

# Annual Review

## 2022-2023

*A Local Charity Supporting Local People*



### We moved Offices

In June 2022, we said farewell to Pennyhurst Mill and moved to shared premises with Groundwork in Hallgate, Wigan. This has had several advantages, not least in terms of cost savings. The new offices are close to the centre of Wigan and have enabled us to develop a closer working relationship with Groundwork.



### Our Friends and Family Test

**99.6% of people responding said they would recommend our services to their families and friends.**

# Chair's Report



It gives me great pleasure to present to you this year's Annual Review and on behalf of the Board of Trustees, we thank our staff and volunteers who contribute to the ongoing success of Age UK Wigan Borough. I joined Age UK Wigan Borough part way through 2022 and believe we are the organisation is best placed to improve the lives of older people through influencing and advocacy, and through the services and programmes we and our network of local and national partners provide on the ground. We're a trusted source of information helping older people and their families find the answers they need.

The year has, to a large extent, been one of recovery from the problems caused by the Coronavirus pandemic. As we started the year, we were faced with moving our office of nearly 20 years and accepting the loss of funding for our Bright Days project. We approached these challenges with enthusiasm and careful planning, building a resilient organisation in a position to continue delivering services to meet the needs of those requiring our support.

I'd like to thank those organisations, including Eric Wright Foundation, who are long-standing financial supporters of our services; Sport England provided grants to us allowing us to start walking football opportunities across the Borough working in collaboration with Wigan Council. I would also like to spotlight our supporters, who through donations and fundraising activities provide essential funding to keep our services running at times when they are most needed. We lost our Bright Days lottery funding, but have been able to keep this essential service running to allow people who are experiencing the effects of loneliness or isolation to get together with friends old and new, improving lives.

Our Support at Home team visit people across the Borough providing much needed help at home. Both the Handyperson and Home Help staff often go above and beyond when providing services to residents that sometimes need extra help to make them feel safe and secure in their own homes.

As we know, the cost-of-living crisis shows no sign of easing and inflation has been at its highest for many years. We are closely monitoring the situation in terms of our costs, and we are also very aware of the impact it is having on society and the affordability of our services when there are so many other cost pressures on people. Equally, we recognise the need to ensure staff, who are our greatest asset, are appropriately remunerated. Our Information and Advice team have seen a 45% increase in demand and achieved a staggering £2.16million of unclaimed benefit for people in Wigan Borough.

The coming year will continue to be very difficult for everyone, but as a local charity we remain financially strong and able to weather the storm. Additionally, our ambition to invest in new opportunities to expand our service offer remains.

Thank you to everyone who has contributed to our work over the year and best wishes.

**Robert Armstrong, Chair**

# Our Mission Statement

We improve the quality of life for local people aged 50 and over. We provide services to ensure people have the information they need to live their lives as they choose, can live safely in their own homes and combat loneliness and isolation. We make sure the voices of local people are heard and can influence improvement to local services.



# Support at Home

Our Support at Home services have continued to grow to provide more valuable help to older people in their own homes. Over the year, we recruited an additional Handyperson, bringing the team to three full-time staff. They assist with small jobs, providing a high-quality and competitively priced service, allowing people to live comfortably and safely in their own home.



Our Home Help team support people with everyday tasks to help them remain independent, provide companionship and reduce isolation across Wigan Borough. We have now expanded to a team of 35 Home Helpers and have introduced three new roles of Senior Home Helpers to support the service.

**"Gives me peace of mind, I feel like I have nothing to worry about. [My Home Helper] is good company."**

*Feedback from an Home Help Customer.*

**"I think the [Handyperson] service is just what elderly people need. Saves feeling a nuisance and having to trouble other people."**

*Feedback from an Handyperson Customer.*



**Between April 2022 and April 2023 our Support at Home Service provided:**

**17,471 hours** by our Home Help service to help with shopping, cleaning and social support.

**2,595 repairs** and alterations to improve people's living conditions by our Handyperson service.

**"I really enjoy my job. I have lovely customers – it's a pleasure to help them out."**  
*Feedback from one of our Home Helpers.*



## Benefits

During 2022-23 we helped **1588** people to gain an additional **£2,155,546** in unclaimed benefits.

In response to our questionnaires:

- **51%** said they spent at least some of it on additional heating
- **42%** said they spent at least some of it on practical help in the home
- **34%** said they spent at least some of it on food
- **19%** said they spent at least some of it on household repairs/decoration
- **13%** said they spent at least some of it on household equipment
- **12%** said they spent at least some of it on disability equipment

(Information taken from 111 questionnaires returned by people getting support through our I&A service. Figures add up to more than 100% as some people spent their money on more than one item)

"Thank you so much. I am so grateful for the help you have given me. It's made me feel more confident in myself."

*Feedback from an Information and Advice Client.*

The difference Age UK ... has made to my life ... I was in a very dark place not knowing where to turn to before I contacted Age UK."

*Feedback from an Information and Advice Client.*

**74%** of our Information and Advice clients would not know where to go if our service was not available.

## Outcomes

Our monitoring shows that as a result of contacting Age UK Wigan Borough and receiving one of our services:

- **21%** of people feel less lonely
- **39%** of people feel more positive
- **32%** of people feel safer at home
- **41%** of people find it easier to manage around the house

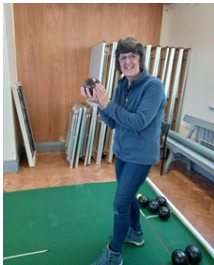
# Activities in the Community

Bright Days activities allow people to meet new friends and have fun. We have various groups to suit older people across Wigan Borough. Our service reduces isolation and loneliness, by providing a range of activities that people want. The service promotes wellbeing and gets communities together right across the Borough.



We provided funding to enable Be Well to host Walking Football Sessions across the borough as well as funding to train volunteers to become referees so the groups can continue long term. Walking Football keeps individuals active and help people get back to sport at a later age.

We celebrated the Random Acts of Kindness day by handing out goodie bags in Wigan town centre with sweets kindly gifted by Uncle Joe's and an information leaflet about our services to spread awareness of the support available across the Wigan Borough.



We provide a consistent activity programme that runs throughout the year. From Choir to Walking football, we provide a range of groups for people age 50 and over to attend. We listen and provide new activities the community would like. In 2022, we started winter carpet bowls and provided warm spaces across the borough.

**"I enjoy coming on a Monday and look forward to it and the company."**

*Feedback from Bright Days Member*

**"The quiz helps to keep my brain active."**

*Feedback from Bright Days Member*

**If you would like to make a activity suggestion please let us know.**



In 2022, we launched our Have Your Say Project. This project gives people aged 50 and over in Wigan a voice that will be heard and make an impact to improve services. This year, we focused on the Wigan Council's 'Planning for Future 2040'. Our group shared their thoughts on the Wigan Boroughs long term priorities to the council which they fed back to their board. We now have 31 members and we look forward to growing and getting more voices heard this year!

In September we enjoyed hosting an event with Wigan Council & Wigan Athletic Community Trust to celebrate the International Day Of Older People. We successfully shared the support available across the Wigan Borough for older people and had lots of fun.



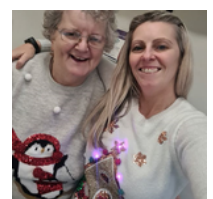
We are truly grateful to The Shoebox Fairies donated 84 boxes of goodies which we gave out to people who would benefit from them at Christmas.

Many thanks to Heinz for donating tins of soup to support our Shevington Soup and Sandwich group.



We are delighted to have received a grant from the National Academy for Social Prescribing's 'Power of Music' fund through the Utlely Foundation to support people with dementia attending our Bright Days choir. We welcome all people over the age of 50 to the choir and always have a good time together.

Thank you Anchor, St Clements Court for choosing Age UK Wigan Borough to support by having a Christmas Jumper Day! Their donations will help us deliver our Bright Days Programme.



# Financial Matters

## Where our Income Came from in 2021-2022:



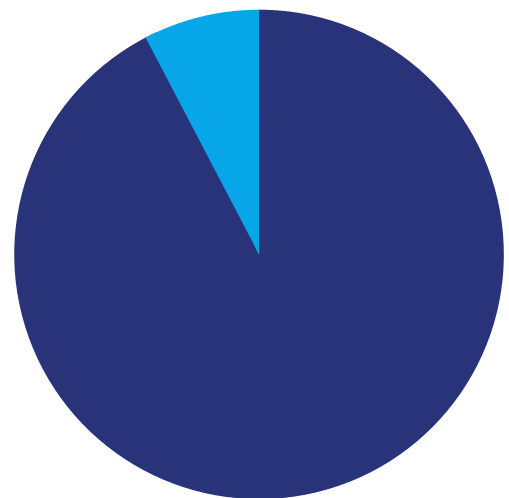
Donations and Legacies	£6554
Local Authority Contracts	£151,785
Service Level Contracts	£70,000
Grants	£100,817
Trading activities	£294,069
Investment income	£10,370
Other	£39,046

**Total Income** **£672,641**

## How our money was spent in 2021 -2022:

Charitable Activities	£715,653
Governance costs	£59,431

**Total expenditure** **£775,084**



**£148,863** brought into Wigan Borough from  
external funding sources



# Donations

**In 2022-23, we were grateful to the following individuals who donated £50 or more to our organisation:**

Mr P J Barker	Mr D Heaton	Mr and Mrs Oliver
J Blackburn	Mr T Holmes	Dr A Parr
Mr and Mrs Blinston	Mr B Houghton	Mr and Mrs Preston
Mr and Mrs Boffey	Mr D Johnson	Margaret Rowe
Mr A Bold	Mrs V Lynch	Mrs B Ryding
Mrs N Bradshaw	Mr J Maloney	Mr and Mrs Saunders
Mr J Cash	Mr and Mrs Martland	Mr K Serjent
Mr Stanley Clee	Mrs E Melling	Mr and Mrs Talbot
Mr and Mrs Devine	Mr G Miller	Mr and Mrs Taylor
Mr J Dignan	Mrs J Milner	Mr Thompson
Mr and Mrs Edwards	Mr R Newsham	Mr and Mrs Thompson
Mr and Mrs Foley	Mrs M J O'Hara	Mr E J Wilcock
Mrs J Green	Carol Oakes	

**We are grateful for support from the following organisations:**

- Age UK
- Citizens Advice Wigan Borough
- The Eric Wright Charitable Trust
- Evan Cornish Foundation
- Foresters Friendly Society
- France's Charity
- Headley Trust
- Home Instead Charity
- Innocent Smoothies
- National Lottery Fund RC North West Region
- The Skelton Foundation
- St Benedict's Catholic Church
- St Clements Court (Anchor) and St James Church
- Tesco Community Grants
- Utley Foundation (Power of Music Fund)
- Wigan Council



## Staff and Volunteers

In 2022-23, we had an average of 52 members of staff and 22 volunteers who have helped us during the year. During Volunteers Week, we gave volunteers pots of thyme to say thank you for their time.



Congratulations to Gerry Mawdsley, a valued volunteer, who leads our Ukulele Group was crowned a Coronation Champion by the Royal Voluntary Service, following our nomination which recognised what he does for us and other work in the community.

## Trustees

**The following served as trustees during the period 2022-2023:**

Bryan Shepherd (Chair until November 2022, then trustee), Robert Armstrong (trustee from July 2022, then Chair from November 2022), Richard Williams (trustee from May 2022, then Vice Chair from March 2023), Matthew Hothersall (Treasurer), Jim Maloney (until November 2022), Lady Joy Smith, Đula Alićehajić-Bečić (from November 2022), Bernadette Ashcroft (from November 2022)

## Get Involved

**Fundraise for us**

**Volunteer for us**

**Donate to us**

**Leave a Legacy**

We rely on your support to help people aged 50 and over across Wigan Borough. Any support, no matter how little, is greatly appreciated. If you would like to get involved please contact us.

**Contact us - 01942 615880**  
**[www.ageukwiganborough.org.uk](http://www.ageukwiganborough.org.uk)**

