

Our Impact in 2016



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.

8138

In 2016, we supported 8138 older people living in Wigan Borough to have a better life



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.

Did you know?

- There are over 121000 people over the age of 50 in Wigan Borough.
- This includes 5,862 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.
- 23.6% of people over 65 claim pension credit and 44.3% of those over 85.
- Life expectancy in the most deprived areas of Wigan Borough compared to the least deprived is 11.5 years lower for men and 10.0 years lower for women.
- The area has high levels of smoking related deaths, diabetes and hip fractures compared to England as a whole.

(ONS population figures 2015; CLG 2013 household projections; DWP 2014; Wigan Health Profile 2016)

Our Friends and Family Test

98.5% say they would recommend our services to their families and friends.



Improving Older People's Lives

We send out Quality Monitoring Questionnaires to people using our services. In 2016, we sent out 799 questionnaires and received 476 back, representing a return rate of 47.7%.

- ◆ **100%** of people say we have treated them with courtesy;
- ◆ **99.8%** said that our staff are reliable;
- ◆ **96.8%** say that the service they received was helpful ;
- ◆ **97.5%** said that the service we provided was either excellent or very good.
- ◆ **98.5%** said that they would use the service again.



Word Cloud of responses to our Quality Monitoring Questionnaires
2016

**44.9% feel
safer at home.**



71.4% feel more confident about finding information they may need in the future.



36.1% feel more positive about life.



37.7% find it easier to manage around the house.



Our Bright Days activities project monitoring show that after 24 months of involvement in the activities:

55.9% say they feel more positive

68.1% say they lead a healthier lifestyle

70.1% say they do more social activities

57.4% say they feel more confident.

(Based on 68 people completing monitoring forms at the start of their involvement and after 24 months.)



20,069

In 2015, we made 20,069 referrals either to our own services or to other external services

“ I have always found both your services and people who provide them to be of invaluable help - you are responsive to your clients needs and are flexible within accepted parameters - your quality of service is high. (59 year old male)

Improving Older People's Lives

£45,322 Invested in Local Communities

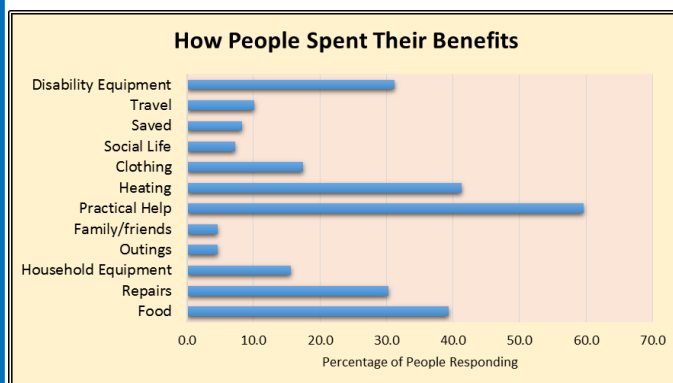


In 2016, our Ambition for Ageing project has supported local older people to make 32 investments, totalling £45,322 in the communities of Atherton, Leigh West and Pemberton to improve their lives.

The investments ranged from £175 for an Industrial toaster to enable Lamberhead Green Tuesday Club to welcome more people to their coffee mornings (see photo) to £9,587 for the Multiple Sclerosis Regional Therapy service to purchase specialist equipment to support people with limited mobility.

£1,752,173 Additional Benefits

In 2016, we secured £1,752,173 in benefits for older people. We asked the people we supported what they spent the extra money on. 109 responded, representing a return rate of 45.4%.



“The extra money has helped my mum stay in her own home, warm, safe and cared for.”

Volunteer Support

During 2016, our work was supported by a team of volunteers who provided approximately **10,910** hours of support over the year.

The Office for National Statistics shows that the average hourly wage in Wigan Borough is £13.67 which indicates the added value of our volunteers is **£149,140**.

Mrs B's Story

Mrs B first came into contact with us because she needed advocacy help regarding an overpayment of Attendance Allowance, when her husband had gone into hospital. During the visit, she revealed long-standing abuse and a referral was made to the safeguarding team. Discussions were held but before action could be taken, her husband passed away. When his death was explained to the debt collection agency, the debt was cancelled. As she no longer had to care for her husband, Mrs X was introduced to some of our Bright Days activities as she said she wanted to widen her horizons. Unfortunately however, she suffered a stroke and cannot attend any longer but instead she now has a weekly visit from a volunteer from our befriending service.

She also expressed embarrassment at the state of her home and a referral was made to our Home Help service to help with cleaning. In addition, she struggled to get access to her kitchen as the door was broken. This was repaired by the Handyperson service.

Although her life continues to be difficult, Mrs B has had a wide range of support since first contacting us.

Who we Support



63% of people we support are female; 37% are male

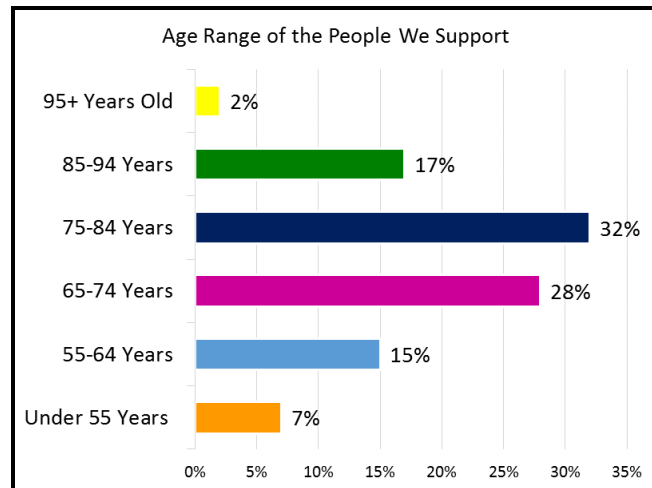
'The services you provide are exceptional and cover a very wide band of needs ...it's good you can count on Age UK.'
(60 year old male user of Starting Point Plus service)

'Having the second handrail put on, I can manage the stairs a lot better and I feel a lot safer'
(80 year old female user of Handyperson service)

'It felt like someone cared about me and my situation'. I am grateful to your service and the hope you gave to me.
(61 year old female user of Advocacy service)

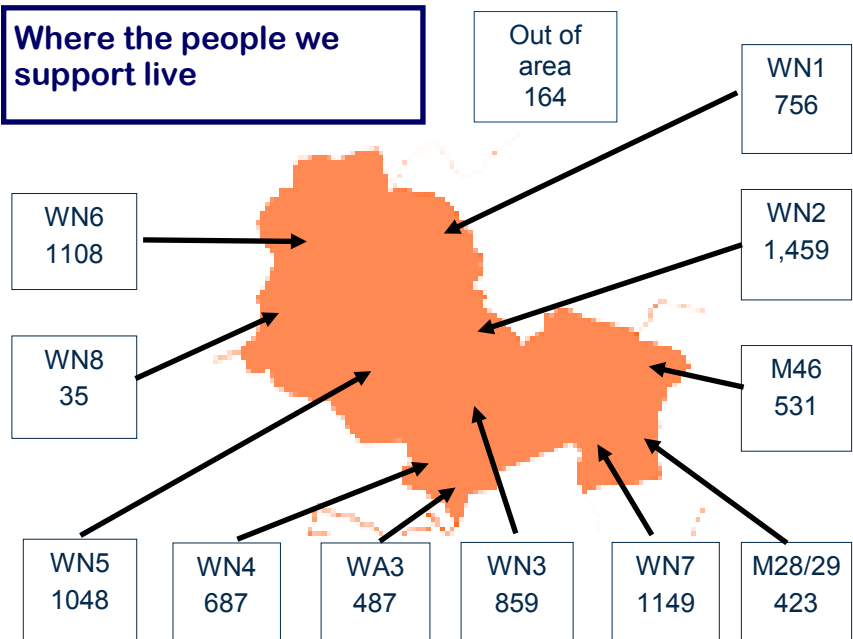
'[Being] relatively housebound, we find it comforting to know who to contact with many household difficulties'
(90 year old female user of Starting Point Plus service)

As the relative of an elderly person, I was reassured by the expert level of advice offered.
(user of Care Home Admission service)



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 1,352 people aged 85-94 and 121 people over the age of 95 in 2016. The oldest person we worked with was 105 years old: our handyperson service made her flooring safer in her bathroom.

Where the people we support live



74% of people that we work with say that they have a disability.

The most common disabilities are physical disability (52.7%), chronic illness (8.8%), dementia (8.4%) and a breathing condition (7.0%).



All figures taken from our Charitylog statistics over the period January -December 2016.

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: 68 Market Street, Wigan WN1 1HX