



Members of the reception team at our Market Street office

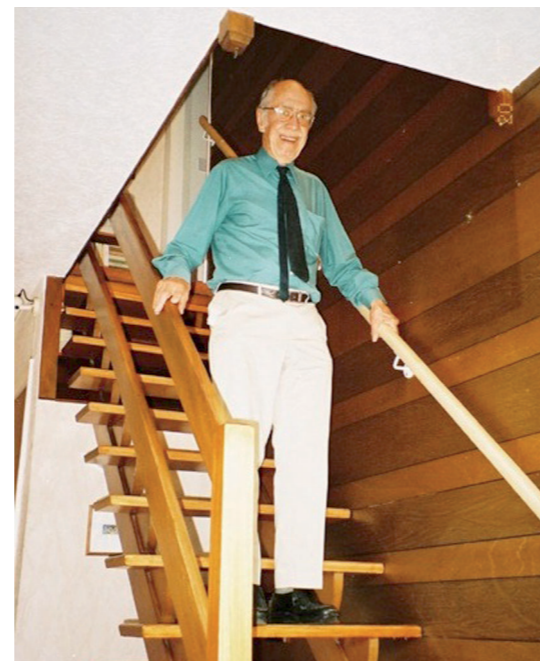
Our Market Street reception handled 17,309 telephone calls last year and welcomed 8,282 visitors to the office!

“Staying Independent”

Handyperson Service

The Handyperson Service provides a competitive, reliable and reputable low level handyperson support to service users across the Wigan Borough. We provide service users with an accessible service that promotes safety and independence and helps prevent accidents in the home and garden, potentially contributing to the reduction in visits to A & E or hospital admissions. During the year we completed 4,315 jobs!

“I feel safer stepping in the shower with the grab rail fitted”.
“I feel more confident and at ease”.



Helping people remain independent

“Feeling Supported”



Lisa Nandy MP meets Age UK Wigan Borough Staff and Volunteers

Hospital Information & Support Service

Mrs B was in hospital following a stroke. Her daughter had come over from New Zealand for three weeks to make sure that her mum would be able to manage once discharged from hospital.

We spoke to Mrs B's daughter and referred the lady for a care line to be fitted. We also referred her to our Liaison service who provided a home visit and subsequently organised a range of services including a six week shopping service, cleaner and toe nail cutting service.

We also gave her daughter our Housing & Care Options service telephone number to enable her to contact them in case her mum subsequently needed support with moving into sheltered accommodation. All these services will help maintain this lady's independence.

* 731 people requested our Hospital Information & Support service whilst in hospital or upon their return home

* 773 referrals were made to a variety of services, both within the organisation and to other organisations in the borough.

Care Homes Admissions

Mr O was admitted to hospital for a left leg amputation. On discharge his home was no longer safe for him to return to. He needed respite services in a care home until an appropriate home could be found. The Care Homes Admissions Service was able to transport Mr O to several care homes where he was able to make a suitable choice. He was then referred to the Age UK Wigan Borough Housing & Care Options service who have supported him with his housing application. Health colleagues have fitted him with a prosthetic leg and he has now been offered a ground floor flat and is almost back to previous independence.

Support at Home Service

Our Support at Home Service manages a range of issues to enable people to remain independent within their own home. We can provide this service for up to two years if necessary. We have 56 people currently receiving a weekly visit.

“I look forward to the weekly visit from my support worker and realise how much my life has improved over the last year.”

Housing & Care Options Service

Our Housing & Care Options service has helped older people and their families to gain more information and advice regarding their housing and care options. The service provides practical help with housing and housing -related benefit applications and provides holistic support for people. 1300 people have accessed the service during 2013-14.

Advocacy service

Mrs S was a 70+ lady who lived with her 94 year old mother whose behaviour had become challenging. Mrs S was unwell herself and was finding it increasingly difficult to cope. Whilst helping her to appeal a benefit decision it was identified that her situation had become serious and a potential safeguarding issue was identified. We contacted the Central Duty Team at Wigan Council and arranged a sitting service for Mum whilst Mrs S had a break for a few hours per week. This arrangement alleviated some tension in the household and a successful appeal for benefit allowed her to take taxis out in her free time.

During 2013-14 we have worked on 175 cases. 116 of these dealt with issues that service users found particularly difficult to deal with.

“My wife and I are thankful for the decision which helped us to sustain our pension credit. As a member of the public we don't have the knowledge to ask the questions that the staff at Age UK Wigan (Borough) have. We are both very grateful for the work you have done for us.”

Need help with cleaning at home? Why not contact our recently launched Home Help Service.
Tel. 01942 241972

“Staying Informed”



Our Information & Advice Team show the Age UK Information & Advice Quality Programme Certificate

Information & Advice Service

Our Information & Advice Service handled over 2,122 referrals in 2013-14 with staff undertaking 898 home and office appointments. This resulted in our service users being able to claim a total of £1,514,829 in benefits - a 49% increase over the result for the previous year.

Mrs C, aged 74, was referred to us by the Chronic Obstructive Pulmonary Disease clinic. Mrs C was struggling with daily life due to chronic fatigue and breathlessness. Her daughter, who works full time, was finding it difficult to cope with her mother's needs and she came to Age UK Wigan Borough for some help and guidance. The Information & Advice team successfully achieved an Attendance Allowance award and liaised with the occupational therapist to have adaptations made to the house, including a stair lift. This has now given Mrs C the ability to be more independent in her own home and she is now more financially stable, which has improved her health and wellbeing.

What do our Service Users say about the impact of our Information & Advice service on their lives?

* 69% of service users now feel there is someone on their side to help them.

- * 62% say their ability to pay their bills has improved.
- * 59% of people say that the money they have to pay for essentials (food, clothing, transport etc) has increased.
- * 50% say that their level of anxiety has improved.
- * 40% say they feel that they feel happier and more content with life.



Gina Hudson and David Orrell promote Age UK Wigan Borough's services at a recent event.

“Keeping Well”



Some members of the Forget-Me-Not Friendship Group enjoying a game of indoor bowls.

Starting Point Plus

Starting Point Plus is a one stop shop information point to access a wide range of services and support relevant to the needs of older and disabled people. By ringing just one number, people can be promptly and efficiently directed to services that meet their requirements.

The Starting Point Plus service enables older people to maintain confidence and independence. For example, Starting Point Plus can access the Wigan Good Traders Scheme on their behalf to find traders who are reliable and trustworthy. This gives people peace of mind knowing that they are not going to be exposed to rogue traders.

Through Starting Point Plus it is possible to be referred to all of our internal services as well as our partner organisations. Through Starting Point Plus, people can access services to improve health and wellbeing, reduce loneliness and isolation, maintain or improve independence, or simply just have fun!

We also have a Liaison Officer who can visit service users at home where there is a need to discuss issues in more detail.

From April 2005 Starting Point Plus has provided a service to 75,150 service users. For the period from 2013/14 approximately 10,053 referrals were taken.

We had 489 referrals to our Starting Point Plus Liaison Service.

“Keeping in Touch”

Befriending Service

99 service users were referred to the Befriending service during the year. We had 17 volunteers providing a total number of 1456 hours to the service.

“My life is richer due to the contact I have on a weekly basis with my befriender.”