

Our Impact in 2015



What is Age UK Wigan Borough?

We are the largest organisation in the area providing high quality services designed to support older people across the Borough. We aim to help older people live their lives as they would choose. We are an independent local charity, affiliated to Age UK, the national organisation for older people.

Did you know?

- There are almost 119,000 people over the age of 50 in Wigan Borough.
- This includes 5,829 over the age of 85, representing 1.8% of the population.
- 26.5% of households in Wigan Borough are headed by someone aged over 65 and 3% by someone over 85.
- 23.6% of people over 65 claim pension credit and 44.3% of those over 85.
- Life expectancy in the most deprived areas of Wigan Borough compared to the least deprived is 10.0 years lower for men and 9.7 years lower for women.
- The area has high levels of smoking related deaths, diabetes and low levels of physical activity compared to England as a whole.

(ONS population figures 2014; CLG 2011 household projections; DWP 2014; Wigan Health Profile 2015)

We support older people:

- To become involved in the local community and to be valued;
- To remain safely at home for as long as possible;
- To get the services and support that they are entitled to;
- To be as independent as possible;
- To stay out of hospital and to come home from hospital safely;
- To keep active, to pursue new hobbies, make new friendships and continue to learn new things;
- To be financially secure.



Jim's Story

Jim is 87 years old and lives alone in a bungalow in Ince. He used to live with his wife and step daughter. When his wife died 12 years ago, Jim continued to care for his step daughter who has Down's syndrome until health issues meant he was no longer able to support her. She now lives on the Isle of Man and he has no other family or friends nearby.

Jim has had long term problems with his hearing, which also affects his balance. He has had one leg amputated and has no toes on his other leg. This has meant that, even with a false leg, he is unable to walk so relies on a wheelchair.

Discussions with our Bright Days team showed that he used to play dominoes and went to Bingo with his wife. Once his wife died, he found it difficult to socialise because of his hearing. His family are distant and he was on his own for Christmas.

The Bright Days team has restarted dominoes and Jim is now interested in captaining a team for the new dominoes league. He has started to attend social events and is preparing a poem to read at the next event. Because the other members of the group take account of his hearing difficulties, he now feels his life is much more fulfilled.

Without our support, Jim was likely to remain isolated, with increased health and social care needs. A typical moderate social care package costs £158 a week. (PSSRU Unit Costs of Health and Social Care 2015)

Improving Older People's Lives

Our Reach

In 2015, we supported **8410** older people in a wide range of ways. This is an increase of **895** on 2014. Some of these were short one-off contacts but many people had more complex issues and used a number of different services. The total of individuals that each service worked with comes to **12,854** showing that many people used more than one of our services during the year. In addition, **1183** people called in to our Reception at Market Street. The number of referrals made either to our own services or externally was **22,807**, an increase of 1475 on 2014. (Figures drawn off our Charitylog database, cross referenced with the Bright Days register)

Positive Outcomes

We use the Older Person's Outcomes Star with some services to measure the effect we have on older people's lives. The figures below show average improvement in scores, for 156 people using our Support at Home, Together for Health or Housing and Care Options services after three to six months. Even a small increase represents a strong improvement.

- Staying as well as you can—average change in score from 3.12 to 3.84 (increase of 0.72)
- Keeping in touch—average change in score from 3.23 to 3.84 (increase of 0.61)
- Feeling positive—average change in score from 2.91 to 3.78 (increase of 0.87)
- Being treated with dignity—average change in score from 3.90 to 4.46 (increase of 0.56)
- Looking after yourself—average change in score from 3.50 to 4.04 (increase of 0.54)
- Feeling safe—average change in score from 3.22 to 4.08 (increase of 0.86)
- Managing money—average change in score from 3.67 to 4.26 (increase of 0.59)

(All scores are on a scale of one to five where one is 'cause for concern' and five is 'as good as it can be'.)

How People Spent Additional Benefits

In 2015, we secured £1,838,072 in benefits for older people. We asked the people we supported what they spent the extra money on. 166 responded, representing a return rate of 41.5%.

- 71% said they spent some of it to provide practical help at home
- 42% said some was used for extra heating
- 40% said they spent some on food
- 31% said some was used for disability equipment such as handrails or wheelchairs
- 29% used some for home repairs or decorating
- 23% said some was used for household equipment such as a cooker
- 16% spent some on clothes or shoes
- 11% used some to travel
- 6% used some for holidays or visits
- 5% used some to go out
- 5% spent some on family or friends
- 3% used some to clear debt

Only 8% were able to save some of it.



Volunteer Support

During 2015, our work was supported by a team of volunteers who provided approximately **13,022** hours of support over the year.

The Office for National Statistics shows that the average hourly wage in Wigan Borough is £13.83 which indicates the added value of our volunteers is **£180,094**.

Our Friends and Family Test

96.3% say they would recommend our services to their families and friends;

Improving Older People's Lives

Beryl's Story

Beryl's daughter first contacted us as her mother was finding it difficult to cope on her own. At the age of 82, Beryl was struggling with day-to-day activities, due to arthritis, atrial fibrillation and poor mobility. We supported her to get higher rate attendance allowance of £82.30 a week and to engage a private cleaning company. This company also will support her on visits to the doctor or hospital, which are difficult for her daughter as she lives some distance away.

Our handyman service provided her with grab rails in the bathroom and we gave her information about bed rails which she purchased to help get in and out of bed. We also helped her identify a trader through the 'Good Trader Scheme' to help assemble the TV, phone line and Eldercare falls monitor required to ensure she gets help if she falls. Beryl's daughter now says that her mother is more confident living by herself, knowing that there are people there to help her.

By getting involved with Beryl before a crisis, we have been able to help her maintain her independence, despite having increasing needs.

We send out Quality Monitoring Questionnaires to people using our services. In 2015, we sent out 799 questionnaires and received 292 back, representing a return rate of 45%.

- ◆ 99.2% of people say we have treated them with courtesy;
- ◆ 99.3% said that our staff are reliable;
- ◆ 95.2% say that the service they received was helpful ;
- ◆ 95.5% said that the service we provided was either excellent or very good.
- ◆ 97.2% said that they would use the service again.
- ◆

34.9% of people feel safer at home.



75.0% of people feel more confident about finding information they may need in the future.



43.0% of people feel more positive about life.



28.8% of people find it easier to manage around the house.



Max's Story

Max was referred to us by a Community Link Worker based at his GP. He was very isolated and didn't like socialising with people due to long term mental health problems. He found day-to-day tasks difficult and his home was very cluttered. His mobility was limited and he struggled to get down the stairs in his flat. He also had a number of hospital appointments booked which he had problems getting to as he relied on a friend for transport and some of the appointments were early in the day at hospitals a distance away. When we first were involved, he was extremely concerned about his situation, felt out of control and disillusioned with the system.

We supported Max to discuss his problems with his GP and get referred to hospitals nearer his home with appointments at more suitable times for him. We also helped him to get help with cleaning and laundry through an agency on our approved list.. A volunteer from our befriending service has visited Max regularly through the year and shares his interest in art and painting. Another volunteer has been able to sort out his internet problems. In September, Max went into hospital and we were able to help by cancelling his agency visits and visit him whilst he was there. We helped him to get a falls pendant ,help with shopping on leaving hospital and re-start the agency. Max was delighted to end the year by receiving a Christmas hamper, though our links with a local school..

If we had not been involved with Max, it is likely he would have gone into hospital sooner. A non-elective short inpatient stay averages £608 and a long stay averages £2863. PSSRU Unit Costs of Health Care 2015

Who we Support



62% of people we support are female; 38% are male

'[The Advocacy service gave us] the support we needed in what was a troubled time.'
(67 year old male)

'[The Handyperson service has] made me able to stay in my own home.'
(69 year old female)

'It is very reassuring when you are living on your own with no relatives close to you —to know that there is somewhere to go for help and advice'
(69 year old female)

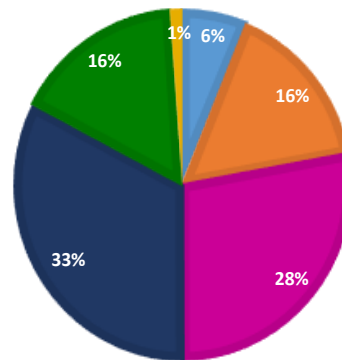
'It seems there is a treasure chest containing valuable resources that is now accessible to myself and my family.'
(54 year old female with older relatives)

'I feel Age UK are there to help me look after my mum.'
(daughter of 82 year old woman)

To hear older people talking about our services take a look at our DVD at <https://vimeo.com/140071786>

AGE RANGE OF THE PEOPLE WE SUPPORT

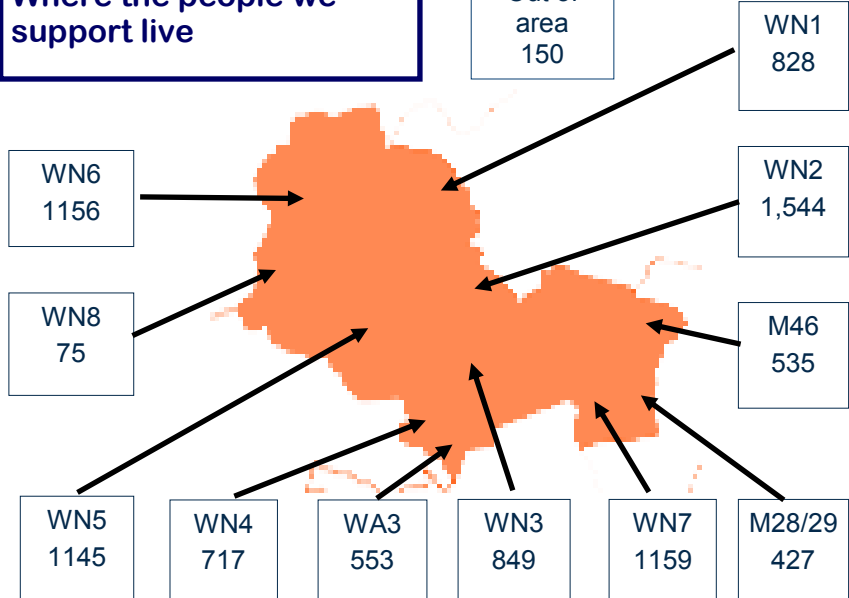
- Under 55 Years
- 55-64 Years
- 65-74 Years
- 75-84 Years
- 85-94 Years
- 95+ Years Old



We work with a wide range of people over the age of 50. Although the majority are in the 65 – 84 age range, we worked with 1,241 people aged 85-94 and 87 people over the age of 95 in 2015. The oldest person we worked with was 105 years old. She received help as she left hospital.

Where the people we support live

Out of area
150



69% of people that we work with say that they have a disability.

The most common disabilities are chronic illness (11.5%), dementia (9.4%), a heart condition (8.9%) and a breathing condition (7.1%).



All figures taken from our Charitylog statistics, cross referenced with registered Bright Days service users over the period January - December 2015.

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