

# Annual Review Wigan Borough 2021-2022

**A Local Charity Supporting Local People**

## Welcome to our new CEO!

In June 2021, we said farewell to John McArdle, who had been our Chief Officer for 15 years. John decided it was time to move on to pastures new at MerseyCare in Liverpool. In September 2021, we were delighted to welcome our new CEO, Bryonie Shaw. Bryonie has spent the majority of her working career in the North West and most of this has been either in one of the Greater Manchester local authorities or regional social housing providers in various commissioning and senior leadership roles. She soon settled into her new role and is driving the organisation forward to ensure we meet the needs of older people in Wigan Borough effectively.



**"It's a privilege to work for Age UK Wigan Borough. I have been very impressed with the high quality of the services and the dedication of the staff and volunteers."**

**Our Friends and Family Test**  
**98% say they would recommend our services to their families and friends.**

## **Chair's Report - Another Challenging Year**



It gives me great pleasure to present to you this year's Annual Review, giving you a picture of the excellent work being undertaken by Age UK Wigan Borough. It may be a cliché and it is a phrase that I have repeated most, if not all the years during my term of office as Chair, it has been another challenging year. I suspect that challenges will remain in the foreseeable future along with new ones to be overcome. The Board of Trustees, Management, Staff and Volunteers, I am sure, will meet whatever challenges come their way.

It is becoming increasingly difficult to secure grant funding and we are having to find alternative ways of obtaining income. Our Support at Home service goes from strength to strength, we are increasing the number of Home Helpers and have a waiting list of people seeking the service. Our Handyperson service

continues to provide practical support so that people can live more safely in their own homes. We were delighted to win the contract with Wigan Borough to continue this service.

The Information and Advice team has secured a staggering £1.6 million pounds of additional benefits for the residents of Wigan Borough. This is a service that undoubtedly will be used by more and more older people because of the increasing cost of energy and the cost of living crises.

Our Bright Days programme continued through the various Covid-19 lockdowns. Using Zoom, weekly quizzes were offered and became popular. Sadly, certain parts of the programme had to be suspended but are now up and running again. We continued to befriend older people who have felt lonely and isolated in their own homes, this was particularly important during the period of Covid-19, especially during lockdowns.

On a personal note this will be my last review as my term of office comes to an end at this year's AGM. My involvement in the work of the charity has been just a small part, but I am grateful to have had the opportunity to serve the older people of Wigan Borough. In conclusion, I would like to thank members of the Board of Trustees for their commitment to help the people of the area. I would especially like to thank James Maloney, who was one of the founder members of Age Concern Wigan Borough when it opened in 1995 and he has been Chair and a Board member since that year. Jim is retiring from the Board at the AGM and I wish him well for the future. I would like to thank the Senior Management Team, Sarah Shannon and Bev Holland, Chief Officers; John McArdle to June 2021, Bernadette Ashcroft who temporarily filled the post and our new Chief Officer, Bryonie Shaw, who joined us in September 2021. I would also like to thank the staff and volunteers for their commitment and effort to help the older people of the Borough.

Finally I would like to thank our partners, supporters and our donors.

## Our Values and Principles

We will endeavour  
to treat people  
fairly.

We recognise that  
older people are  
different with  
their own needs  
and choice.



We believe discrimination  
is demeaning to the older  
person but also  
challenges our vision on  
a fairer and responsible  
society.

We will listen to older  
people when they tell  
us about their  
experiences of our  
organisation.

## Our Mission Statement

Age UK Wigan Borough will provide high quality services designed to offer support to older people across the borough. In doing this we will help older people live their lives as they would choose.

## Support at Home

Our Support at Home services have continued to provide valuable help to older people in their own homes. Our Handyperson team assists with small jobs, providing a high quality and competitively priced service allowing people to live comfortably within their home. Our experienced and professional Home Help team will assist with everyday tasks supporting local people with their independence, provide companionship and reduce isolation in the Wigan Borough.

**9,541** visits to help with shopping, cleaning etc. by our Home Help service.

**1,281** repairs and alterations to improve people's living conditions by our Handyperson service.

**"I am over the moon with Age UK Wigan for sending me such outstanding joiners. It makes me feel that, instead of searching for workmen, I can just ring Age UK Wigan. I don't have to worry now. Thank you"**

**"I enjoy the little chats with my Home Helper whilst she is working. Also, she has helped me to work out a plan how to do my shopping. She also helps me to make phone calls as I am severely deaf."**

During the year, we were delighted to win the contract to continue our Handyperson Service. We have invested in new vans and were grateful to Golden Orb for providing the branding through Wigan Council's Community Noticeboard. Look out for them out and about in Wigan Borough!



## Information and Advice

### Benefits

During, 2021-22, we supported **1094** people to gain an additional **£1,618,907** in benefits. In response to our questionnaires:

- **55% say they spend some of it on practical help in the home**
- **49% say they spend some of it on heating**
- **44% say they spend some of it on household repairs/decoration**
- **43% say they spend some of it on food**
- **31% say they spend some of it on clothes/shoes**
- **26% say they spend some of it on disability equipment.**

(Information taken from 125 questionnaires returned by people getting support through our I&A service. Figures add up to more than 100% as some people spent money on more than one item)

Age UK WB was fantastic. They filled two forms in - one for me and one for my wife. I could not have filled them in myself. My wife has dementia and I have a lung condition that there is no cure for. They have got us the benefits that we need to pay someone to help us, big thank you again.

I didn't know which way to turn with the forms and was so worried about losing my money that it was making me ill.

I would recommend you to anyone.

## Outcomes

Our monitoring shows that as a result of contacting Age UK Wigan Borough and receiving one of our services:

- **31% of people feel less lonely**
- **43% of people are more positive**
- **34% feel safer at home**
- **54% find it easier to manage around the house.**



## Activities in the Community

Our Bright Days activities allows people to meet new friends and have fun with various groups to suit older people across the Wigan Borough. Our service reduces social isolation, promotes wellbeing and gets the community together. Our Bright Days team have a newsletter and activity programme so you can get regular updates.



### Shevington Soup and Sandwich

The Shevington Soup and Sandwich group meet every week and enjoy refreshments, do a weekly quiz and enjoy each others' company. One week they had the pleasure of meet enjoyed meeting Alex, a chef from Vegetarian for Life. who demonstrated some tasty recipes.

### Online Activities

We are proud we have continued our online activities so people can get involved from the comfort of their own home. Edith, pictured, was one of our top prize winners for Bright Days, joining in activities by Zoom or the phone throughout lockdown periods.

**'With having no family near and friends who were shielding, I didn't see anyone for months. Now everything has changed - I feel like it is my extra 'little family'.**



Dr Satish Ahuja is a local retired G.P. who volunteered as a vaccinator to support Covid 19.

He joined our food action together cycling project in June, set up in partnership with Be Well. He was delighted to get on a bike again - this was the first time in approximately 60 years since he was last on a bicycle. He has fond memories of riding to University in India in the early 60s.

## Musical Groups



We have enjoyed hosting various musical groups such as the Silver choir, Jammers and Ukulele! These groups lift peoples spirits up through the common passion of enjoying music. We have lots of fun and like to get everyone involved. The Bright Days Choir celebrated its tenth anniversary. Many thanks to Sharon Darby from Wigan Music service for making it such a success!

## Walking Football

A partnership with Be Well, Age UK and Sports England enabled us to set up walking football sessions across the Wigan Borough. These sessions have physical and mental health benefits. Actress and Age UK supporter Denise Welch enjoyed a kick about at our Women's Walking Football session on Friday 12th August just two weeks after the England's Women Football Victory!



Denise said “I loved visiting Age UK’s Walking Football Programme and getting stuck in with the ladies at their session! It’s been such an inspiring time for women and football, especially since the Lionesses’ win! It was fantastic meeting some of the ladies who are proving that we can play football whatever our age – and have a laugh at the same time!”

## Our Social Media

Follow us on social media or visit our website to get regular updates:



@AgeUKWiganBorough



@ageuk.wiganborough



@AgeUKWB



Age UK Wigan Borough

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

## Financial Matters



### Where our Income Came from in 2021-2022:

Local Authority Contracts: £127,959

Service Level Contracts: £80,580

Grants: £118,047

Trading Activities: £252,411

Other: £64,428

**Total Income: £643,425**

### How our Money was Spent in 2021-2022

Charitable Activities: £679,261

Governance Costs: £49,849

**Total Expenditure: £729,110**



**£135,379 brought into Wigan Borough  
from external funding sources**



## Donations

In 2021-22, we were grateful to the following who donated £50 or more to our organisation:

Mr P J Barker	Mr and Mrs Foley	Mr and Mrs Middleton
Mr B Bradshaw	Mrs and Mrs Garside	Mr and Mrs Oliver
Mr J Bradshaw	Sheila Goodwin	Mr and Mrs Preston
Mrs F Bretherton	Mrs T Green	Mrs A Roscoe
Mr Stanley Clee	Mrs S Halliwell	Mr and Mrs Saunders
Mr and Mrs Collard	Mr Q Kennedy	Mr Thompson
Mrs B Colquitz	Mr and Mrs Linton	Mr T Westwell
C & S Devine	Mrs V Lynch	Mr and Mrs Wetherall
Mr P Dickinson	Mr J Maloney	Mr E J Wilcock
Mr J Dignan	Mr H Mercer	Mr A Wright
Mrs M Dumbell		

We were grateful for support from:

- Age UK,
- Arnold Clark Community Fund,
- Citizens Advice Wigan Borough,
- Department of Health and Social Care,
- Duchy of Lancaster Benevolent Fund,
- The Eric Wright Charitable Trust,
- Food Action Together/Soil Association,
- France's Charity,
- Greater Manchester Council for Voluntary Organisations,
- The Hedley Foundation,
- The Medicash Foundation,
- National Lottery Fund RC North West Region,
- Tesco Bags of Help Community Fund,
- Wigan Council.



Department  
of Health &  
Social Care



Wigan  
Borough



ERIC WRIGHT  
CHARITABLE TRUST



GMCVO



## Staff and Volunteers



In 2021-22, we had an average of 47 staff members and 25 volunteers who supported us during the year. Our volunteer numbers are slowly rising, following Covid and we are grateful for their support.

Barbara (featured in picture) is one of our new enquiries desk volunteers. She comes in every Monday to answer the phone and help people with their initial enquiries.

## Trustees

The following served as trustees during the period 2021-2022:

Bryan Shepherd (Chair), Matthew Hothersall (Treasurer), Jim Maloney, Lady Joy Smith, Reg Nash and Bridget Whittell.

## Support Age UK Wigan Borough

There are lots of ways that you can help our organisation:

- Make a Donation. We rely on your support to keep helping older people in Wigan Borough. You are able to make a one off payment or donate regularly.
- Volunteer with Us. Our wonderful volunteers make a real difference. We are seeking people to give a few hours a week on a regular basis. There are a wide range of roles that you could get involved in.
- Leave a Legacy in your Will to Age UK Wigan Borough. This has a huge impact so we can continue to provide our services and provide support.
- Get involved with our fundraising activities such as the Big Knit Campaign, Raffle or lottery.



We continue to strive for excellence in all that we do. In 2021-2022 we achieved or retained a range of externally accredited quality awards:



Age UK Wigan Borough is a trading name of Age Concern Wigan Borough which is a registered charity (1103022) and a company limited by guarantee, registered in England and Wales (5004789). Registered Office: 78-80 Hallgate, Wigan WN1 1HP. Age UK Wigan Borough Enterprises Limited is a trading company and subsidiary of Age Concern Wigan Borough and limited company registered in England and Wales number 3315916.