

*Supporting the Community  
since 1975*



Annual Review  
Lockdown and Recovery  
2020 – 2021

[www.ageuktrafford.org.uk](http://www.ageuktrafford.org.uk)

Registered Charity No. 1109047 Company No. 5384301

# Before the Pandemic



Only a few weeks before lockdown Maisie and Carol were VIP guests at Manchester United

People enjoying a coffee break at one of our events

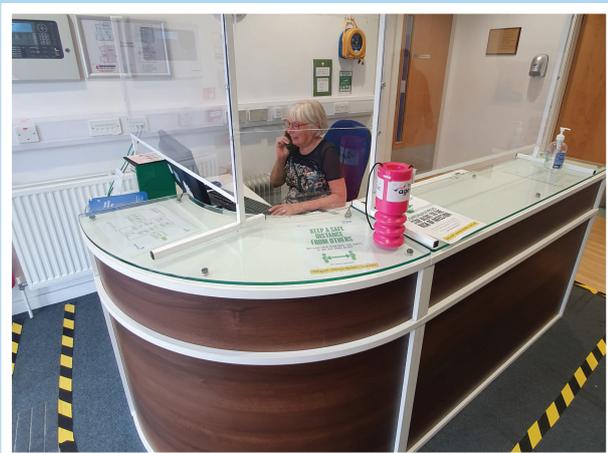


Making friends at our weekly coffee morning

One of our falls prevention exercise classes



# During the Pandemic



Helen (volunteer) answering our community response hub helpline

Lee (Service Development Manager) gets ready to go out and do a home well-being check



Food storage at Age UK Trafford

Joanne (Day Support Manager) leads socially distanced exercise in our dementia day care



# Shopping for our community



Volunteer Carol doing bespoke shopping for the most vulnerable in our community

“absolutely wonderful service, please thank all your team” – Wendy, service user



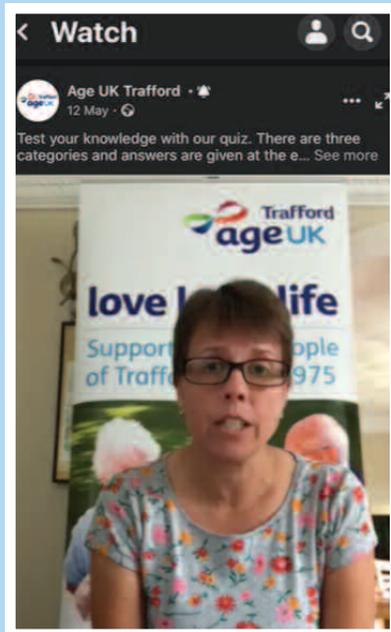
Volunteer Liam ready to deliver a Trafford Assist - Trussell Trust food parcel



Volunteer Liam delivering one of the shops

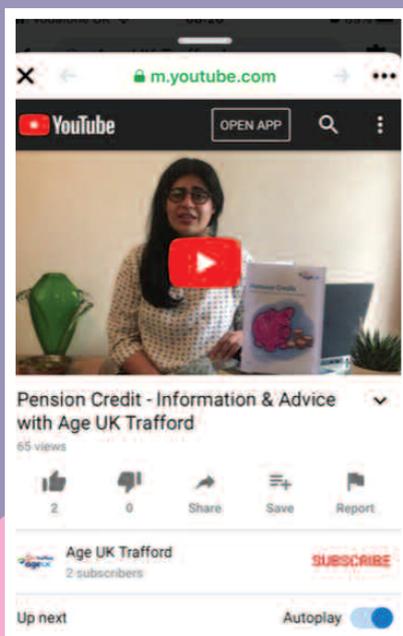
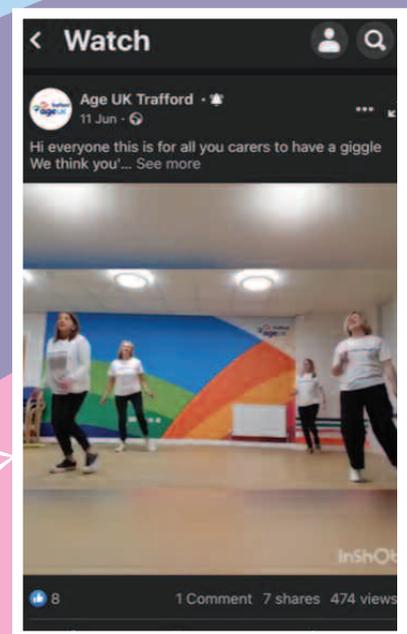


# Age UK Trafford goes online



Jenny (Community Connector & Memory Loss) doing a video quiz to keep minds active

Dementia Day Support team video to say thank you to carers in National Carers Week



Shivani (Information & Advice Manager) doing a video on Pension Credit followed by Zoom Q&A

One of our weekly Zoom sessions, keeping people connected with others through the pandemic

**C O N N E C T**  
with **Trafford ageUK**

Join us each week for a virtual get together where we will share useful information updates, have a chat and play some games.  
All this from the comfort of your own home.

**Every Tuesday at 11.00am commencing 14th July**  
Simply use the Zoom app or website on a tablet, mobile phone or computer.  
Help with this can be found at [www.ageuktrafford.org.uk](http://www.ageuktrafford.org.uk)

The regular invitation link for the session is,  
<https://zoom.us/j/98057027234?pwd=ZGJRaGxRlXBicTdkdnZCUWpYekRuZz09>  
Meeting ID: 980 5702 7234  
Password: 264930  
This can also be found on our Age UK Trafford Facebook page

# Recovery



Our health bus out and about in the community

MLAS, our memory loss service, met with service users in Davyhulme Park



Alex helps get our Ashton on Mersey shop open for business



Service users planting the raised beds at our day care



# Thank you

This year we celebrate our work before, during and in the recovery from the pandemic. We continued to provide services as well as running one of the 6 Community Response Hubs in Trafford, including emergency food deliveries, medication collection and a dedicated helpline and regular well-being calls.

***“the service and support was brilliant, a godsend – I can’t thank you enough, and you helped my son too”*** – Brenda, service user.

## **We would like to thank:**

- The staff and volunteers who helped us to run the Urmston Community Response Hub
- The other Response Hubs at Old Trafford, Stretford, Sale, Altrincham and Partington for partnership working
- The volunteers who stuck with us and are now starting to come back as we slowly reopen
- The senior management team for working through what was and is still as challenging time for the charity
- The Council and CCG for working with us to reassign funding appropriately to help keep us sustainable
- Everyone who has made a donation to us, however small, that has helped us to keep going
- Our staff for being flexible and willing to change the way they work and to take on additional responsibilities to support the charity
- The Board of Trustees for being supportive whilst giving the senior staff the time and space to manage the situation effectively
- Staff from Cyril Flint Befrienders for supporting us in the first lockdown by gathering in food donations and covering on the helpline twice a week

**Sad News:** The net income from our Sale Moor shop has fallen dramatically in recent years due to a combination of plateauing sales and increasing costs. Unfortunately, the situation since March 2020 with the global Covid-19 pandemic had a further devastating blow on the future viability of the shop and during the year the Board of Trustees made the difficult decision to terminate the lease in May 2021. Our much-loved shop has been in the village for over 35 years and was a lively hub for people to catch-up and have a chat and it does feel like the end of an era for us. We would like to take this opportunity to thank our Sale Moor staff and volunteers for their hard work and commitment over the years.

In February, we were saddened to hear that our former Sale Moor volunteer John Coster had passed away. John quickly became the resident toy and bric-a-brac expert at the shop and his legendary window displays were much admired.



# Head Office



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FOLLOW  
US ON



@ageuktrafford  
@dementiaadviser

**If you would like more information about us or would like to access our services, please contact us at the addresses below:**

Information & Advice line: 0161 746 3940

Dementia Advisers: 0161 746 3944

Prevention & Wellness: 0161 746 9752

Day Support Services: 07469149304

Falls Prevention: 0161 672 9642

Trafford Care Consortium: 0161 746 3943

HQ Office and all service other than specialist Information and Advice (I&A) service open Mon-Fri 9.30-4.00pm, I&A service open 9.30-1.00 Mon-Wed.

Legal Surgeries at Urmston available by appointment: every Wednesday

## CONTACTS:

**Chief Executive: Ann Marie Jones**

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**Dementia Advisers:**

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0162 746 3944

**Falls Prevention Co-ordinator: Tom Snape**

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**Social Prescribing Team Leader**

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0161 672 9645

**Administration:** [admin@ageuktrafford.org.uk](mailto:admin@ageuktrafford.org.uk)

## FOR SHOP SALE

Our shop opens Monday to Saturday inclusive, as a rule of thumb you it will open between 9.30am-4.00pm. Please check with shop for exact opening times as it may open earlier and close later depending on customer requirements and seasonal variations.

**Ashton on Mersey Shop**

22 Green Lane, Ashton on Mersey, M33 5PP

Tel: 0161 905 1438

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REGULATOR**



Trafford Clinical Commissioning Group