occurrence and we are overwhelmed at the dedication and commitment given by volunteers to the work we do. A huge thank you must go to those who have received long service awards; our gratitude to them is immeasurable. For those who have just started or have been with us for a short while, we hope we can continue in our work together improving our community for a long time to come!



Buy Wisely

Disability, Mobility & Healthcare Aids

See page 19 • Head Office: 0161 633 0213

More Mobile: 0161 622 9266

More Mobile, Atherton House, Rock Street, Oldham, OL1 3UJ

Open 9am – 4pm, Monday to Friday

Insurance Products & Services

Direct Line 0161 871 8992 Age UK Oldham, 3 Lord Street, Oldham, OL1 3HB

Open 9am to 3:30pm, Monday to Friday.

The Age UK Group offers a range of products and services designed for the over 50s.

Home Insurance: Buildings cover up to £500,000 for standard-construction properties and contents up to £60,000[^]. Option to pay by instalments at no extra cost (0% APR Representative).

Travel Insurance: Single trips & Annual multi-trip cover available with no upper age limit and cover for medical conditions wherever possible.*

Car Insurance: With no upper age limit and the option to pay by instalments at no extra cost (0% APR Representative).

Funeral Plans: Take care of your funeral expenses and arrangements at today's prices.

Age UK Weekly Lottery: Jackpot prize of £25,000 each quarter and £2,000 every week.

The Age UK Mobility Range - A range of products are available to help you stay safe and independent in your own home.

Stairlifts - Made-to-measure stairlifts with a 'price match guarantee'.

Hearing Aids - A wide range of hearing aids with the very latest technology. Free home or centre-based hearing assessments.

Bathing - A range of bathing options are available, from walk-in baths to easy access showers. They're tailor-made to suit your budget, space and style preference.

Please call for more information on other products, such as adjustable beds.

Age UK Home, Car and Travel Insurance are administered by Ageas Retail Limited.

Brought to you by Age UK Enterprises Limited. Age UK Stairlifts are provided by Handicare Accessibility Limited (Handicare) and brought to you by Age UK Trading CIC.





Annual Report

Age UK Oldham Trading continue to make profits which go to support Age UK Oldham's charitable work.

We have now expanded into the Rochdale area so are able to provide the same products and reliable, personal service from our office on Lord Street in Oldham, and by telephone.

* Subject to medical screening and acceptance by the underwriters. Medical exclusions may apply and acceptance is not guaranteed.

^ Additional contents cover available up to £100,000 available, subject to Terms & Conditions and additional premium.

Age UK Oldham Trading Limited is an Appointed Representative of Age UK Enterprises Limited, which is authorised and regulated by the Financial Conduct Authority for insurance mediation.

ACONW2816V1SEP17

Retail

Retail Manager 07803 006512

Furniture deliveries and pick ups 0161 633 0213

Retail Shops

Head Office: 0161 633 0213

Lord Street £1 Shop:

0161 627 4139

2 Lord Street, Oldham OL1 3EY.

Mon – Sat 9:00am – 4:00pm

Preloved Furniture Outlet:

0161 622 9266 / 77

Atherton House, Rock Street,
Oldham OL1 3UJ.

Mon - Friday 9:00am – 4:00pm

Failsworth Precinct:

0161 683 4074

Unit 7, Failsworth Shopping Precinct,

Failsworth M35 OFF.

Mon – Sun 9:00am – 4:00pm

Failsworth Lord Lane:

0161 682 6182

Lord Lane, Failsworth M35 0RZ.

Mon – Sat 9:00am – 4:00pm

Hill Stores:

0161 633 4598

Hill Stores, 104a, Huddersfield Road,
Oldham OL4 2AH.

Mon – Sat 9:00am – 4:00pm

Hollins:

0161 652 1698

Hollins Road, Oldham OL8 3BE.

Mon – Sat 9:30am – 4:00pm

Sat – 10:00am – 2:00pm

Lees:

0161 620 0230

High Street, Lees OL4 4LR.

Mon – Sat 9:30am – 4:00pm

Shaw:

01706 845327

76 Market Street, Shaw OL2 8NP.

Mon – Sat 9:30am – 4:00pm

Uppermill The Globe:

01457 870896

The Globe, 74 - 76 High Street,
Uppermill OL3 6AW.

Mon – Sun 9:30am – 4:00pm

Uppermill New to You:

01457 872745

37 High Street, Uppermill OL3 6HS.

Mon – Sun 9:30am – 4:00pm

Vintage 55:

0161 626 7293

46 - 48 George Street, Oldham OL1 1LS.

Mon – Sat 9.30am – 4.30pm

We have 10 charity shops throughout the borough of Oldham. Our shops are kept well stocked thanks to the very generous donations of Oldham residents. We sell a wide range of goods from clothing for all the family to toys, media, antiques, collectables, jewellery, furniture and so much more.

In addition to this, our pre-loved furniture outlet is now open during the week selling an array of quality and competitively priced furniture.

We offer a free collection service for good quality donated furniture and an inexpensive delivery service for sold furniture within the local area. Every penny we raise in the shops goes back into the charity to support our numerous projects and services.

Annual Report

Our shops generate income and provide reasonably priced goods to the local community. Turnover increases steadily annually, this year we have raised a huge £652,157 for our Charity, which includes Gift Aid for the year of £47,631.

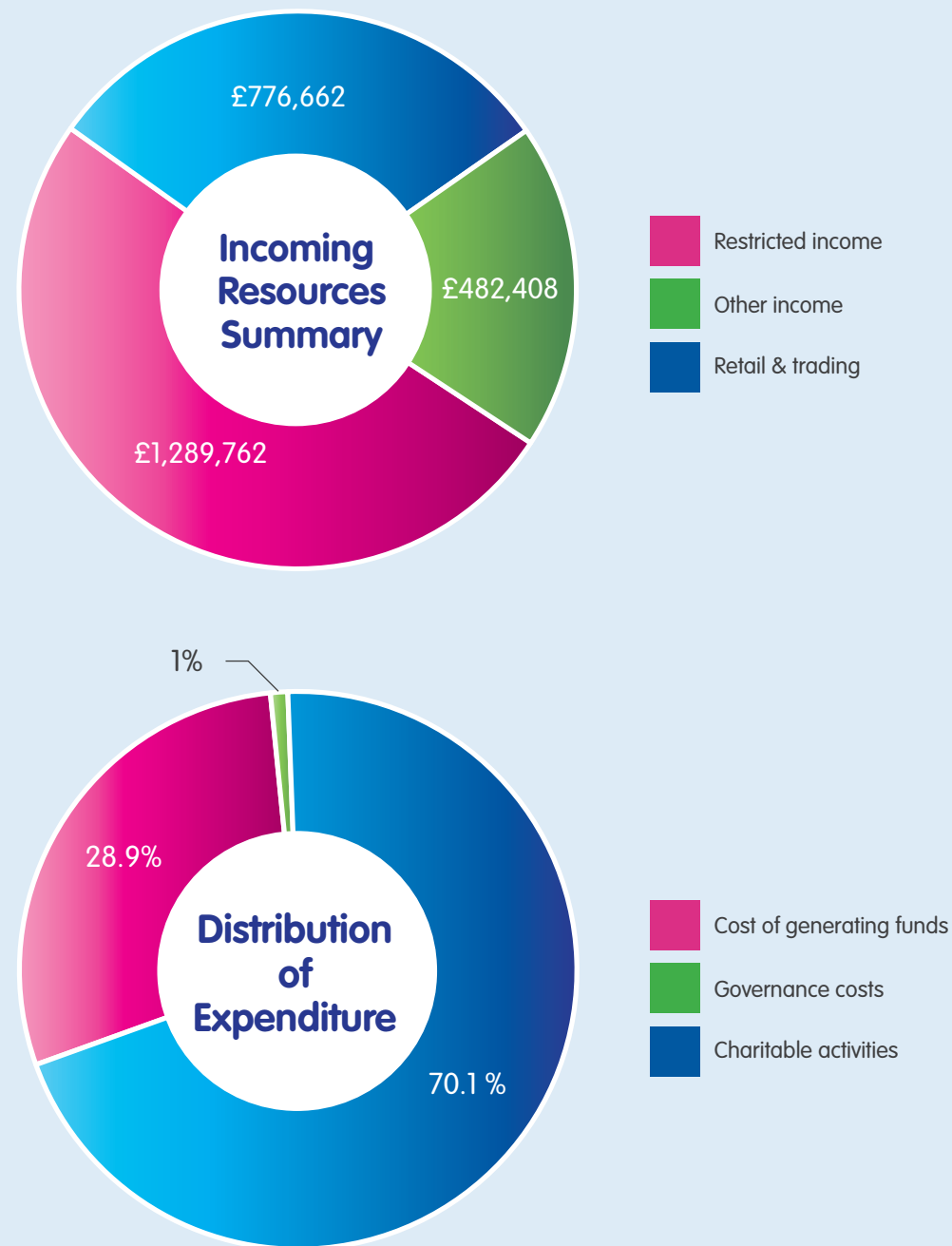
Nine out of our ten shops have now converted to the world of Gift Aid. Meaning we have put more focus on training and recruiting new volunteers to boost our gift aid claim further for the next financial year.



Financial Review

The year has been another successful one for the Charity. The activities detailed in this report illustrate the many and varied ways the Charity meets its objectives and the skill of management in obtaining funding for them. This is however increasingly difficult as has been experienced in the current year. Stakeholders continue to value the activities of Age UK Oldham and support us, and for that we remain grateful. We express our gratitude to the management, staff and volunteers who have all contributed to keeping the Charity in a strong position.

We continue to reserve funds to insure against losing key contracts and having to downsize the Charity; however the small surplus for the year will allow for more to be done in coming years.



Staff List

Yvonne Lee
Chief Executive

Chris Abbott
Finance Assistant

Adrienne Ashley
Shop Manager

Irene Ashton
Shopping Service Operative

Donna Atherton
Dementia Information,
Support & Carers
Assessment Co-ordinator

Lucy Atkins
Carer

Clare Barlow
Shopping Service Operative

Abbi Begum
Information, General Advice,
Money & Benefits Advisor

Rachel Born
Shop Manager

Alexandra Bowman
Sage Café Assistant

Julie Brewis
Shop Manager

Alan Brooks
Minor Adaptations
Administrator

Jessica Brooks
Care & Support Triage
/ Dementia Carers
Assessment Support Officer.

Kate Butterworth
Personnel Officer /
Administrator

Diana Byrnes
Shop Manager

Joanne Chapman
Shop Manager

Gabrielle Cleary
Finance Assistant

Perry Coates
Handy Man

Rosa Cornejo
Shop Manager

Christine Coupe
Choosing the Right Care &
Support Co-ordinator

Liam Curley
Casual Drivers Mate

Julie Dawes
Preventative Services
Manager

Annika Dawson
Marketing Manager

Charlotte Diggle
Shop Manager

Amanda Dymond
Café Manager

Joanne Eastwood
Care Home Review Officer

Kayley Evans
Catering Assistant

Charlotte Fletcher
Promoting Independent
People (PIP) Advisor

Susan Fletcher
Care Services Manager

Howard Foster
IT Advisor

David Freear
Men in Sheds Coordinator

Mark Galvin
IT Advisor

Ruth Glover
Finance Manager

Yvonne Green
Enhanced Lunch Club
Supervisor

Teresa Griffiths
Ambition for Ageing Project
Officer

David Habbeshaw
Domestic Assistant

Amanda Halliwell
Shop Manager

Bronwen Hamer
Shop Manager

Kathryn Hamer
Retail Manager

Vanessa Hamer
Cybertill Manager/Training
Officer/ Shops Administrator
/ Shop Volunteer
Co-ordinator

Helen Hargreaves
Café Manager / Lunch Club
Supervisor

Kenny Hargreaves
Driver

Susan Hay
Preventative Services
Support

Julie Hey
Café Manager

Donald Hinchcliffe
Chapel Venue Coordinator

Jayne Holden
Shop Manager

Angela Holder
Senior Day Centre Manager

Ken Hough
Shop Manager

Christine Hughes
Cook

Joanna Hughes
Preventative Services
Administrative Assistant

Jacqueline Hulme
Lunch Club Supervisor

Ruth Hunter
Shop Manager

Maggie Hurley
Community & Volunteer
Development Manager

Ray Irons
Driver Support Worker

Deborah Jones
Shop Manager

Sharron Jones
Day Centre Manager

Stephen Kennedy
Shopping Service Operative
/ Driver

Yvonne Kennedy
Carer

TaiyebahKhan
Admin Assistant

Christopher Kobyro
Driver

Natalie Leach
Promoting Independent
People (PIP) Advisor

Caroline Lee
Cleaner - GSC

Kathryn Lee
Shop Manager

Gillian Lees
Shop Manager

Richard Lingard
Driver

Vicky Lisiecki
Facilities Manager

Chris Longbone
Care Home Review Officer

Anne Madden
Falls Prevention
Administrative Assistant
/ More Mobile / Life Story
Assistant

Laura Maguire
Information, General Advice,
Money & Benefits Advisor

Karen Marsh
Lunch Club Supervisor /
Carer

Carol Marston
Lunch Club Supervisor

Sophie Marston
Sage Café Assistant

Julie McBride
Health & Wellbeing
Coordinator

Rhonda McKay
Shop Manager

Barbara Millward
Carer / Escort

Wanda Newell
Shopping Service Operative

Shelly Newman
Peripatetic Carer

Pauline Nixon
Lunch Club Supervisor /
Carer

Janet Oakley
Promoting Independent
People (PIP) Advisor

Lisa O'Brien
Trading Manager

Lindsay Pateman
Office Manager / Insurance
Arranger

Paula Payne
Carer

Helen Pearce
Shop Manager

Sylvia Pickup
Domestic

Carol Richards
Care & Support Services
Manager

Peter Rielly
Trading Marketing Assistant

Karen Rogerson
Shop Manager

John Scholes
Men in Sheds Support
Worker

Helen Sheppard
Promoting Independent
People (PIP) Advisor

Nicola Shore
Engagement & Wellbeing
Services Manager

David Smith
Handyman / Trusted
Assessor

Sophie Smith
Ambition for Ageing
Assistant / Falls Assistant

Donna Speat
Promoting Independent
People Manager

Thomas Speat
Casual Shopping Service
Picker

Paul Spicer
Marketing Assistant

Barbara Squirrel
Shop Manager

Stewart Thompson
Driver

Vicky Tombs-Guest
Promoting Independent
People (PIP) Advisor

Clare Tortoiseshell
Promoting Independent
People (PIP) Advisor

Suzanne Townsend
Carer

Sandra Ward
Life Story Coordinator

Stella Wilson
Catering Assistant

Kryshia Winkler
Lunchclub Development
Coordinator

Nicole Winkler
Peripatetic Lunch Club
Supervisor

Gillian Winspear
Shop Manager

Acknowledgements

Action Together Oldham and Tameside
Age UK
Altogether
Chadderton District Partnership
Community Falls Prevention Team
Dovetales Christian Centre
Dr Parikh Consultant Geriatrician Falls and Orthogeriatrics
Fatima Women's Association
Greater Manchester Youth Network
Greater Manchester Centre for Voluntary Organisation
Heritage Lottery Fund
Hopwood Court
J D Williams
Lees Cooperative Supermarket
LGBT Foundation
Local Studies & Archives Centre
MioCare
Oldham Clinical Commissioning Group
Oldham Coliseum Theatre

Oldham Community Leisure
Oldham Community Radio
Oldham Council Link Centre
Oldham Libraries
Oldham Memory Clinic
Oldham Metropolitan Borough Council
Oldham Prevention Alliance
Oldham GP Cluster Groups
OMBC Adult Services Team
Pakistani Community Centre
Pennine Acute Hospitals NHS Trust
Pennine Care NHS Foundation Trust
Shaw & Crompton Parish Council
St Andrew's Methodist Church
St Paul's Court
St Michael's Church
The Big Lottery Fund
Warm Homes Oldham

All care home providers in Oldham
Schools within Oldham

Trustees

Jennifer White – Chair
Zoe Ashton – Vice Chair
Stuart Bailey – Treasurer
Jill Read
Alex Boyd
Sylvia Hunt
Clint Elliot
John Thomson

Accountants

Grundy, Anderson & Kershaw

Solicitors

North Ainley

Human Resource Management

Lord & Co HR

Age UK Oldham
would like to thank
all individuals and
organisations who have
kindly donated goods,
time and money to help
further our work with
older people.



GEORGE STREET CHAPEL

A VENUE WITH A DIFFERENCE

Sympathetic and tasteful renovations have transformed the Grade II* listed chapel into a space which boasts up to date conference equipment with charismatic, historic and comfortable surroundings.

With onsite catering, a licensed bar, full disabled access and nearby transport links, George Street Chapel now hosts the following:

- Heritage Tours
- School educational visits
- Weddings
- Celebratory parties
- Funeral wakes
- Music/entertainment evenings
- Theatrical performances
- Business meetings
- Networking events and teambuilding

and much more!

If you would like to make your day more memorable – whether it be your wedding or your company's AGM, join us at George Street Chapel and let our professional team help you create your perfect setting at a competitive price. Contact us with any questions or arrange to view the chapel on 0161 622 9358

George Street Chapel, 58 George Street, Oldham OL1 1LS
www.georgestreetchapel.com info@georgestreetchapel.com

