



*A Local Charity Supporting Local People*

## The Year in Figures

- ◆ **£1,778,852** gained in benefits for local older people.
- ◆ **£269,920** brought into Wigan Borough from external funding sources.
- ◆ **£96,770** invested in three wards (Atherton, Pemberton and Leigh West) by our Ambition for Ageing project.
- ◆ **6,570** cleans in older people's homes by our Home Help service.
- ◆ **4,614** attendances at Bright Days activities.
- ◆ **2,982** individual older people supported.
- ◆ **1,054** referrals or signposts, either to our own services or externally.
- ◆ **943** repairs and alterations to improve people's living conditions by our Handy-person service.
- ◆ **550** people given information about their options for housing and care support.
- ◆ **181** people supported to challenge decisions by our Advocacy service.
- ◆ **39** people received regular visits through our Befriending service.



*Prince Charles speaks to members of the Bright Days' Jammers Group during his visit to The Old Courts*

## Our Friends and Family Test

**98.9%** say they would recommend our services to their families and friends.



*A focus group of older people helped us to develop our priorities*

## 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.

Working in Partnership with:



## More than just a Cleaning Service

Mrs W is 90 years old and lives alone in Orrell. She started to use the Home Help service in September 2016 to clean her house once a fortnight.



Mrs W has short term memory loss but used to be a singer. Michelle, our Home Helper (pictured) chatted to her about this and the sort of music that she likes - a range of 50s music such as Nat King Cole and hymns. Michelle downloaded the music onto her phone and plays it so that Mrs W can sing along. Mrs W says that she feels so much better when Michelle has visited and her family has also noticed the difference - so much so that they have increased the service to twice a week.

## Chair's Report

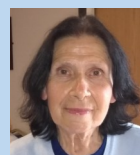
It is always good to review what you have done in the past and to think about what you are in a position to do in the future. With that in mind we are delighted to offer you an opportunity in this review to discover the excellent work undertaken to help the older people of Wigan Borough. This has been another year of challenge and change. Sadly austerity continues and it is becoming increasingly difficult to obtain grants to fund the programmes and projects we would wish to offer. We are finding that we have to look at ways of generating income to support the work of the service. To this end, I would personally like to thank those people who have kindly made donations this year - they are listed in this review - and also thank those people who left legacies in their wills. We are always pleased to accept both donations and legacies.

In May, the Market Street office was closed and all staff are now located at Pennyhurst Mill. This was not an easy decision but one that seemed not only to be sensible but necessary in order to reduce overheads. Staff however continue to see clients at Pennyhurst, in their homes, through outreach in many parts of the Borough and at an office at the Groundwork premises in the centre of Wigan. The Handyperson and the Home Help services continue to grow and to generate income. We have received further funding for Bright Days - this programme helps combat loneliness and isolation. Ambition for Ageing has been highly successful in the three wards it works in. We continue our Information and Advice, Befriending and Advocacy services and you can read stories linked to these services in the review.

Finally I would like to thank the Chief Officer, John McArdle, the staff and volunteers for their continuing commitment to help older people. I would also like to thank members of the Board who have given their time freely and who have at times had to make difficult decisions.

## Brenda's Poem

Brenda recently read this poem at our Summer Shindig at the DW Stadium in Wigan:



### *Doing Well at the DW!*

Age is just a number -  
It's how you feel that matters,  
So get to the DW Stadium  
To share some friendly  
natters!

No wonder they call it 'DW'  
That's for Doing Well, you  
know!

For when it comes right down  
to it  
They always put on a good  
show!

Staring at four walls each day  
Is the worst thing you could  
do  
Remember, there's a whole  
wide world out there  
And it's waiting just for YOU!

Summer has come with  
Bright Days  
To fill our hearts with joy.  
There's so much to look for-  
ward to  
For each senior girl and boy!

'The older the fiddle, the  
better the tune',  
That's been said before,  
So, come on, seniors, let's  
raise the roof  
With those great songs we  
adore.

It's time to don the glad rags  
And those nifty dancing  
shoes.  
Let's grab some fun and  
laughter  
There's not a moment to  
lose!



*I was nervous to sing and perform at first but now I love being a part of the Bright Days Silver Choir and have made some fantastic friends.*

*Come along and see for yourself how good it is.*

Irene, 77 from Ashton-in-Makerfield

**49%**  
**of the people**  
**we support**  
**live alone.**



## Mr S's story

Mr S. was referred to us by his community matron. He lives alone in a bungalow that he owns but had taken equity release on, so effectively only owns 20% of the building. He wants to move to another bungalow as he is socially isolated. He has significant mobility issues and lives on a hill with no local shops and relies on a wheeled walker when outdoors. We talked through the issues with Mr S. and confirmed that he was eligible to apply for housing, despite owning his bungalow, as he had low equity. We helped him to complete the online housing application form and submitted a medical application for him. He was given medical priority on the housing list and identified a nearby scheme himself which he is now on the waiting list for.

We advised that he consider claiming attendance allowance so that he has money to spend on taxis/help around the house and have helped him to make this claim. He was awarded this at a higher rate, increasing his income by £85.60 a week.

We have given him information about local groups, including a men's fellowship group, and about alternative transport (Ring and Ride or taxi vouchers) so that he can get out and about more easily. His Community Link Worker is helping him with this.

*'My husband was diagnosed with Alzheimer's and now we can pay to go to all the clubs etc. So it is twofold - we are going out more and it's stimulating my husband so he is much better.'*

*Wife of 71 year old male*

## Benefits

In 2018-19, we supported people to gain an additional £1,778,852 in benefits. In response to our questionnaires:

- 61.5% say they spend some of it on practical help in the home;
- 36.5% say they spend some of it on food
- 35.4% say they spend some of it on heating
- 32.2% say they spend some of it on household repairs/ decoration
- 25% say they spend some of it on disability equipment.

(Information taken from 96 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)

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## Staff and Volunteers

In 2018-19, we had an average of 42 staff members and around 55 volunteers at any one time. Our volunteers gave a total of 4,080 hours to support our organisation. The Office for National Statistics gives the mean hourly pay for people in Wigan in 2016 as £14.59. This indicates that the added value of our volunteers is **£50,527**.



*Volunteers at a Forum meeting*



Hazel is 72 years old and has been a volunteer with us for nine years. She got into contact after seeing an advert in the office window and signed up to help with reception two days a week. She has also helped organise Bright Days activities, including Soup and Sandwich at Clarington Place and Bingo sessions. Having had a bit of time off for an operation, she is keen to get back onto our Switch desk and to help again with new Bright Days activities. As well as volunteering with us, she helps in a charity shop and enjoys walking. She says that she most enjoys meeting people through her volunteering:

**'Everyone is friendly and very helpful, I really enjoy my time at Age UK Wigan Borough.'**

We are pleased to have confirmation of Lottery funding to continue our Bright Days programme for another three years. As one member said:

**'It is not just about the ukuleles—it is about the people. It is massive to enjoy what you are doing.'**



## Donations

In 2018-19, we received donations totalling £2,170.76 We are grateful to the following for their support:

Mr H Ainscough	Angela Foster	Mrs J Melling	Symphony Music
Helen Ash	Mr & Mrs Gorst	Mr Molyneux	Alan & Joyce Tarpin
Mrs Barker	Mr Hammond	Mr & Mrs Molyneux	M Thorpe
Mr and Mrs Baron	Marlene Hampson	D Motler	Glen Tyldsley
J & P Barter	B Hardy	Ray Neacy	Mr D Wainwright
Mr and Mrs Bradshaw	R A Hodgson	Mrs Lisa Parr	Mr & Mrs Webster
M A Burke	Hilda Hurst	Ms A Rawson	Mr White
A J Calland	S Jeans	Mrs G Shepherd	The Wigan Women's
Mr N Clarke	David Jones	Mr G A Shepherd	Friendship Group
Ann Davies	Mr Keith Jones	Mr & Mrs Shorrock	Susan Winstanley
P Dorsman	Ann Leonard	F Smith	Margaret Woods
Mrs Draper	Mrs Locket	Mrs Speakman	Linda Worthington
Mrs K Ellison	Mr P Lunt	St David's Mothers' Union	

We also received legacies from the Late A Procter and the Late Dorothy Moorcroft.

We were grateful for support from Age UK, Citizens Advice Wigan Borough, The Eric Wright Charitable Trust, Forever Manchester, GMCVO, The Lottery Community Fund, Tesco Bags of Help and Wigan Council.

**We continue to strive for excellence in all that we do. In 2018-19, we achieved or retained a range of externally accredited quality awards:**



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