



*A Local Charity Supporting Local People*

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2019-  
2020

## Our Friends and Family Test

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



## Ten Years of Bright Days

In February 2020, we celebrated ten years of Bright Days. As well as regular projects, our Bright Days team set up a new gardening project, working in the community garden at the veterans' hub. We also established a new Wednesday Club, enabling people to meet in the centre of Wigan, chat, play games and celebrate birthdays, including Jenny's 100th!

Members of Bright Days took part in research with the University of Manchester. They had to play games on a tablet to record how decisions are made in strategic situations. Although people were nervous initially about what they had let themselves in for, they had an enjoyable afternoon and were happy to support the University in their research.

Sadly, towards the end of March, all activities had to cease as the effects of Covid 19 began to take hold.



## Mr and Mrs L's story

Mr and Mrs L had been living in Spain and decided to return to the UK as Mr L's health deteriorated. When we first met them in February 2019, they were living with their family and buying a house in Atherton. Mr L had a number of health conditions including prostate cancer, incontinence, tremor in both hands and vision problems. He needed help with food and drinks. We supported him to claim the higher rate of attendance allowance.

They made a significant loss on the sale of their house in Spain but were able to move into a property in Atherton in July 2019.

We then were able to help Mrs L to claim carers allowance, council tax reduction and pension credit. The additional money has helped to decorate their new home, provide practical support and help towards heating.

Working in Partnership with:



Wrightington, Wigan and Leigh **NHS**  
NHS Foundation Trust

Bridgewater Community Healthcare **NHS**  
NHS Trust

## Ambition for Ageing



At the end of March 2020, we said farewell to our Ambition for Ageing team. The project ran for five years, supporting older people in the wards of Pemberton, Leigh West and Atherton to improve their local areas.



- ✓ Over the five years, we invested nearly £300,000 to support organisations and individuals to improve their local area.
- ✓ 229 local businesses have pledged support to Sit Thi Deawn in the three wards.
- ✓ 36 groups were supported to hold community lunches in December 2019/January 2020.
- ✓ 3 Health and wellbeing events were held in October 2019.
- ✓ 57 people, representing 20 groups or clubs attended training sessions during January and February 2020.



## Donations

In 2019-20, we received donations totalling £3,295.69 We are grateful to the following for their support:

Mr and Mrs Appleton	Mr K. Heyes	Jane Pimblett
Mr and Mrs Barlow	Robert Hodgson	Mr William Plumley
Mr and Mrs Barton	Mr and Mrs Horrocks	Mrs P. Pritchard
Mr and Mrs Bentham	Mrs M. Houghton	Mrs I. Radcliffe
Miss J. Birchall	Mr and Mrs Hughes	Miss M. Roe
Sharon Birch-Ford	Mr and Mrs Johnson	Mr E. Sayer
Mr and Mrs Bradshaw	Mr A. Jones	Mr E. Shepherd
Mr T.W. Burtonwood	Mrs S. Jones	Mrs G.A. Shepherd
Mr J. Campbell	Graham Kay	Heather Shepherd
Doris Campbell	Mr and Mrs Kelly	Mrs Speakman
Renie Campbell	Mr S. Longshaw	A. Sweeney
Mr and Mrs Croston	Brian Lowe and Ms S. Roe	Rita Thompson
Mr and Mrs Davies	Mr Lunt	Mrs C.M. Tighe
Maureen Ede	Mrs K. Maddocks	Mr and Mrs Waite
Sue Fairhurst	D. Marsh and L. Moorfield	M. Walsh
Mrs Fayle	Miss M. Martindale	Matthew Walsh
Mr and Mrs Garside	Mr and Mrs Molyneux	Steven Walsh
June Glynn	Dr and Mr Matthias	Mrs M. Williams
Mr J. Goulding	Mrs N. Muscroft	Miss J. Woods
Alice Hart		

We also received donations in memory of Mrs M Hughes.

We were grateful for support from Age UK, Archdiocese of Liverpool, Ben Fund, Citizens Advice Wigan Borough, Charity Service Discretionary Fund, The Cotton Industry War Memorial Trust, The Eric Wright Charitable Trust, Forever Manchester, Garfield Weston Foundation, GMCVO, The Lottery Community Fund, The Manchester Guardian Society, My Pets Vets, St. John's Church - Standishgate, Trinity United Reformed Church, WG Edwards Charitable Foundation, Wigan Council, Wigan Town Relief in Need Charity, Wigan and Leigh District Society for the Blind and Wigan Rotary.

## The Year in Figures

£2,285,435 gained in benefits for local older people.  
£244,881 brought into Wigan Borough from external funding sources.  
£66,446 invested in three wards (Atherton, Pemberton and Leigh West) by our Ambition for Ageing project.  
7295 cleans/shopping trips by our Home Help service.  
6,381 attendances at Bright Days activities.  
3,523 individual older people supported.  
4,079 referrals or signposts, to 27 different organisations/services.  
1115 repairs and alterations to improve people's living conditions by our Handyperson service.  
698 people given information about their options for housing and care support.  
219 people supported to challenge decisions by our Advocacy service.  
16 people received regular visits through our Befriending service.

**50.3%**  
of the people  
we support  
live alone.



**75% have a  
disability.**

## 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.

'We are very grateful for the advice and extra money we have received. We have never claimed or asked for any benefits before, we never thought we qualified. My wife and myself are 85 years old and we both worked for 50 years, but we never had a job that allowed us to save much ... we have been married 64 years and this is the first time we have had money to spare.'

Mr and Mrs H, Leigh

## Benefits

In 2019-20, we supported people to gain an additional £2,285,435 in benefits. In response to our questionnaires:

- 50% say they spend some of it on heating
- 43% say they spend some of it on practical help in the home
- 43% say they spend some of it on food
- 19% say they spend some of it on household repairs/decoration
- 15% say they spend some of it on clothes/shoes
- 14% say they spend some of it on disability equipment.

As a result of our support, 75% of people say they feel more positive about life and 69% that their quality of life has improved.

(Information taken from 150 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 2019-20, we had an average of 45 staff members and around 52 volunteers at any one time. Sadly, as Covid 19 struck many of our older volunteers have not been able to continue to work with us.

David (pictured) is one of our Information and Advice volunteers, supporting older people to claim Attendance Allowance. He used to work for the Benefits Agency and knew that many older people weren't aware of the benefits they are entitled to. He says he gets an enormous amount of satisfaction helping people receive money. He also enjoys coming into the office and meeting with colleagues.

When David is not in the office, he is keen on football, supporting Wigan Athletic. He also enjoys meeting friends and family. He's a film buff and also enjoys a good book. Once travel is an option again, he hopes to go back to Florida, which he has visited several times.

## Chair's Report

I am very pleased to have the opportunity to present to you this year's Annual Review. I hope you will find it interesting as it informs you of the excellent work carried out by the staff and volunteers of Age UK Wigan Borough in the many services they offer to the older people of the Borough.

2019-20 has been another year of challenge when the opportunity to obtain grants and funding has proved to be extremely difficult. However when you read on the third page of the Review the figures of the number of people helped, it is clear that in spite of the challenging times there has been very many positives to assist the local elderly community. Both the Home Help and the Handyperson services saw the number of contacts increase; the very popular Ambition for Ageing project, whilst ceasing at the end of March, allowed the community in the three wards for which we were able to draw down funds to decide what would benefit local residents; the Information and Advice, Advocacy and Befriending services assisted many older people in all parts of the Borough and Bright Days continued to offer opportunities to prevent older people becoming lonely and isolated.

2020 is a year of anniversaries for Age UK Wigan Borough. It is 25 years since Age Concern opened its first office in Market Street, Wigan and it is also the 10th anniversary of the Bright Days Programme. The intention was to celebrate both events during the year but sadly Covid 19 has made this impossible.

In the last two weeks of March most activities ceased as Covid 19 became the focus of attention. The excellent work to help those in need during the lockdown period will be reported in the 2020-21 Review.

As always it is right and proper that I offer my appreciation and thanks to a number of people. First of all the Trustees, who have given of their time and commitment; John Mcardle, the Chief officer, his staff and volunteers for their excellent work in helping the older people of the Borough; our partners who are mentioned in the Review and finally the many people who made donations to the organisation during the year.

**We continue to strive for excellence in all that we do. In 2019-20, 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: Pennyhurst Mill, Haig Street, Wigan WN3 4AZ. 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.