



Our Impact in 2014

What is Age UK Wigan Borough?

We are the largest organisation in the area providing high quality services designed to support older people across the Borough. We aim to help older people live their lives as they would choose. We are an independent local charity, affiliated to Age UK, the national organisation for older people.

Why have Age UK Wigan Borough?

There are over 116,000 people over the age of 50 in Wigan Borough. This includes 5,634 over the age of 85, representing 1.8% of the population. 26.5% of households in Wigan Borough are headed by someone aged over 65 and 3% by someone over 85. 23% of people over 65 claim pension credit and 47% of those over 85. Life expectancy in the most deprived areas of Wigan Borough compared to the least deprived is 9.4 years lower for men and 8.5 years lower for women. The area has high levels of smoking related deaths, diabetes and low levels of physical activity compared to England as a whole.

(ONS population figures 2013; CLG 2011 household projections; DWP 2013; Wigan Health Profile 2014)

We support older people:

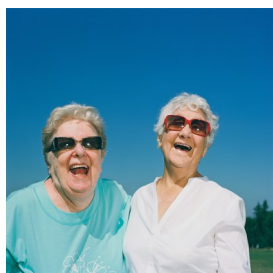
- To become involved in the local community and to be valued;
- To remain safely at home for as long as possible;
- To get the services and support that they are entitled to;
- To be as independent as possible;
- To stay out of hospital and to come home from hospital safely;
- To keep active, to pursue new hobbies, make new friendships and continue to learn new things;
- To be financially secure.

Headline Figures

In 2014, we supported **7,515** older people in a wide range of ways. Some of these were short one-off contacts but many people had more complex issues and used a number of different services. Totalling of individuals that each service worked with comes to **13,078**: showing that many people used more than one of our services during the year. The number of referrals made either to our own services or externally was **21,332**.

The time involved in supporting people varied from a short phone call lasting a few minutes to many visits, giving up to 56 hours of support over the year.

(Figures drawn off our Charitylog database, cross referenced with the Bright Days register)



Improving Older People's Lives

During 2014, we implemented the use of the Older Person's Outcomes Star with some services to measure the effect we have on older people's lives. We have begun to see the results for our Support at Home and Housing and Care Options service, which support people over a longer period of time. The figures below show average improvement in scores, either over six months or after the intervention has completed (whichever is sooner) for 29 people. Although the sample size is still small at this stage, it gives an indication of the effect we are having on people's lives.

- Staying as well as you can—average change in score from 5.49 to 7.48 (increase of 1.99)
- Keeping in touch—average change in score from 5.93 to 7.48 (increase of 1.55)
- Feeling positive—average change in score from 5.62 to 7.21 (increase of 1.59)
- Being treated with dignity—average change in score from 7.45 to 8.99 (increase of 1.54)
- Looking after yourself—average change in score from 6.10 to 7.69 (increase of 1.59)
- Feeling safe—average change in score from 5.14 to 8.45 (increase of 3.31)
- Managing money—average change in score from 6.48 to 7.97 (increase of 1.39)

The Bright Days activity programme uses a simplified version of the outcomes star. 27 people have completed the star and show positive improvements as follows:

- Feeling positive—average change in score from 7.86 to 9.40 (increase of 1.54)
- Leading a healthy lifestyle—average change in score from 7.48 to 9.18 (increase of 1.70)
- Keeping positive—average change in score from 7.18 to 9.26 (increase of 2.08)
- Feeling confident—average change in score from 7.62 to 9.48 (increase of 1.86)

(All scores are on a scale of one to ten where one is 'cause for concern' and ten is 'as good as it can be'.)

Mr A

Mr A is 61. He was referred to us following a divorce that meant he had to move to a new home in Wigan. He is disabled with spondylosis and arthritis and in severe pain following a knee operation that went wrong. He has also suffered from depression, resulting in a recent admission to a mental health ward. We supported him to gain ESA (Employment and Support Allowance) and PIP (Personal Independence Payment), making him £63 a week better off. Our support worker visited him for several months to help him get his paperwork more organised, as well as registering him with Ring and Ride and for Falls Prevention advice. After six months support, having felt very low, his outcomes star scores showed he now feels as well as he could be, his money is better managed and he feels a lot safer at home. His outlook on life is much more positive. We continue to offer him support on a regular basis.

Without our support, Mr A is likely to have been readmitted onto a mental health ward, at a cost of around £350 a day. (*Investing in Recovery PSSRU*)



We send out Quality Monitoring Questionnaires to people using our services. From January to September 2014, we sent out 670 questionnaires and received 375 back, representing a return rate of 56%.

- ♦ **99.5%** of people say we have treated them with courtesy;
- ♦ **99.3%** said that our staff are reliable;
- ♦ **97.6%** say that the service they received was helpful and **98.4%** say they would use it again and recommend it to their families and friends;
- ♦ **98.4%** said that the service we provided was either excellent or very good.

Having used our services:

38% of people feel safer at home.



31% of people find it easier to manage around the house.



40.8% of people feel more positive about life.

77.9% of people feel more confident about finding information they may need in the future.



How People Spent Additional Benefits

We asked 240 people we supported to claim benefits what they spent the extra money on. 89 responded, representing a return rate of 37%.

- 73% said they spent some of it to provide practical help at home
- 45% said they spent some on food
- 43% said some was used for extra heating
- 29% said some was used for disability equipment such as handrails or wheelchairs
- 22% said some was used for household equipment such as a cooker
- 21% used some for home repairs or decorating
- 20% spent some on clothes or shoes
- 12% used some to travel
- 8% used some to go out
- 7% used some for holidays or visits
- 6% spent some on family or friends
- 4% used some to clear debt
- Only 4% were able to save some of it.

Mr and Mrs C

Mr and Mrs C were referred to us in September 2013. They are in their eighties and live in a busy main road in Wigan. Mrs C is partially sighted, has poor mobility and gets breathless easily. Mr C had driven her car until recently but has now had to stop. Our support worker visited Mrs C to increase her confidence, supporting her to use Ring and Ride and to join some of our Bright Days activities. They had a benefits check and have received Attendance Allowance and Pension Credit as a result, making them £268 a week better off. They have a regular cleaner from our Home Help Service and we support them to find other reliable traders when necessary. Knowing that we are available for advice means that they are confident about managing their situation and able to continue to be independent.

Without our support, Mr and Mrs C were likely to become more isolated, with increased health and social care needs. A typical low-level health and social care package costs £210 a week.

(Unit Costs of Health and Social Care 2013, PSSRU)

Volunteer Support

During 2014, our work was supported by an average of **83** volunteers each week who provided approximately **12,880** hours of support over the year. The Office for National Statistics shows that the average hourly wage in Wigan constituency is £10.37, which indicates the added value of our volunteers is **£133,565**.

Who we Support



61% of people we support are female; 39% are male

‘My life is richer due to the contact I have on a weekly basis with the befriender’

‘[The Starting Point Plus] service has made it a lot easier to cope with my husband’s disability’

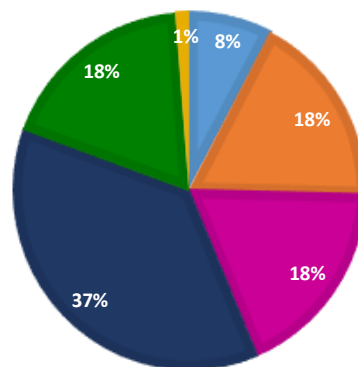
‘I feel more confident in using the stairs with a second hand rail [installed by the handy-person service] without the fear of falling’

‘The [Care Home] service helped me to feel positive that I should go into a ... home and I am glad I made the move as I am in a better standard of mobility and much less pain’

‘[Support at home] made me feel better in myself—not so alone’

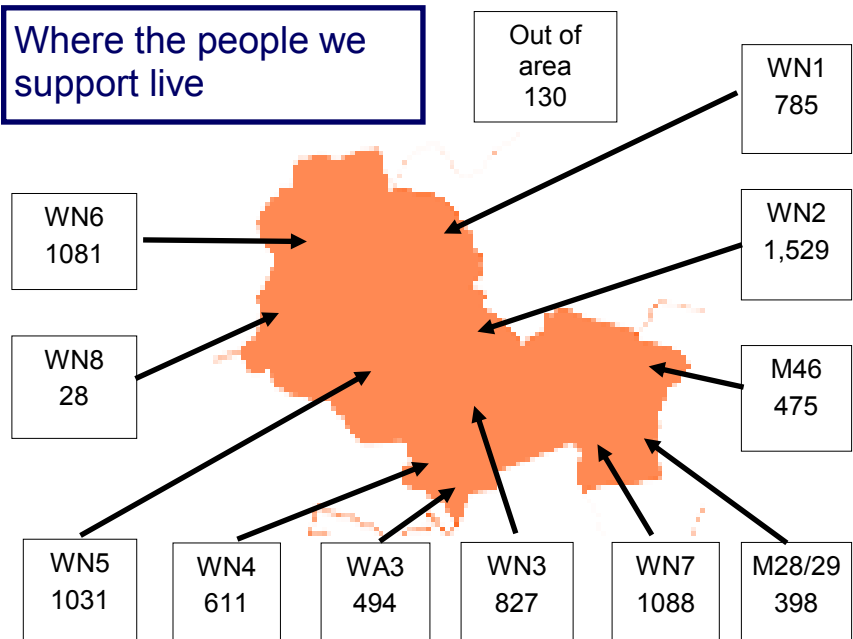
AGE RANGE OF THE PEOPLE WE SUPPORT

- Under 55 Years
- 55-64 Years
- 65-74 Years
- 75-84 Years
- 85-94 Years
- 95+ Years Old



We work with a wide range of people over the age of 50. Although the majority are in the 65 – 84 age range, we worked with 1,168 people aged 85-94 and 76 people over the age of 95 in 2014. The oldest person we worked with was 103 years old. She used our handy-person service several times.

Where the people we support live



52% of people that we work with say that they have a disability.

Of these, 20% say they have limited mobility; 16.2% have arthritis; 9.9% have a form of dementia or memory loss; 9.4% have COPD/Emphysema and 5.8% have had a stroke or TIA.



All figures taken from our Charitylog statistics, cross referenced with registered Bright Days service users over the period January - December 2014.

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