



**Blackburn
with Darwen**

ageUK

ANNUAL REPORT

YOUR LOCAL CHARITY FOR OLDER PEOPLE

2023-2024

Welcome to our annual report

Chairman's Message

I am pleased to present our Annual Review and Impact Report along with our accounts for the year 2023/24 on behalf of the Board of Trustees. The year has been another busy year for the charity where all the staff and volunteers have worked tirelessly to improve and maintain quality services to support older people in Blackburn with Darwen, whilst dealing with some difficult issues.

Through our growing work in local communities supporting people to improve their health and wellbeing, we have experienced a large increase in the number of referrals which staff through their hard work and diligence have responded to extremely well. In particular, we have seen high levels of demand for our free Advice & Information service with the team working flexibly and collaboratively to ensure we could respond in a timely manner and provide the necessary quality of service. We have continued our focus on supporting the growing number of people living with dementia and their families, along with maintaining and developing our broader health and wellbeing services in the community.

We continue to be extremely grateful for all the financial support from many funders, donors and benefactors as well as Blackburn with Darwen Borough Council with whom we have important contracts providing vital levels of financial support. It is important to note that every penny is used locally for the benefit of older people throughout Blackburn with Darwen.

Volunteers continue to be a vital asset to the organisation and are very much valued by the trustees. The individual and collective contributions are immense and should be widely recognised as key to our continued positive impact on the lives of older people locally. All the staff and volunteers should be congratulated for their dedication and desire to continue to support older people in Blackburn with Darwen.

Best wishes



Tony Hedley
Chairman



Chief Executive's Message

Welcome to our Annual Review and Impact Report for 2023/24 which aims to provide a summary of the work the charity has done during the year and the impact that this has on local older people. If you would like to know more about our work or services I would be pleased to talk to you.

In April 2023 we agreed our new business plan for 2023-26 which confirmed our commitment to providing flexible service models with a focus on earlier intervention and maximising independence along with ensuring our services are accessible to those who need them most. We are committed to increasing our reach across all the diverse communities in Blackburn with Darwen and maintaining a culture of continuous improvement.

Underpinned by these priorities the year has been busy and challenging for the organisation, which saw our services continue to support older people experiencing increasing challenges with physical and mental health and increasing numbers living with long term conditions including dementia, along with those struggling with the cost of living challenges. We saw increased demand across our services, in both volume and complexity, so whilst maintaining our core service offer we have also developed new offers in response to what older people have told us they need with a particular focus on mental health and wellbeing support. We were also pleased to launch the new, National Lottery funded, dementia Wayfinder service in May 2023.

We have continued to explore how digital technology can support us to deliver services and make best use of our resources, whilst still retaining that all important face to face and person-centred approach we know so many older people need and appreciate.

Our people are our key asset, working hard to support so many local older people. Volunteers remain vital to us being able to support the many older people that we do and our team of volunteers have provided us not only with many hours of their time, but a huge wealth of experience and knowledge which really adds value to what we can offer. I am pleased that we have also been able to continue to grow our offer to host student placements during the year which we see as a key role for us as a community organisation. Our staff team have worked together in flexible and innovative ways to ensure that any older person who needs our support receives it in the best way for them. To support this, we have continued to develop workforce wellbeing support and it was heartening that in our 2023 staff survey all staff who responded said that the organisation is a good place to work and that they feel supported.


In addition to our service delivery, we have maintained a focus on partnership working and influencing to ensure that the needs of older people are taken into account in planning and delivery decisions.

In particular, we have been actively involved in leading the Age Well Partnership on the delivery of the

Health and Wellbeing Strategy for the borough and the priorities of the new Place-Based Partnership with a particular focus on dementia support and frailty along with supporting people to age well. We have also continued to support the implementation of the Blackburn with Darwen Positive Ageing Framework which promotes the development of age friendly policy and practice across all local partnerships and delivery.

We are working in ever increasing financially challenging times with income levels from all sources under pressure. We are grateful for the support from our funders, donors and supporters who continue to provide vital resources to enable us to support more local older people, and we also seek to continue to diversify and expand our income generation activities to support organisational sustainability, including through new charged for service offers.

We remain focussed on supporting older people to have their best later life possible and continue to be flexible, innovative and resourceful in all that we do.



Vicky Shepherd
Chief Executive

Introduction

Our Vision - For all older people in Blackburn with Darwen to have the opportunity to live the life they choose

Our Mission - To listen to the diverse voices and views of local older people and use to influence both our own and others priorities. To deliver quality, person-centred services which meet local needs and maximise independence.

To deliver our vision and mission, and our strategic priorities, the organisation offers a range of services to improve the health and wellbeing of older people; to support people to remain independent as long as possible; and to be able to continue contributing to their community. We also work to influence the development of services for older people through a variety of mechanisms including delivery of the Age Well Partnership and sitting on a number of key strategic boards and groups, and through supporting national campaigns. We are pleased to be a Network Partner of Age UK, and we play an active role in the Age UK network, sub-regionally, regionally and nationally.

As a local, independent charity we have an increasing need to raise funds from a diverse range of sources to support our work that is not funded through grants and contracts, including engagement and marketing and our campaigning and influencing work, along with core functions that ensure the quality of our provision. During 2023/24 this has become even more of a priority as, despite making efficiencies wherever possible, we are faced with increasing costs across many areas of operation and challenged income levels from all sources as a result of the external economic environment.

This review provides an overview of our activity during 2023/24 and seeks to illustrate the impact of our services on the lives of older people and the benefit to the local community that we provide.

1601

1601 people supported through our Day Care and range of Health and Wellbeing services

6341

6341 enquiries to the Advice & Information Service from 2202 people

8713

8713 volunteer hours contributed during the year

64

64 volunteers were giving us their time at 31st March 2024

442

442 recorded compliments from our service users and supporters

0

0 complaints and 5 feedbacks received

Volunteers

The ongoing recruitment of volunteers has been a priority for us this year with many of our services relying significantly on volunteers with considerable long service. However, volunteer recruitment remains a challenge and our overall number of volunteers decreased slightly. At the end of March 2024, the charity had 64 volunteers who had given us 8713 hours of their time across the year. This is equivalent to £147,511 (using the TOMS national social value framework rates), which is a significant and vital contribution to the organisation's activity and impact. We were also pleased to offer corporate volunteering opportunities to a number of businesses this year with employees helping in the charity shop, with our Memory Makers groups and in day care.

We benchmark our volunteer data against Census 2021 data to ensure that our volunteers represent our local population and to take positive recruitment action to fill any gaps. We are pleased that we have volunteers from age 17 up to 85+ and who live in most wards of the borough.

A comprehensive audit of our volunteering processes took place during the year resulting in a refresh of approach and the introduction of a new handbook for volunteer managers to support consistent volunteer management and practice.

During the year we have worked in partnership with University of Central Lancashire (UCLan) and Edge Hill Universities hosting placements for Social Work students, medical and pharmacy students and supporting us with some sheltered housing research for a new walking project. We were also pleased to continue our partnership with Blackburn College working with the Accountancy Department to host a student throughout the year in our finance team and with the Public Services Department to support fundraising activity.

Plans for 2024/25 include increasing the number of volunteers across the organisation to meet needs, fully embedding the new volunteer management and recruitment processes and increasing both corporate volunteering opportunities and the number of placements across the organisation.



Impact Story 1

In February 2024, for the first time, we were pleased to work with UCLan to host first year pharmacy students in our services. UCLan had identified that many of their students needed development support with the essential face to face communication skills needed to be a pharmacist. Our brief was to develop their communication skills whilst also helping them to gain knowledge of what the community has to offer older people so that they could signpost.

In total we hosted nine students in pairs/threes for four days each week throughout the month. The students joined in with our Active Ageing sessions, spent some time at our social activities and in day care, helped in the charity shop, assisted with nail care clinics and accompanied staff on home visits. The students were a credit to themselves and UCLan pushing themselves out of their comfort zone to talk to staff, service users and customers. They all really enjoyed the placement and learnt a lot about older people. The youngest student at 18 said "I've realised that older people are just people but older – I thought I would easily beat the older men at ten pin bowling but I actually got thrashed."

UCLan fed back "I'd like to say a big thank you on behalf of the UCLan pharmacy placements team and students for supporting our placement programme. Your placement allows them to fulfil important learning outcomes which are essential in completing their course. Students have returned with very positive feedback from the time spent in your organisation. Having seen the important role you play in society; it has had a profound impact on some of our students so much that they are planning to work as volunteers."

Our Services

All our services are based on the principles of working with individuals to provide person-centred, responsive, tailored support which builds on their own strengths and networks and enabling them to do as much as they are able. Our aim is to improve and maintain health and wellbeing and to enable people to remain independent for as long as possible.



Advice & Information Service

The provision of free, independent advice and information is one of our core functions and through this activity we offer older people and their carers holistic advice to enable them to make their own decisions based on timely and accurate information, and ultimately to improve their quality of life and wellbeing.

The service is provided at offices in Blackburn and Darwen through a drop-in service, appointments, by telephone and digital platforms and through home visits, providing advice, information and casework on the wide range of issues affecting older people. The service has continued to see significant increase in demand and year on year dealt with 13% more enquiries for 6% more people, which is in addition to the unprecedented 40% increase seen in 2022/23, meaning the service is the busiest it has ever been. Whilst the increase has been primarily due to the impact of the cost of living crisis we also have growing numbers of people reaching pension age and an increasing number of people living with increased health, care and support needs and the advice requirements that these changes bring. In response, whilst supporting people to claim their full benefit entitlements to maximise their income and to access the cost of living support available through local and national schemes, the team are also focussed on providing holistic advice for the person's whole circumstances to support maximum independence.

In 2023/24 the service was funded from a range of sources including the Henry Smith Charity, Age UK for specific delivery programmes, the Brian Mercer Trust, the Eric Wright Trust and the local authority's Household Support Fund programme; and we continue to seek sustainable and diverse sources of funding.

Achievements

- Responded to **6341** enquiries from 2202 people, a 13% increase on previous year
- Local older people were assisted to claim £1,297,262 in additional entitlements and income
- Delivery of a programme of targeted marketing and promotion to encourage income maximisation checks and access to cost of living support programmes for pensioners
- Successful delivery of all targets for funded programmes
- Successful retention of the Age UK Quality of Advice Standard

Key Plans for 2024/25

- Continue to work flexibly to respond to the increased demand in a timely manner including recruitment of additional volunteers
- Participation as a partner in the continuation of the Household Support Scheme and planning for a support model following the end of the scheme
- Delivery of a programme of targeted neighbourhood promotion to increase our reach to those older people who could benefit from the service

- Ensuring all targets for funded programmes are met

Impact Story 2

Mr and Mrs B are both 84 years old and have health conditions that make daily living activities more difficult, providing support to each other. They live in a house that they own with an outstanding mortgage. Mr B had continued working until a couple of years ago and they had felt the drop in income when he retired but were unaware of potential benefit entitlement. Mr B has a car and also has a blue disabled parking badge, whilst Mrs B was mainly housebound due to her health issues. Initially Mr B called into our advice office in Blackburn Library for help in making an online payment to the local authority for his garden waste bin. During the advice session he was offered a benefit check and after discussing the offer with his wife they agreed to a home visit as Mrs B would have difficulty getting to the office. Whilst Mrs B was already in receipt of high rate of disability benefit Attendance Allowance, Mr B was assisted to make a claim which was awarded at the high rate. Based on these circumstances the couple were assisted to make a claim for means-tested benefit entitlements and were awarded Pension Credit and Council Tax Support and also have associated benefits including free TV licence and help with health costs.

They were also able to receive cost of living payments and financial assistance from the Household Support Fund. The couple told us they now 'feel far more financially secure which has lifted a lot of worry from them, particularly in view of still having a mortgage to pay. They have been able to carry out necessary household repairs, replace faulty domestic appliances and have bought new recliner armchairs and a bed and are planning to install a stairlift and ramp to better achieve comfort and provide assistance with mobility, enabling Mrs B to get out of the house. They said "You have been terrific, the extra money each month has made such a difference to us and has helped no end."

Community Day Care Service

This year we continued to deliver the Community Day Care service from three community centres across Blackburn, further developing the offer to include a broader range of person-centred activities.

The service offers a range of support including personal care, transport and support with nutrition along with a varied programme of therapeutic, cognitive, physical and social activities. The community model provides support for frail older people and all age adults with a learning disability or difficulty. Those accessing the service must meet the Adult Services eligibility criteria.

We work with individuals and their carers to develop person centred support and care plans that aim to maintain good health and wellbeing and prevent a further deterioration in health. We also provide support and respite for the carers of day care users and offer regular courtesy calls to ensure they have the right support to maintain their own health and wellbeing and to prevent carer breakdown.

Our dedicated team of volunteers enable us to provide individual support for a range of different activities to enhance the offer available.

For 2023/24 the Day Care service was funded through a contract with Blackburn with Darwen Borough Council.

Achievements

- We supported and cared for **81** of the frailest older people and adults with a learning disability or difficulty
- The service hosted a range of placements including medical and pharmacy students.
- Increase in the use of digital devices and technology for service users and the delivery of the service
- Delivery of a range of events and celebrations for service users and carers in partnership with the community centre volunteers

Key Plans for 2024/25

- Further develop the activity programme to support longer term wellbeing including falls prevention, malnutrition and dehydration and strength and balance
- Review transport options
- Further develop the Day Care offer in line with any new commissioned service
- Increase the use of volunteers to support and enhance the service offer

Impact Story 3

AS is a 54-year-old man who lives with his wife and son. He had worked as a music teacher, travelling the world attending festivals. AS has a history of severe COPD which has caused him to become weak and very breathless which had resulted in him stopping going outside of his house.

Despite his condition AS became a chain smoker, smoking 60 cigarettes a day to relieve his boredom. AS resides in his living room as he finds it difficult to utilise upstairs and he had not been out of the house for 4 years. With his wife and son working full time he was feeling very isolated and lonely. When he first attended daycare AS was anxious and nervous, he did not think he would get along with anyone as he hadn't spoken to anyone outside of his home for several years and felt as though he had forgotten how to socialise with people. As a result, he did not speak to anyone or take part in activities when he first attended, partly due to being a very shy person. He said he felt like he was bothering staff every time he asked for something despite being reassured by the team that he could ask anything and that they were there to help.

Initially AS would sit on the sofa and stay on his phone just observing activities. After attending the service for a few weeks, with encouragement, AS started to come out of his shell and tell staff about his hobby and how he had met lots of celebrities and travelled the world performing. AS now enjoys talking to other service users and he says, "I am treated with a lot of respect by the other service users and staff and I would definitely recommend the service to others."

Tapping into AS talents as a musician, we encouraged AS to bring in and play his instruments at the centre, and now his confidence has built up so much that he performs for the other service users, which they thoroughly enjoy and are happy to join in as well.

AS has now reduced the amount he smokes and he says "coming here has become a big distraction for me as I do not think about smoking anymore."

Recently AS told us "I would like to walk to the shop without the wheelchair and see if I can manage." With support from a member of staff he did manage it and was very happy with his achievement saying "thank you for the support, I haven't been outside of the house in years but because of the love and encouragement I have finally gone out to the shop without worrying."

AS now looks forward to coming to the day care service and his wife told us "he has been coming home happy and talks about how he has enjoyed himself, this has made us happy and we know he is in the safest hands."



Impact Story 4

LJ is a 93-year-old lady who lives alone in sheltered accommodation, she does not have any friends outside of day care and has no contact with her family. LJ has been attending the service for many years which has been essential in keeping LJ active and less isolated. We have provided a range of additional support for LJ, including helping her to order her shopping online and attend appointments with her. She was recently admitted to hospital due to ill health and underwent a series of tests. We received a call from the hospital saying that LJ was quite poorly, and her mental health was deteriorating, she was not responding to treatment and had completely lost any motivation she had. Hospital staff felt that she needed to see some familiar faces, hoping that this may improve her mental health and overall wellbeing as she had not had any visitors at all.

Two members of staff volunteered to go and visit LJ and as soon as she saw them, she became very emotional and said *"I am very happy to see you. Thank you for coming I felt like I had nobody, but you have made me feel like I have people who care for me. It is very nice seeing your faces and having a conversation with you, I have felt so lonely here watching others getting visits from their loved ones but having you here has really made my day."*

LJ appeared a bit livelier within herself during the visit and she said she was hoping that she would soon be discharged from hospital, ready to hopefully come back to day care, as she was missing everyone.

Staff members continued to voluntarily take turns to visit LJ every few days along with speaking to her on the telephone or by WhatsApp video call with staff and the other service users, in response to which she became happier, laughing and wishing she was at the day centre.

LJ kept saying *"thank you for all the love and support and for making me feel loved in the toughest of times for me. I do not know where I would be without you guys at Age UK, this means so much to me I cannot thank you enough."*

LJ's health improved and the doctors and the staff on the wards said *"we have seen a difference in LJ since she has been seeing familiar faces and that she is fighting now to recover and get out of the hospital as soon as she can."* LJ now does not worry about not having anyone and she cannot wait to see everyone and just know how everyone is and how everything is going at the centre. The other service users also missed LJ and were asking about her. LJ was discharged from hospital after four weeks, we continued to provide support including doing her shopping. She returned to day care three weeks later, however on her return she was struggling to hear anything, so we arranged to take her for her ears syringing. She has recovered well and very easily settled back into attending the service and enjoying spending time with others.

Health & Wellbeing Service

The Health & Wellbeing service brings together our Active Ageing, Befriending, Dementia services, Digital Inclusion, Integrated Care, Nail Care and Social Inclusion provision under one umbrella. Throughout the year **1520** individuals accessed services, received support or attended activities, a **29% increase** on the previous year. Through our programmes we provide a range of support, friendship, activities and services to improve wellbeing, prevent a decline in health, promote independent living and reduce social isolation. Throughout our services we use a strength-based approach to prevent dependency on support services and increase resilience.

In May 2023 we launched the new Wayfinder service for people and their families affected by dementia. We provide support, advice and are a point of contact for people post diagnosis to help them better plan for the future and enable them to live well with dementia.

We have also continued to develop our Memory Makers programme this year, which offers weekly sessions for people with memory problems that provide a broad range of therapeutic, physical and cognitive activities which are based on the recognised, evidence-based Maintenance Cognitive Stimulation Therapy (MCST).

With funding secured through the NHS Mental Health Transformation Programme, we reviewed and enhanced our guided conversation tool which helped us to identify poor mental wellbeing earlier and provide targeted support to prevent a further decline. We also provided support to people who were housebound to help them to increase their digital skills to enable them to participate in social, educational and creative activities to improve their mood and reduce the risk of further mental wellbeing decline.

Working with the local authority's Public Health team and other partners we launched the Ageing Well Campaign, a nine-month programme to raise awareness of poor mental health and wellbeing and the support available to improve this. One of the aims of the campaign was to break down the stigma of poor mental health and to encourage older people to reach out for help and support.

We also worked alongside health services in the promotion of vaccinations during the winter months, this included attending health awareness events and pop up clinics at bus stations, health centres and local markets. We provided a range of information, advice on our services as well as information and goods to help older people keep well in winter.

To support our commitment to continuous improvement, during the year the services within our Health & Wellbeing offer have begun to complete the new Age UK Service Quality Standards, a self-assessment tool which is focussed on service improvement. The aim is for all the services to have completed this by the end of December 2024.

We have hosted a number of placements this year including medical and pharmacy students, along with two Social Work students who predominantly sit within the Integrated Care Service.

The Nail Care service and Memory Makers are paid for through customer fees. The remainder of the Health & Wellbeing services are funded through a contract with Blackburn with Darwen Borough Council as part of the Helping People to Stay Happy, Healthy & Well VCFS commission, along with other grants from a range of funders. The Wayfinder service is funded through the National Lottery Community Fund.

Active Ageing

The Active Ageing service offers a range of activities to promote better physical health and encourage people to be more active. The programme includes weekly exercise groups, walking groups, walking sports and wild swimming at a range of venues across Blackburn with Darwen.

Additionally, during the year, we piloted a walking programme targeted at sheltered accommodation schemes to encourage the frailest older people to move more. The pilot was a great success and we are in the process of securing additional funding to retain and expand the activity. In total **289** people accessed activities during the year.

Achievements

- Development of links and taster sessions working with women from South Asian communities
- Delivery of 327 face to face classes
- Successful delivery of a pilot walking project working in two sheltered accommodation schemes
- Increase in the number of older people participating in regular physical activity sessions
- Successful recruitment of additional tai chi tutors

Key Plans for 2024/25

- Secure funding to further develop and extend the walking programme at additional sheltered accommodation schemes
- Develop programmes for specific target groups including people with dementia and Parkinson's disease.
- Explore and develop online activities for people who are housebound
- Develop and deliver a Walking Tennis programme, funded through Age UK

- Develop a programme of partnership activities focussing on using outdoor facilities
- Support the Blackburn with Darwen We Are Undefeatable campaign to encourage people with long term conditions to become more active

Impact Story 5

John is 78 years young and lives in his own home in Blackburn. Apart from Jing the cat John lives alone, with no close family nearby. John moved up from the south of England some 6 years ago after the death of his partner in Somerset.

We first met John when he came along to one of our ten pin bowling sessions accompanied by a community connector from Blackburn with Darwen Council, who explained that John did not know anyone in Blackburn with Darwen and spent a lot of his time at home alone. John said that he would like to make some friends. He was a little bit unsure but was soon made to feel at home. The community connector only attended one session then John began to attend independently each week. With some encouragement from staff he started to make friends and gain confidence. We told him about other Active Ageing sessions we offer and he started to attend the Wednesday and Thursday walks. After a few months he went to our tai chi class and mentioned that he used to teach it himself many years ago.

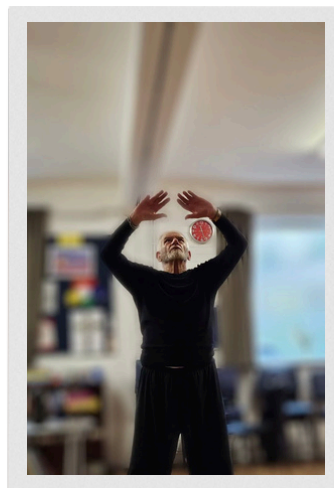
Thanks to the encouragement and support he received he really flourished at the activities and became a well-known member of various Age UK groups. He made a good friend also called John and when the crown green bowling sessions started in May 2023 John and John signed up to try it out.

They really enjoyed it, and both decided that they would join the club. They keep in contact via phone and meet up regularly. For the 2024 crown green season both Johns have been asked if they would play for the team and duly accepted.

In November 2023 our tai chi instructor decided to leave which left us with four classes that needed a tutor.

We had a chat with John to see if with a little support he might like to volunteer to teach a class for us. After going through the volunteering process John now teaches our weekly tai chi class in Darwen. He is extremely popular, and his class attracts numbers upwards of 23 people each week with really positive feedback!

Alison, our Active Ageing Manager said *"I don't know what we would do without John now he is fantastic! He is a grand fella and really fits in well at the groups chatting to everyone! His class is superb."* And John told us *"It's good to share my knowledge with others."*



Befriending

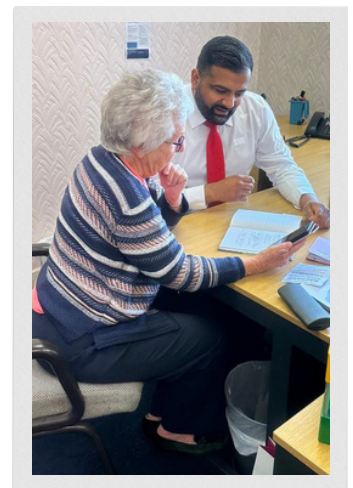
Our Befriending service provides weekly home visits and telephone befriending for housebound and isolated people, as well as Keep in Touch calls with people with none or very few local connections, but who do not wish to have a weekly regular call or visit. During the year we supported **222** of the most isolated and vulnerable people through this service.

Achievements

- We re-established the Stepping Out offer to support people to get out and join in their community again
- Development of improved ways to communicate with volunteers
- We continued to provide Keep in Touch calls to people with none or few local connections
- Our Befriending volunteers provided over 1100 hours of contact providing support to older people

Key Plans for 2024/25

- Expand the Stepping Out offer to support more people
- Recruit more volunteers to support delivery of the service
- Trial a model of delivering digital befriending



Impact Story 6

Sheila is 84 years old and lives in Darwen, living alone since her husband passed away in 2018. She used to enjoy going dancing, days out, particularly to the Yorkshire Dales and stately homes with her husband and going out with friends. Sheila likes to read 2 books a day and especially the Anna Jacobs series. Sheila also enjoyed going to different activities and groups, but due to a decline in her mobility she now spends most of her time at home.

In 2018, a few months after Sheila's husband passed away her daughter who lives in Italy called into the King St office to see what support we could offer her mum. A referral was completed for our Advice and Information service and the Befriending service as she was feeling lonely after her bereavement and not being able to get out.

After a few weeks we were able to match Sheila with a befriending volunteer who we thought would be ideal as they had similar interests, and Sheila began to receive a weekly call.

Joyce, the befriending volunteer has now been ringing Sheila for 6 years, they have similar interests in books and even swap recipes as Sheila and Joyce both like to bake. Sheila said *"Joyce has been ringing for 6 years and I always look forward to catching up with her and finding out where she's been and what she's up to. I couldn't do without Joyce now, I would miss her if she ever stopped ringing. Age UK are very helpful and you are very good."*

Digital Inclusion

Through our Digital Inclusion service, we offer one-to-one support to help increase people's skills, knowledge and confidence using digital devices. The service offer includes a range of devices for people to 'try before you buy' along with free data packages, and tailored tuition in community venues and in people's homes for those who struggle to get out and about. In total **121** were supported through this service in the year. All new people coming into the organisation also have a Digital Diagnostic to identify level of digital need and any support they may require to increase skills and knowledge.

Achievements

- We extended our one-to-one support offer for people who are housebound
- Secured and distributed devices and data for people
- 121 individuals were supported to increase their digital skills
- Continuation of our corporate volunteering partnership with Santander to provide one-to-one lessons

Key Plans for 2024/25

- Continue to provide one-to-one support for people in the community and their homes
- Recruit additional volunteers to provide tuition to people.
- Develop themed digital drop in sessions
- Source additional devices and data to distribute to people
- Provide support to people affected by the Digital Voice telephone changeover programme

Impact Story 7

Rose is 79 and lives alone in her bungalow next door to her sister who she helps to care for. Her family are in contact but don't live locally. She has a friend who drives and helps her get to appointments and go shopping. Where Rose lives there are no amenities or shops within walking distance, and as she stopped driving a few years ago, it was important to her to be able to use the internet to bring goods and services to her and support her independence.

Rose needed help with connecting her laptop to her printer and had a smartphone that she wasn't sure how to use to its full capability. Her family were keen to buy her gadgets but didn't show her how to use them. Rose wanted to become more tech savvy to help her manage things like her gas and electric accounts, shopping and her smart tv. She also wanted to be able to manage her sister's affairs online too.

Our digital champion started by going through how to use her printer to print from her laptop and phone and scan documents to her laptop to either save, email, or print.

They also set up an online account for her gas and electric bill. From this Rose could see she had built up a high credit balance and was able to apply to receive a large sum of money back from her provider. She now also manages her sister, Eileen's, account online as well.

Rose wanted some newspapers delivered as the newsagent she had previously used had closed. We found an online newspaper delivery service and Rose set up an account for herself and Eileen to have newspapers delivered every weekend.

Rose can now shop online safely. She knows how to search for items using a search engine and how to ensure a website is safe and legitimate. Rose can make it safely through checkout and knows how to use extra security when purchasing. Rose has been thrilled to find her favourite perfume online and a bedding set that was sold out in store.

The biggest change for Rose has been her growing confidence and she no longer thinks she's going to break things or press the wrong thing. Rose is now adept at using WhatsApp to text and video call to keep in touch with her friends and family around the country and around the world. Other things Rose has been able to do online include renewing her driving licence which she uses for ID purposes, setting up an account so she can buy books and use her kindle, getting a better deal on her home insurance by using a comparison site and importantly being able to watch her brother's funeral in Thailand via Zoom link.

When asked what difference the digital lessons have made Rose told us *"I don't have to wait weeks for my family to come when I need to do something on my laptop. I love shopping online and some things have arrived the next day!"*

Integrated Care

The Integrated Care service is delivered as part of the Blackburn with Darwen Integrated Neighbourhood Team provision, working closely with GP surgeries across the borough and alongside health, social care and voluntary sector colleagues to provide support for older people who have long term conditions.

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Our key role is to provide holistic assessments and coordinate packages of environmental and social support for people, including those most at risk of hospital admission. Our **Practical Support** offer also sits with the Integrated Care service and provides practical help with shopping and attending appointments for people recently discharged from hospital. This year we have provided support and made onward referrals for **377** older people.

Achievements

- We have continued to be a key partner within the Blackburn with Darwen integrated health and social care team.
- More people with increased complex needs have been supported, working in partnership with a range of other professionals.
- We attended all Integrated Neighbourhood Team meetings
- The practical support offer has continued to support people on discharge from hospital
- We have played an active role in the development of the Trauma Informed training programme for staff working in Blackburn with Darwen

Key Plans for 2024/25

- Continue to embed our service within intermediate care services and hospital avoidance and discharge pathways.
- Adapt our offer in response to the refresh of neighbourhood delivery plans, with a particular focus on managing frailty.
- Develop a partnership offer to support older people who are struggling with their use of alcohol
- Continue to offer placements for Social Work students

Impact Story 8

Rex is 88 years old and is a homeowner of the property that he has lived in since 1959. Rex's wife Maureen passed away 4 years ago after they had been married for 62 years, and he has no other family that he is in contact with. Although he has a good friend and neighbour, Rex told us has become very lonely since his wife died. Rex used to work as a weaver, was a football referee and has had a range of hobbies including cricket umpiring and stamp collecting as well as being a member of a local social club. He has very poor hearing and a number of health conditions resulting in poor mobility, however he was still independent and doing his own shopping prior to falling. Rex fell whilst taking rubbish out to his bin which damaged his right arm making daily living tasks very difficult.

Following his fall Rex was referred to our Practical Support service to support with weekly shopping until he felt able to do it himself again. However, the impact of the fall meant that Rex had lost his confidence to going out shopping again so we discussed having shopping or meals delivered. Rex decided to have meals delivered and we supported him for a couple of weeks to order his meals and desserts. Rex has now started to place his own order which is working successfully and which he loves. When Rex received his invitation to attend for his Covid winter booster vaccination he was struggling to attend independently so we arranged to take him for the vaccination.

Rex is now recovering well and has started to use his right arm more.

We have been discussing with him the opportunity to attend one of the social groups that we run when he is feeling better to help reduce loneliness. Rex is going to give this some thought.

Rex said he is very grateful for the support when he needed it, he can't thank us enough, he says *"thank you for putting up with a grumpy old man."*

Nail Care

Through our Nail Care service we offer a toenail cutting service for people no longer able to care for their feet and who are not eligible for NHS Podiatry. This year we have had a focus on relocating most of our sessions to clinical sites in Blackburn and Darwen. **212** people received treatment during the year.

Achievements

- The introduction of a text reminder service for appointments reducing missed appointments
- Successful transfer of clinics to clinical based venues
- Change of processes resulting in reduced waste, reduced use of plastics and costs savings
- All clinics running at full capacity

Key Plans for 2024/25

- Increase the number of clinics to meet demand
- Recruit additional admin volunteers to support the delivery of the service and improve efficiency
- Establish placement opportunities for Podiatry students.
- Develop referral pathway with new provider of the NHS Podiatry service

Impact Story 9

Irene is 88 years old and lives on her own in Blackburn. NHS Podiatry gave Irene our number as was not eligible for the NHS service. Following completion of our triage and assessment processes Irene first accessed the Nailcare service in February 2023. She attends the Blackburn clinic and looks forward to having her nails cut and a soak in the foot bath along with having a good natter too!

At one of Irene's appointment's a developing problem with her big toenails was identified by the Nailcare Co-ordinator, and a referral was made to NHS Podiatry for a full assessment. Irene got an appointment and the problem was dealt with quickly. The NHS Podiatrist mentioned to Irene that she was now eligible to stay with the NHS service, but Irene declined and told them 'I want to go back to Age UK as I like it!'

At Irene's next appointment with us the difference in her nails was quite clear and Irene said *"They did a fantastic job at NHS Podiatry, it was really worth the referral to them and you did that for me."*

When asked what difference the Nail Care service made to her, Irene replied: *"My nails are a lot better and I can walk properly now, I really struggled walking before I came here and I'm happy that you referred me to podiatry, I told NHS Podiatry that I wanted to come back to you because I like you and we have some great chats!"*



Social Inclusion

The Social Inclusion programme provides a varied programme of activities to reduce social isolation and help to maintain and improve people's wellbeing, including Men's Groups, Memory Makers, Talk and Tunes and Remember the Rovers. The programme also includes linking in with other services and referring people into non-Age UK social inclusion activities. During the year **176** people were supported through the programme. Through this programme we also work in close partnership with Lancashire Mind to deliver the Flourishing Minds project, where people can be referred into this project for more specialist one to one or group mental health support.

Achievements

- Recruitment of additional volunteers to support the continuation of the Memory Makers sessions
- Worked in partnership with Blackburn Rovers Community Trust to deliver the 'Remember the Rovers' project increasing the numbers to over 50 people attending regularly.
- Partnership working with Blackburn with Darwen Adult Learning to deliver workshops to the Memory Makers groups

Key Plans for 2024/25

- Develop and deliver the Brighter Futures Mental Wellbeing service offer, funded through the NHS Mental Health Transformation programme
- Explore opportunities to deliver the successful Talk n Tunes sessions in additional locations
- Engage more people into the Flourishing Minds programme working with partners.
- Develop programmes to meet identified specific gaps in provision

Impact Story 10

Kevin currently lives in a ground floor flat in Darwen. He used to live in Darwen working for 27 years at Crown Paint but after retiring early he moved to Blackpool, only recently returning to Darwen to be closer to family. On moving back Kevin found that he had lost contact with his old friends and work colleagues and about a year ago his granddaughter died suddenly. This loss has affected Kevin's mental health dramatically and with no friends and no active social circle to draw support from, his mental health continued to be in decline and he became depressed and feeling socially isolated. Kevin was accessing our Advice and Information service for support with benefits. The adviser working with him told him about our Men's Coffee and Chat Group in Darwen which he started attending and quickly became a regular. We also informed him about the Men's Group meeting in Blackburn Library and he started attending that regularly as well.

Kevin says "They are a great group of lads. Getting together definitely helps with my mental health as we have a laugh together. Otherwise, I'm left home alone with my thoughts which is not good for me."

Kevin has recently been diagnosed with cancer and is starting an intense course of treatment over the next few weeks. He told staff *"I came to the group today even though I wasn't meant to because I find it good for my mental health"*. He added *"I won't be able to attend over the next few weeks as the treatment is daily but I'm looking forward to coming back."* He said with conviction *"I'll be back because I'm not going anywhere."* Staff asked if they could ring him to keep in touch over the next few weeks and Kevin said he would appreciate that.

We've continued to call Kevin on a regular basis whilst he undergoes his treatment and until he is fit and well enough to return to the groups.

Wayfinder

The Wayfinder service provides support, advice and a point of contact for people post diagnosis to help them better plan for the future and enable them to live well with dementia. The service provides support not only to the individual but also to family and carers. Since launching in May 2023 up to the end of the year **352** people have accessed support through the service.

Achievements

- The service successfully launched in Dementia Action Week in May 2023
- Development of strong referral pathways with health and social care services
- We have hosted shadowing opportunities for staff working in the NHS Memory Assessment Service
- The service model has been adapted in response to the needs of individuals and families/carers
- Delivered joint home visits with the Memory Assessment Service

Key Plans for 2024/25

- Development of social activities for people with dementia and their families to enjoy together
- Increase our reach to provide support for more people from South Asian communities.
- Explore the opportunity to re-launch the Dementia Buddy Scheme
- Explore the development of additional carers support in response to needs

Impact Story 11

Jane is 61 years of age and lives alone with her dog Holly, she has a dementia diagnosis and has a lot of family support. Jane and her family were referred to the Wayfinder service, initially for information and support for Jane's family and activities for Jane to take part in. Having met Jane, it was suggested she join one of our Memory Makers groups. Jane is one of our younger service users and her sister Alison is keen to keep her involved in activities as much as possible however she is very aware of the impact of Jane's dementia.

The Memory Makers group is a safe environment where Jane can enjoy coffee and a chat as well as taking part in activities that stimulate cognitive strength. After her first visit, Alison contacted us to say that she loved it and was looking forward to coming again.

Alison reports that Jane loves coming to Memory Makers, it is a safe space for her to be herself, she feels comfortable around the other members in the group and doesn't feel anxious about being put on the spot for answers. When Jane first joined Memory Makers she hardly spoke apart from to say yes and no, she couldn't hold a pencil or pen and preferred to watch the activities than take part.

Some 11 months on and Jane is a key part of the group, she gets involved with games and activities, will take part in discussions where she follows others answers as her prompt and will chat on a one-to-one basis. She is also now able to hold a colouring pen and takes part in colouring activities. Jane has also taught us a lot.

We know Jane knows the answers to the questions, what we have had to do is look at how we draw her into the conversation without heightening the fact that she struggles to say what she is thinking/answering. The best way to learn is to watch others and seeing her in the middle of the group with others chatting away with her is just marvellous. As well as Memory Makers Jane now also attends our Day Care service and has settled in and really enjoys it. Jane loves being around people and, as she lives on her own, the interaction at Memory Makers and Day Care have been a really positive impact for her.

Our main Wayfinder contact is with Alison and a key role is to be a listening ear for her, with the dementia navigator having regular conversations and occasionally meeting for coffee. Alison is aware that when the impact of Jane's dementia changes, her circumstances also change, and they know they will need more advice and guidance. Now that Jane's memory is affecting her daily living as she is forgetting about her personal care, eating and house cleaning we have been able to offer guidance and support about how to respond and things that can be put in place to support independence for as long as possible, as well as signposting for other assistance.

Alison said *"Since Jane's referral to Age UK, the advice and help Pam has given me has been invaluable. When I have been faced with new challenges, she has signposted me to the appropriate services. I was concerned that Jane was becoming socially isolated as she was shying away from situations because of the dramatic loss of confidence in her verbal abilities that the dementia progression was causing."*

The recommendation to join the two groups really has made a huge difference to her. She looks forward to going each week and she knows she is never going to be put in a situation which will cause her to become anxious and fearful of being there on her own. She feels she has made new friends, and everyone is accepting of her difficulties. I am sure that if Jane had not been attending the groups there would have been a huge decline in her emotional wellbeing."



Influencing Policy & Practice

Our range of campaigning, influencing and partnership activities play a key role in contributing towards us accomplishing our mission to enable the voices and views of older people to be heard and influencing service planning and delivery. Blackburn with Darwen has a growing older population with reduced healthy life expectancy and an increase in people impacted by physical and mental health issues including the still ongoing longer-term impact from the pandemic. Delays in the provision of health and care and pressures on public sector services more broadly are also impacting significantly on the lives of local older people, along with the ongoing cost of living crisis. In response we continue to spend a significant amount of time influencing policy and service planning, commissioning and delivery. We aim to ensure the needs of older people are taken into account and support good practice development. We participate in a range of boards, networks and groups on a wide range of issues locally and also work with our colleagues at Age UK Lancashire to contribute to the wider Lancashire and South Cumbria NHS Integrated Care System (ICS) including supporting the development of a new Dementia Strategy and implementation plan. We also play an active role within the local voluntary sector, with the Chief Executive recently joining the newly formed Community Network Board and also providing representation on the Health and Wellbeing Board, and the Place Partnership Based Board. We also sit on the strategy groups for physical activity and healthy weight and mental health and wellbeing, along with various groups within the Neighbourhood structures.

Age Well Partnership

Throughout the year we have continued to co-ordinate the Age Well Partnership which is a strategic body made up of representatives from the main commissioning and provider organisations in the borough, and which is responsible for the oversight, development, and implementation of the Age Well elements of the Health and Wellbeing Strategy and the Place Partnership's delivery plan. During 2023/24 the partnership focussed on key priorities of dementia support, falls prevention, frailty management, digital inclusion and improving health life expectancy along with oversight of key organisations and initiatives that support the health and wellbeing of older people.

We have also continued to support the implementation of the Positive Ageing Framework for the borough which was adopted in late 2022 and provides a blueprint for all organisations to support both their own practices and the ambition of Blackburn with Darwen to become an age friendly borough.

This year there has been a particular focus on encouraging partners to sign up to the Centre for Ageing Better's Age Friendly Employer Pledge, which Age UK Blackburn with Darwen did in 2023 to lead by example.

Campaigning

During the year we worked with our national Age UK partners to raise awareness of the impact of a number of key issues on older people including the cost of living crisis, mental health challenges and access to services and digital exclusion driven by the move to 'digital by default' delivery.

Age UK Structures

During the year we have been active members of the Age England Association (AEA), the membership organisation for local Age UK Partners, and have continued to participate in the development of a new Shared Strategy for the network, along with a range of other partnership and shared strategic developments.

The Chief Executive is also Chair of the national Services for Older People Committee working with Age UK on services development. We work closely with our colleagues at Age UK Lancashire including through our jointly owned community interest company, Age UK Greater Lancashire.



Quality Management & Generating Funds

In order to achieve our priorities, we need to ensure the organisation is organisationally and financially sound and that it meets the requirements of Brand Partnership with Age UK and other relevant quality standards.

Quality

We recognise the importance of supporting and developing our workforce, both paid and unpaid, through training, coaching and skill sharing, and we have continued to prioritise this during the year with a particular focus on supporting staff to respond to the mental health challenges presenting through our services, including adopting a trauma-informed approach to support. We have also continued to enhance our workforce wellbeing offer for staff and volunteers. In June 2023 we were successful in being awarded the Age UK Charity Quality Standard for a further 3 years having demonstrated we could meet a range of indicators across 15 areas of quality. In March 2024 we were also successful in being re-accredited for the ISO9001 external quality mark for a further 3 years. We continue to develop and deliver our Equality, Diversity and Inclusion Action plan with a sustained focus on ensuring our services are accessible and appropriate for older people from all communities; and during 2023/24 have developed and begun delivery of an implementation plan to support our Environmental and Sustainability Policy. In addition, we have developed our approach to demonstrating the social value we deliver.



INVESTORS IN PEOPLE
We invest in people Standard



Generating Funds

As an independent charity Age UK Blackburn with Darwen must raise funds from a variety of sources in order to sustain our services and core functions and meet increasing and changing demand. This year has again been a challenging and uncertain period with increased operating costs along with challenged income levels from public sector contracts, increased competition for grant funding and fundraising impacted by the cost-of-living challenges people and businesses are facing. Throughout the year we retained our core commissioned contracts for the health and wellbeing and day care services and have been able to secure grant income to support our advice provision and other service development programmes. However, with our increased costs we continue to need to increase the amount of unrestricted funds we can raise to support our unfunded work, including campaigning and influencing activities; volunteering support; and our core business support and management functions.

Charity Shop

For 2023/24 income from both sales and gift aid through our charity shop in Darwen was up 4% against the previous year. Income from waste recycling in the used textile market has been negatively impacted by global events and the consequential increase in cost of disposal and this remains an ongoing concern in 2024/25.

This alongside the rising costs of running the shop including staff costs, heat and light and the increased cost of service supplies have impacted the overall contribution to the charity this year, however the shop was still an important source of unrestricted income.

We pride ourselves on being part of the Darwen community and are pleased to be part of the #ShopDarwen scheme and to benefit from its marketing. We are also grateful to Darwen market for allowing us to hold regular pop up stalls which both boosts our income and increases awareness of our shop.

The shop relies on a large team of volunteers, many of whom have been with us for many years, and without whom we would not be able to run the shop. We are pleased this year to have recruited several new volunteers to the team.

Our key plans for the 2024/5 year are to continue to increase income both from sales and from gift aid, review the use of the sales space and to actively look for an additional shop premise.

Fundraising

Donations are essential unrestricted income for us as a local charity and we are pleased that despite the ongoing cost of living challenges the amount donated has increased year on year. We have seen an increase in monies collected in home collecting boxes and donations being made online and over the telephone.

Legacies and donations in memory mean a lot to us as an older people's charity and we are very appreciative when people take the time to remember us in this way. We have seen an increase in donations in memory this year and have received some income from legacies with more expected in the next financial year.

Sponsored activity is one of our key fundraising activities and we were pleased to have 5 runners in the Great North Run as well as staff taking part in Rossendale Walk the Hills and Wrap up and Walk. Our charity of the year partnership with Blackburn Road Runners came to an end in August 2023 with an incredible record amount raised during the year. We are grateful for the club's continued support with Christmas hampers and other initiatives.

We were pleased to be chosen as the charity of the year for Blackburn Mall and have benefitted both from income from donations and Christmas present wrapping along with increased awareness of our work.

During the year we have benefitted from the support of a range of local businesses and organisations including through fundraising events and holding our collecting boxes in their premises and we were also pleased to continue working with the Public Service students at Blackburn College who's continued support enables us to carry out local store collections. From the start of 2024 we have also been working with the local Dunelm store as part of a new three year partnership with national Age UK.

Key plans for 2024/25 are to review our community fundraising model and activities, maximise the national Dunelm partnership and increase the income raised from donations and legacies.



Financial Review

In the year to 31 March 2024 the charity reported a deficit of £70,858 from an income of £1,066,054. This was made up of a deficit of £34,169 on restricted funds (funds which are to be used for specified purposes as laid down by the donor/funder) due to the planned spending of funds received in prior periods and a deficit of £36,689 on unrestricted funds (income received or generated and available for general use)

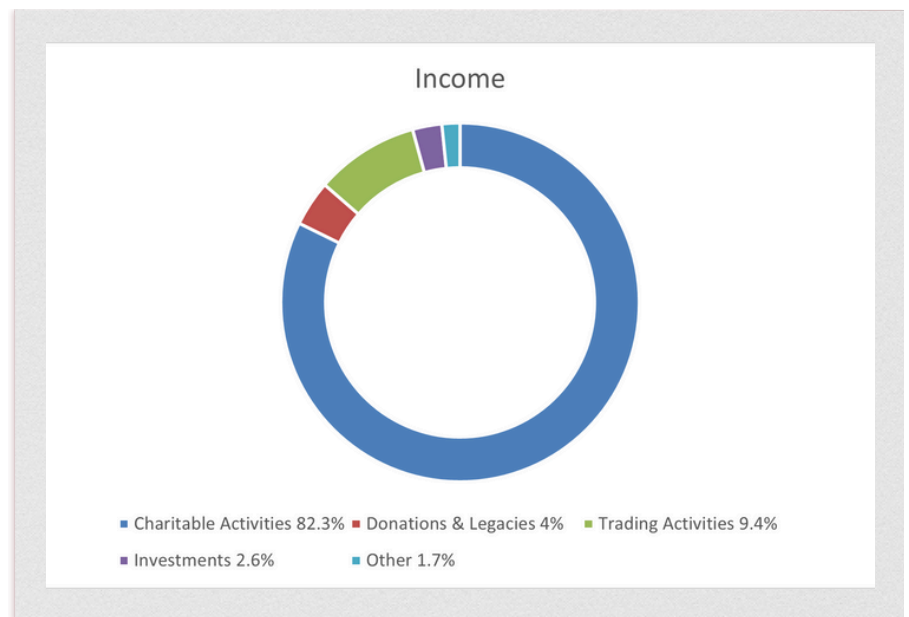
81% of the organisation's annual income came from grants and service contracts from a variety of sources, which is a slight decrease from the previous year. The remaining income was raised through donations, fundraising, the charity shop and service charges along with investment interest.

The organisation is operating in increasingly financially challenging times. We started the financial year with a deficit budget due to increased operating costs, particularly increased staff costs and accommodation costs, along with pressure and uncertainty around most income streams. We have continued to have a focus on careful cost control wherever possible without compromising the quality of our services, along with generating increased levels of income from a range of grant sources, donations and fundraising, however all of these sources are under pressure due to the ongoing cost-of-living challenges and increased competition for funds. The combination of these factors has resulted in the deficit on unrestricted funds at year end which have been used to support essential core running costs.

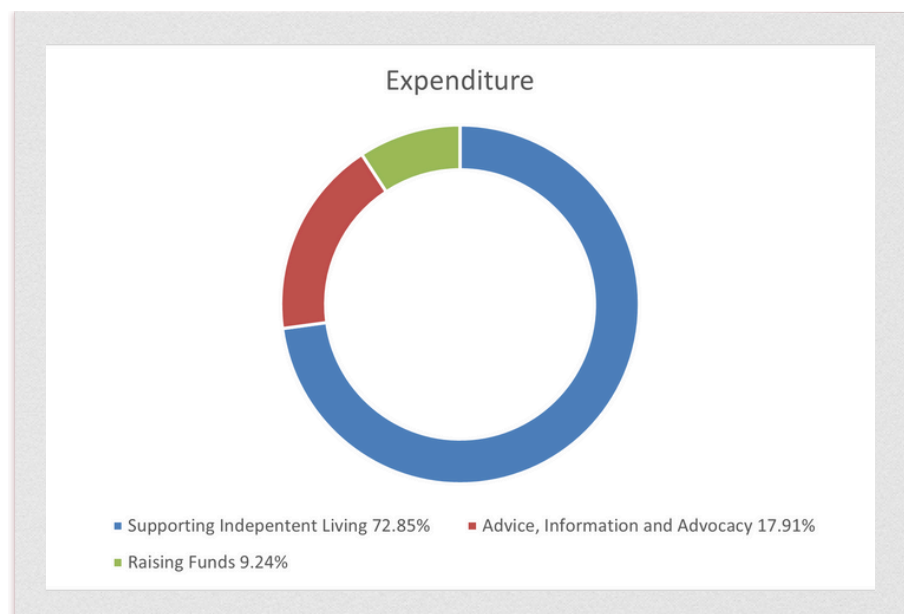
Total reserves at 31st March 2024 amounted to £572,095 including restricted and designated funds. The level of unrestricted, undesignated reserves held at 31st March 2024 is in line with the organisation's .

reserves policy that the greater of either six months unrestricted running costs or three months running costs plus the cost of all liabilities will be maintained as reserves

Where our income came from: Total £1,066,054



How we spent our income: Expenditure £1,136,911



Thank you

We would like to thank all the organisations and individuals who have provided financial or in-kind support over the last year, including all those who donated items to our charity shop and those who donated through our collecting boxes and buckets or who gave anonymously. Your support makes a big difference to what we are able to do for local older people. Thank you.

Companies, organisations & community groups

Age UK Bolton	Bryan Lee Builders	Regal Foods PLC
Albion Mill	Central United Reformed Church	Residents of Lingfield Court
Asda Blackburn	Darwen	Residents of Spinneyside
Ashley Alice Boutique	Cherry Tree library	Revidge Fold United Reformed Church
AWH Solicitors	CMAC Group	Rocket's Car Repairs
Barbara Castle Way Health Centre	Darwen FC	Santander Blackburn
Blackburn and East Lancashire	Darwen Health Centre	Sports Direct Blackburn
Friendship Group	Darwen Market	St Peter and St Paul's Church
Blackburn Bid	Dunelm Blackburn	Ten Pin Blackburn
Blackburn College	Finch Bakery	The Mall Blackburn
Blackburn with Darwen Borough Council	Grays Schoolwear	The Observatory Pub
Blackburn Library	Heritage Envelopes	Valetch Solutions Limited
Blackburn Market	Kingsfold Pharmacy	What More PLC
Blackburn Road Runners	Lancashire Constabulary	
Blackburn Rovers Community Trust	Lesley's News	
Blackburn Breast Care Support Group	Mayers Fishmongers	
Blackburn with Darwen Bowls Partnership	Meeting Places Darwen	
	Middleforth Pharmacy	
	Morrisons Blackburn	
	Olly's Kitchen	

Funders

Age UK	Jubilee Tower Credit Union
Age UK and ABI Dementia MCST programme	Lancashire and South Cumbria ICS Living Longer Better
Age UK and Eon Warm Homes Programme	Lancashire & South Cumbria ICB -VCFSE CMHT Grant Scheme
Age UK Walking Football	Lancashire Mind
Age UK and Yorkshire Building Society Building Better Lives	National Lottery Community Fund RC North West Region
Age UK Cost of Living Response Fund	North Primary Care Network
Age UK Winter Health Campaign	Sky Cares Community Grant
Brian Mercer Charitable Trust	The Eric Wright Charitable Trust
Blackburn with Darwen Borough Council	The Henry Smith Charity
Department of Transport	
Darwen Town Council	

Individuals

I Addison
D Ainsworth
J Armstrong
M Armstrong
J Barnes
J Baron
F Barton
R Battersby
E Bean
C Berry
J Blackshaw
P Broadley
I Brown
K Brown
M Bunyan
S Burgess
RA Carolan
L Carter
H Chapman
L Clark
B Cook
A Cooper
S Cumberlidge
A Dears
M Disley
R & K Duerden
J Duffy
N Durovic
MT Eames
C Earnshaw

D Edwards
P Edwards
R Entwistle
F Erwin
B Etherington
D Farnhill
AJ Fay
H Feeney
A Fenton
J Fielding
M Flanagan
E Foster
M Fox
A Furnell
R Gillibrand
C Godwin
J Gouldthorpe
J Graham
S Gregson
W Hailstone
J Hall
B Hanson
M Hargreaves
I Haworth
W Haworth
A Hedley
P Hey
S & M Holden
P Holgate
B & D Hollin

T Homblar
J Hope
B Houghton
L Houghton
D Hunt
D Irving
M Isherwood
P Isherwood
H Jackson
L Jackson
H Kennedy
G Lambert
B Lancaster
J Lancaster
T Lewis
J Lilley
N Linaker
L & R Loft
C Lysons
D Mallett
B Mandy
H Manson
G Marsden
K McBride
F McCallum
A McMullin
R Moorby
R Morgan
S Oliver
A Parker

A & N Parkin
B Parkinson
A Patel
F Patel
J Pendlebury
C Porter
K Race
E Regan
S Riding
M Riley
G Roberts
S Roberts
AM Rushton
K Ryan
S Sanderson
R Sculpher
P & L Slater
R Slavin
D Smethurst
M Smith
D Stockdale
F Szandurski
H Talbot
K Turner
M Turner
M Turner
S Turner
M Walsh
S Wareing
G Waring

F Watson
B Weatherburn
T Wilson
M Wiltshire
J Wilvock
D Winter
J Woods

Donations in Memory

Michael Berresford
Tom Clark
Mandy Crabtree
Kenneth Cutting
Rowan Monk
Teresa Round
William Ian Woolley

Legacies

Irene Gordon
Penelope Gordon



About Us

Age UK Blackburn with Darwen is an independent registered charity (number 1143809) and a charitable company that exists to support local older people. As an incorporated body Age UK Blackburn with Darwen is governed by Articles of Association. Within these the object of the organisation is to promote the wellbeing of older people in any

manner which now or hereafter may be deemed charitable by law, in and around the Borough of Blackburn with Darwen. Our services and activities are available to older people in Blackburn with Darwen and our charitable services are provided either free of charge or charged by us at a reasonable cost, based on the cost of delivery.

The charity owns a subsidiary company Age UK Blackburn with Darwen Trading Ltd (registered company number 2965744) which was dormant during the year. The charity also owns a 50% shareholding of Age UK Greater Lancashire CIC (registered company number 10086085).

This Annual Review and Impact Report should be read in conjunction with the full Trustees Report and Financial Statements to provide a complete picture of the organisation's financial activity and governance.

Board of Trustees

The Board of Trustees is responsible for the overall governance, management and control of the organisation, working with the Chief Executive and senior staff management team on strategic and organisational development. Decisions about day-to-day operation are taken by the Chief

Executive and senior management team; and decisions on matters with significant implications are brought to the board of trustees. The trustees have overall responsibility for ensuring that the charity has appropriate systems of internal controls in place across the organisation and for risk

management. The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives and in planning its future activities, which is an annual process.

Officers and Trustees of Age UK Blackburn with Darwen 2023/24

Chairman

Anthony Hedley

Vice Chairman

John Thomas (resigned 29th November 2023)

Faith Marriott MBE (Vice Chairman from 15th May 2024)

Honorary Financial Advisor

Vacant

Trustees

Sophie Bell-Gray (appointed 17th March 2024)

Fran Breckell

Helen Daley (appointed 14th February 2024)

Yvonne Hulse (appointed 24th May 2023)

Faizal Patel

Christopher Porter

Chief Executive

Vicky Shepherd

Registered Office

4 King Street, Blackburn, BB2 2DH

Auditors

Rotherham Taylor, 21 Navigational Business Village, Navigation Way, Ashton upon Ribble, Preston, PR2 2YP

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@AgeUKBwD

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Age UK Blackburn with Darwen Trading Ltd is registered in England and Wales No. 2965744
Registered Offices 4 King Street, Blackburn BB2 2DH