

Annual Review 2016-17



Chair's Report

It gives me great pleasure to present this year's Annual Review, which gives you a picture of the excellent work being carried out for older people in Wigan Borough.

This has been another challenging year, one in which we have lost a considerable amount of income as a result of continuing austerity. A major project was taken back in-house by the Local Authority which, sadly, has not only reduced the services we are able to offer to older people but also resulted in a number of staff redundancies.

The picture however is not all gloom. Our Home Help service continues to grow at a steady pace; we are able to support people to claim benefits to which they are entitled; we continue to act as advocates for those challenging decisions and the Handyperson service has made the homes of vulnerable people safer. The Befriending service and Bright Days project continue to help people who are lonely and isolated. All of these services have been highly successful, as you will see from the review.

It would be remiss of me not to offer my sincere thanks to the Trustees who willingly and freely give their time and expertise to make appropriate decisions at this difficult time. My thanks and gratitude also go to John McArdle, the Chief Officer, staff and volunteers for all that they successfully do for older people in Wigan Borough.

Age UK Wigan Borough is strong both in terms of the Board, Management, staff and volunteers and equally importantly, financially. As a result, I am confident that the future is secure and that the older people of Wigan can rely on our services in the years to come.

Bryan Shepherd

The Year in Figures

- ◆ **£1,743,135** gained in benefits for local older people.
- ◆ **£75,174.66** invested in three wards (Atherton, Pemberton and Leigh West) by our Ambition for Ageing project.
- ◆ **16,955** referrals, either to our own services or externally.
- ◆ **13,587** attendances at Bright Days activities.
- ◆ **7,369** older people supported.
- ◆ **4,635** repairs and alterations to improve people's living conditions by our Handyperson service.
- ◆ **4,317** cleans in older people's homes by our Home Help service.
- ◆ **2,200** bags of goods donated to our shop.
- ◆ **200** people supported to challenge decisions by our Advocacy service.
- ◆ **142** food and clothing packs given to people in, or as they leave, hospital.
- ◆ **30** people who received regular visits through our Befriending service.
- ◆ **29** older people supported to move to more suitable accommodation by our Housing Options adviser.

Our Friends and Family Test

98.3% say they would recommend our services to their families and friends.

Working in Partnership with:

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, pursue new hobbies, make new friendships and continue to learn new things;
- ✓ To be financially secure.



Wigan Whites walking football team, sponsored by us, reached the semi-final of the Wigan Walking Football tournament in February 2017

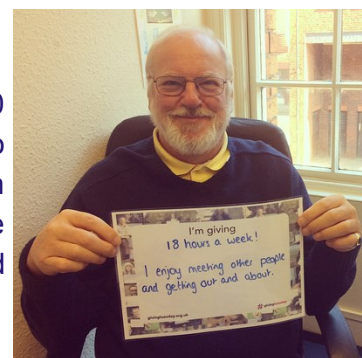
Our Services 2016-17

- ◆ **Ambition for Ageing** - supporting older people to improve their communities
- ◆ **Advocacy** - supporting people to challenge decisions
- ◆ **Befriending** - visiting service for isolated people
- ◆ **Bright Days** - activities across the Borough
- ◆ **Care Homes Admissions** - support for people needing to move to a care home
- ◆ **Handyperson** - help with practical tasks
- ◆ **Home Help** - cleaning, ironing and shopping
- ◆ **Hospital Information and Support** - help to link in to vital services (until December 2016)
- ◆ **Housing and Care Options** - helping people choose what is right for them
- ◆ **Information and Advice** - benefits advice service
- ◆ **Insurance** - home, car, holiday etc.
- ◆ **Products** - including stair lifts, bathing solutions, fall pendants etc.
- ◆ **Starting Point Plus** - telephone helpline linked to Good Trader scheme (until 31 December 2016)

From April 2017, our Befriending Service has expanded into a new ConnectUp service, supporting people who are lonely and isolated.

Staff and Volunteers

In 2016-17, we had an average of 58 staff members and around 100 volunteers at any one time. Our volunteers gave a total of 13,756 hours to support our organisation. The Office for National Statistics gives the mean hourly pay for people in Wigan in 2016 as £13.14. This indicates that the added value of our volunteers is £180,753.84. Ian (pictured) has worked with our Starting Point Plus and Advocacy services.



Age is Just a Number Campaign





Our new Age is Just a Number campaign has featured many people doing wonderful things at all ages. Cynthia (pictured) is a volunteer and sings with the Silver Choir. She says 'People always think I am younger than I am. But we should not be judged by our age, just be accepted for who we are.'

About the People we Support

Last year we supported 7639 older people:

- ♦ 63% were female and 37% were male;
- ♦ 22% were under 65 years;
28% between 65 and 74 years;
32% between 75 and 84 years;
17% between 85 and 94 years.
- ♦ 96 people were aged over 95. The oldest was 104 years. She receives regular support from the Home Help service and we have also helped her find a gardener.
- ♦ 75% said they had a disability. 8.8% had a chronic illness; 8.8% had dementia; 7.1% had a breathing condition and 4.9% had a heart condition as their main disability.

As a Result of Using our Services:

- 43.9% feel safer at home 
- 70.7% feel more confident about finding information they may need in the future 
- 33.7% feel more positive about life 
- 37.1% find it easier to manage around the house 

(In 2016-17, we sent out 894 Quality Monitoring Questionnaires and 427 were returned, representing a return rate of 47.8%)

Benefits

In 2016-17, we supported people to gain an additional £1,743,135 in benefits. The graph to the right shows that most of the money is spent on essential items, such as disability equipment, practical help and food.

(Percentages add to more than 100 as some people used benefits for more than one category of spending)

Mr S's Story

We first met Mr S in hospital in September 2016. He is 84 and lived alone in a privately rented flat in Springfield. He has limited mobility and suffered from ulcers, partly because of his poor diet. He was struggling at home and refusing any additional help, other than from his niece. He discussed residential care option with us but rejected the idea when he realised the cost.

We gave him a food pack and set up help from Pensioners' Link with shopping for six weeks. Our Handyperson service put in a key safe and we referred him to a gardener through the Good Trader scheme.

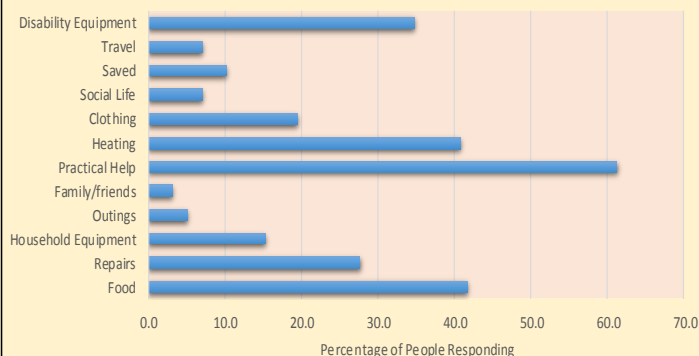
As he was still struggling, he was referred by Pensioners' Link to our Housing Options Service and considered the possibility of extra care housing. He was reassured about admitting to being unable to cope and we helped him to fill out the application form. He had two further admissions to hospital and we encouraged him to accept a district nurse and carers to help in his home.

Mr S moved into his new home in June 2017 and we helped ensure he had the right equipment. He says 'I love it here and the meals every day are a life saver. I feel safer and am able to talk to other residents every day. I have no regrets about moving.'



Congratulations to Lillian Goulding, who joined our Bright Days activities after losing her husband. She has become the first honorary Poet Laureate for Wigan Borough. We love her poetry!

How People Spent Their Benefits





Lady Smith DL, High Sheriff of Greater Manchester (2016-17) presents a cheque to the Young at Heart Club. The Ambition for Ageing Project worked with local older people to make investments of £75,174.66 in three wards of Wigan Borough.

'The services that you provide are exceptional ... it's good to know you can count on Age UK'
60 year old male

Trading Company

Age UK Enterprises Ltd. continues to sell products and services. All profits from the trading company support our charitable activities. Our insurance and product sales generated £92,448 commission in 2016-17, slightly less than in 2015-16 due to the withdrawal of an energy tariff. Excluding energy, the team were 6% up on the previous year.

Our Home Help service continues to grow with a team of 15 home helpers by the end of the year, working across the Wigan Borough. The team serviced 4,317 appointments in 2016-17, an increase of 120% and weekly income has grown to £2,480.

'[My Home Help] is an exemplary worker, who's contribution to my mother's welfare goes far beyond the excellent cleaning she does'

Daughter of 93 year old female using Home Help service

Donations

In 2016-17, we received donations totalling £2,370.66. We are grateful to the following for their support:

Mrs D. Akers
Astley & Tyldesley Methodist Church
J. Barnes
Mrs S. Barnes
Mrs M. Barrington
Mr & Mrs Barton
Mrs J. Blan
In Memory of Mr J. Andrew Broad
In Memory of Pat Cassidy
Mrs V. Cunliffe
Mrs Flemming

Lilian Goulding
H. Grimsditch
Barbara Hart
Mr H. E. Harvey
Mrs M. Jukes
Mrs E. Kelly
Mr J. Kenyon
K. Kitchen
Langate School
Helen Lyon
Pauline Marsden

Mr & Mrs B. Marsh In Memory of
Marion Ford
Myra McCann
David Moss
Mr & Mrs Mulry
Brenda Potts
P. & B. Richards
Mrs G. Shepherd
Standish & Langtree Friendship Group
S. Sutton
Mr & Mrs Webster
Wigan Rotary Club

We continue to strive for excellence in all that we do. In 2016-17, we achieved or retained a range of externally accredited quality awards:



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