

Annual Review 2017-18



Our Friends and Family Test

99.5% say they would recommend our services to their families and friends.

The Year in Figures

- ◆ **£1,710,710** gained in benefits for local older people.
- ◆ **£369,524** brought into Wigan Borough from external funding sources.
- ◆ **£51,041** invested in three wards (Atherton, Pemberton and Leigh West) by our Ambition for Ageing project.
- ◆ **11,463** attendances at Bright Days activities.
- ◆ **5,774** referrals, either to our own services or externally.
- ◆ **5,750** cleans in older people's homes by our Home Help service.
- ◆ **3,795** individual older people supported.
- ◆ **2,230** repairs and alterations to improve people's living conditions by our Handyperson service.
- ◆ **1,740** bags of goods donated to our shop.
- ◆ **398** people given information on local care homes by our Care Homes Admission service.
- ◆ **228** people supported to challenge decisions by our Advocacy service.
- ◆ **33** people received regular visits through our Befriending service.



Our Bright Days Silver Choir was selected to feature in the Co-op Christmas advert which focussed on best of Greater Manchester's communities coming together at Christmas.

Sharon Darby-Purcell, choir mistress said 'When Co-op approached us about the

Christmas advert, I was so excited and a little bit shocked. I never imagined we would be doing something like this ... in the retirement stage of life, you certainly don't expect to engage in exciting projects like this.



This year we successfully tendered to retain our Handy-person service. Ian, Andy and Ray (pictured) are out and about putting up shelves, laying flagstones, installing key safes etc. In 2017-18, 2,230 jobs were completed.

'Absolutely wonderful service. They helped me in my hour of need! I'm very ill, had no heating at all due to breakdown of home system. Within hours two radiators were installed'

Female aged 80 living in Golborne

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 in order to prevent loneliness;
- ✓ To be financially secure.



Staff, volunteers, service users and pets gathered to support Wigan Pride in August 2017

'It's priceless to know there is someone for you when you are in troubled times and can't cope or deal with the situation.'

Female aged 83 from Lowton

Mr L's Story

Mr L is 88 and lives alone in Atherton. He was referred to us by the Recoveries Team as his daughter had died at the age of 26 and his wife had died recently. He felt lonely, depressed and isolated. After discussions, we were able to offer support through our Home Help and Befriending services. Mr L immediately bonded with his male Befriender as they both enjoy a game of dominoes and the Home Help service was able to offer a weekly clean – again a strong bond has built up between the Home Helper and Mr L.

After a few weeks, it became apparent that Mr L was falling frequently and concerns were raised about his drinking and a lack of food in the house. Mr L's only relative is a nephew who did some shopping but on an irregular basis. We alerted the Recoveries Team who worked with us to monitor the situation. The Home Helper has also liaised with the nephew with the result that he now comes more often, bringing cooked meals for his freezer. If the nephew is unable to attend, either the Befriender or the Home Helper is able to shop.

Over time, the Recoveries Team have been able to withdraw and have said that they consider Mr L to be a success story. He now is able to take a short walk to buy flowers to put next to his wife's photo and is more positive about life.

Staff and Volunteers

In 2017-18, we had an average of 51 staff members and around 80 volunteers at any one time. Our volunteers gave a total of 11,350 hours to support our organisation. The Office for National Statistics gives the mean hourly pay for people in Wigan in 2016 as £14.20. This indicates that the added value of our volunteers is £161,170.



Pat, Helen and Susan help at Pennyhurst Mill every Thursday

As a Result of Using our Services:

- 
 32.1% feel safer at home
- 
 40.9% feel more positive about life
- 
 57.7% feel more confident about finding information they may need in the future
- 
 43.9% find it easier to manage around the house

(In 2017-18, we sent out 860 Quality Monitoring Questionnaires and 379 were returned, representing a return rate of 44.1%)

About the People we Support

Last year we supported 3,795 older people:

- 64% were female and 36% were male;
- 22% were under 65 years; 29% between 65 and 74 years; 32% between 75 and 84 years; 16% between 85 and 94 years.
- 47 people were aged over 95. The oldest was 105 years. She received support from the Home Help service two or three times a week until her death.
- 78% said they had a disability. Of these, 51% had a physical disability, 14% had dementia and 8% had a breathing condition as their main disability.

49% of the people we support live alone.

Mr G's story

Mr G is 76 years old and had lived in an upstairs, privately rented flat for 20 years. He was suffering with bladder and prostate cancer, which required a major operation. He also has osteo-arthritis and struggled to do day-to-day tasks. He had recently been informed that the landlord had sold the flat and he was at risk of homelessness. Our Housing and Care Options Advisor supported him to move to a new-build ground floor flat in Poolstock, which is more suitable for his health needs and with which he was delighted. She also helped him get a Blue Badge for parking. Our Information and Advice service helped him apply for Attendance Allowance and Pension Savings Credit, which meant he was £62.40 a week better off. He is using this money to get help around his home.

Benefits

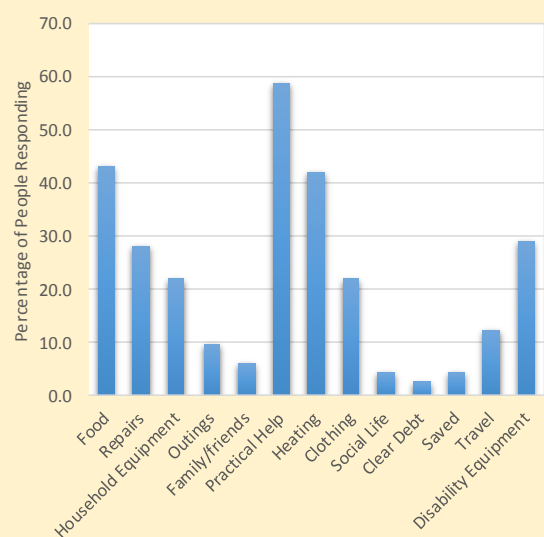
In 2017-18, we supported people to gain an additional £1,743,135 in benefits. The graph to the right shows that most of the money is spent on essential items, such as disability equipment, practical help (such as cleaners or carers), food and heating.

(Percentages add to more than 100 as some people used benefits for more than one category of spending. Data taken from questionnaires completed by 114 people.)

'The difference that this money has made is like a ton of bricks lifted from my back. A sincere thank you from the bottom of my heart.'

Female aged 73

How People Spent Their Benefits



Chair's Report

This has been another challenging year and also one of preparation for change. I am delighted to have the opportunity to present to you this year's Annual Review. I hope you have read the statistics and stories within it and seen for yourself the excellent work being undertaken by the staff and volunteers of Age UK Wigan Borough on behalf of the older people across the Borough.

It is a sad reflection of austerity that we have continued to lose grant income resulting in the loss or reduction in scope of some of our projects. In addition we were disappointed that at the end of 2017 we were informed that we could no longer sell insurances. Once the retail charity shop closes in September 2018, a decision made early in the calendar year, Age UK Wigan Borough Enterprises will become a dormant company. Changing consumer behaviours have also impacted us as an organisation and this trend looks likely to continue. As a result of the loss of the sale of insurances there appeared to be no reason to keep a town centre presence, and so the decision was taken to vacate the premises in Market Street and move all services to Pennyhurst Mill. Arrangements however have been made to see the people we serve in the town centre, if this is requested. Sadly circumstances were such that we had to make a number of staff redundant and we also lost a number of volunteers who did not wish to travel to Pennyhurst Mill. We thank them all for the work they did for us.

However it is not all gloom. The Information and Advice service continues to help service users receive the right amounts of benefit. The Handyperson service, albeit with a reduced number of staff, is still making the homes of vulnerable people safe. Bright Days flourishes, for example, the Silver Choir has performed at a number of concerts in the year and as you will see in the review, choir members became television stars appearing in the Co-op television advertisement last Christmas; the Jamming session continues as does the Ukulele and Swimming groups and there are many other activities to help older people make friends and to end loneliness. The Home Help service is expanding with an increase in customers and Home Helpers. The number of Ambition for Ageing projects in the three eligible wards is increasing with funding provided for their own local community projects. I trust that you will see from the Review that there are a significant number of positive activities taking place to help the older people of the Borough.

I would like to express my thanks to the Chief Officer, John McArdle for his leadership and commitment to the task during this difficult period. I would also like to thank his staff and volunteers for their support in sticking to the task and to thank my colleagues on the Board of Trustees for their continued support, their commitment and their expertise, especially as during the year they have had to make a number of difficult decisions.

Age UK Wigan Borough is strong both in terms of the Board of Trustees, the 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 Borough can rely on our services in the years to come.

Donations

In 2017-18, we received donations totalling £1406. We are grateful to the following for their support:

Mr and Mrs F. Baron	F. Beardsworth	Linda Blackburn	Mr A. Burke
Mr D. Burney	Mr A. J. Calland	Mrs E. Crowshaw	Rita Cunningham
Mr J. Derbyshire	Maureen Gray	Lilian Goulding	Mr K. Halliwell
Mrs K Houghton	Hilda Hurst	Miss D. Isherwood	Mrs Kidger
Mr Larkin	Ann Leonard	Miss R. Mackay	Mr H. Parkinson
J.H. Phounsell	Mr Pinkney	A. Priestley	Rotary Club of Wigan
A.E. Sumner	Mrs Patricia Tinsley	Mr and Mrs Webster	Wigan Mothers' Union
Keith Yates			

In memory of: Connie Egan, Marlene Hampson, Eileen McCreery, Mary Margaret Pallett, Mary Croft Philip, Thomas Slater.

We continue to strive for excellence in all that we do. In 2017-18, we achieved or retained a range of externally accredited quality awards:



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