

Seven Weeks into Lockdown



Roz and Denise unpack smoothies donated by Innocent

Seven weeks into lockdown and we have completely transformed our services (and the warehouse!) to respond to the emergency that older people now face.

Ian's Handyperson van is packed, ready for delivery



In the seven weeks, we have:

- ✓ Completed **758** shopping trips/ prescription collections;
- ✓ Sent out **519** free emergency food packs;
- ✓ Made **3735** check and chat phone calls to older people;
- ✓ Completed **66** benefit claims by phone.

Thanks to our fantastic staff and volunteers for all they have done.

'I am 85 years with no family to call on and none of my neighbours have offered any support at all. Age UK really are my 'lifeline'.'

'We have to isolate for the next three months due to age and medical reasons so absolutely brilliant you guys can help, we tried lots of others without any luck.'



Vicky has bags of shopping to deliver to customers

Contact Us

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INVESTORS IN PEOPLE™

We invest in people Standard

We are delighted to be re-accredited with the Investors in People standard, which we have now held since 2011. One person interviewed said:

'I love working for Age UK Wigan Borough—it is one of the most satisfying jobs I have ever had knowing I make a difference to the older people living in our area.'

Fantastic Benefits Outcomes

Congratulations to our fabulous Information, Advice and Advocacy team who supported **2,087** clients between April 2019 and March 2020 and raised a massive **£2,228,435** in benefit claims and appeals.

Our research has shown that this is mainly spent on everyday things such as extra heating, practical help and food.



The team are still providing support with benefits over the phone. However, we cannot currently do face-to-face contacts.

'The service you provided was excellent in every way and my wife and I are very grateful for your help and advice.'

'Absolutely made up with the amount of help Age UK has given me - supported me through it all and was happy to help with questions.'



Tell us your Lockdown Achievements

Become a Lockdown Film Star.

We have partnered with Wigan Observer and are asking you to tell us what you are doing during lockdown. Have you started new projects or taken up old hobbies again? Let us know what you are up to and if you are able, film it on your phone and send it to Wigan Observer - email: newsroom.wigan@jpmedia.co.uk; or to us by email or Facebook. If you need help with doing a video, please contact us.

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