



Annual Report 2022

Living Longer... Living Well in Bolton

Foreword



2021-2022 was a year of transition as we emerged from the darkest days of the pandemic to reopen face-to-face services and support the return of our volunteers.

We saw the impact of the pandemic and associated isolation on people's physical and mental health and on their confidence and emotional wellbeing.

As always, if you look, there are silver linings in the dark clouds. We learned that as an organisation we are resilient and adaptable and can rise to the challenge. We reached out and found new volunteers some of whom we may never have met in better days.

We developed new ways of working and connecting with people remotely using digital means. So whilst we reintroduced our face-to-face services and activities as soon as possible we decided to continue to offer those other ways to stay connected. These difficult times certainly reinforced what we had always known: that our people, staff and volunteers, are our greatest assets.

Suzanne Hilton

Chief Executive

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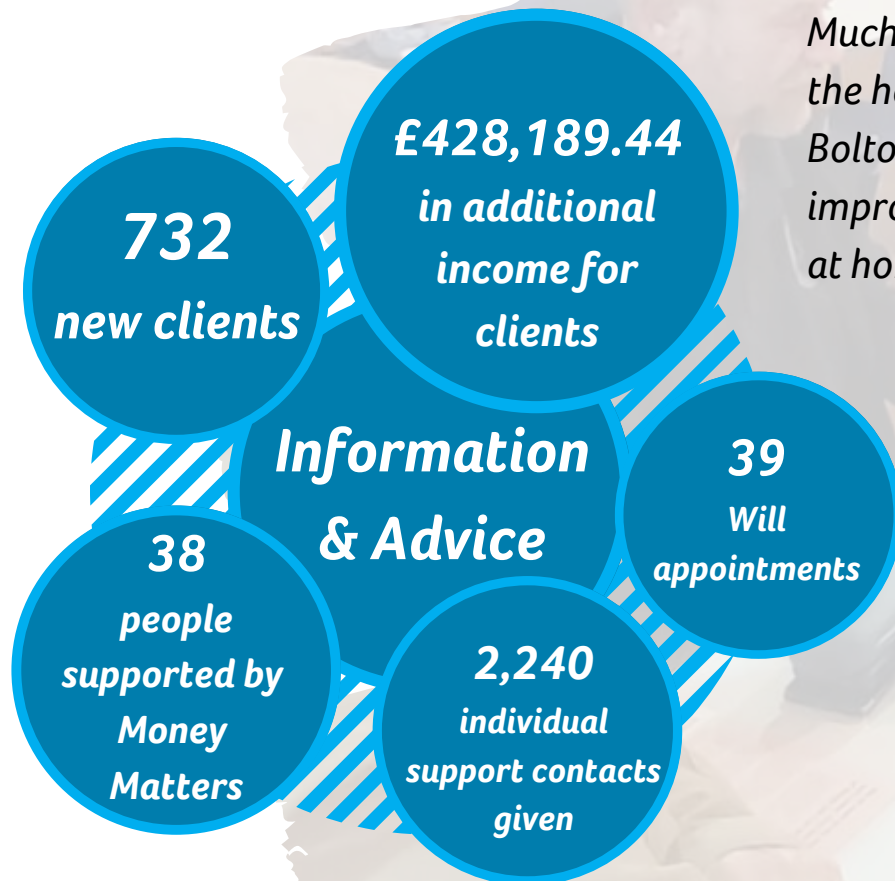


Information & Advice

As we emerged from the worst of the pandemic we saw our Information and Advice service starting to get back into full swing. We saw the return of our face-to-face services as well as the return of our volunteers, helping clients with benefit entitlement applications. We saw the resurgence of the Money Matters initiative, run in association with Age UK Blackburn with Darwen and our Will making service, run in association with the Bolton Law Society.

During this time our Information and Advice service was endorsed with a nationally recognised Advice Quality Standard.

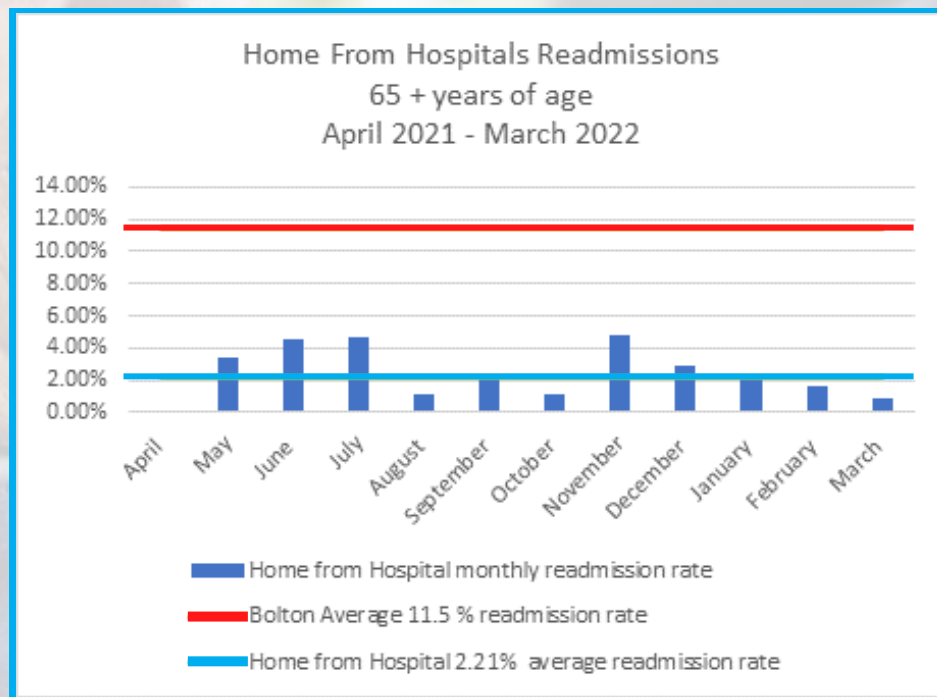
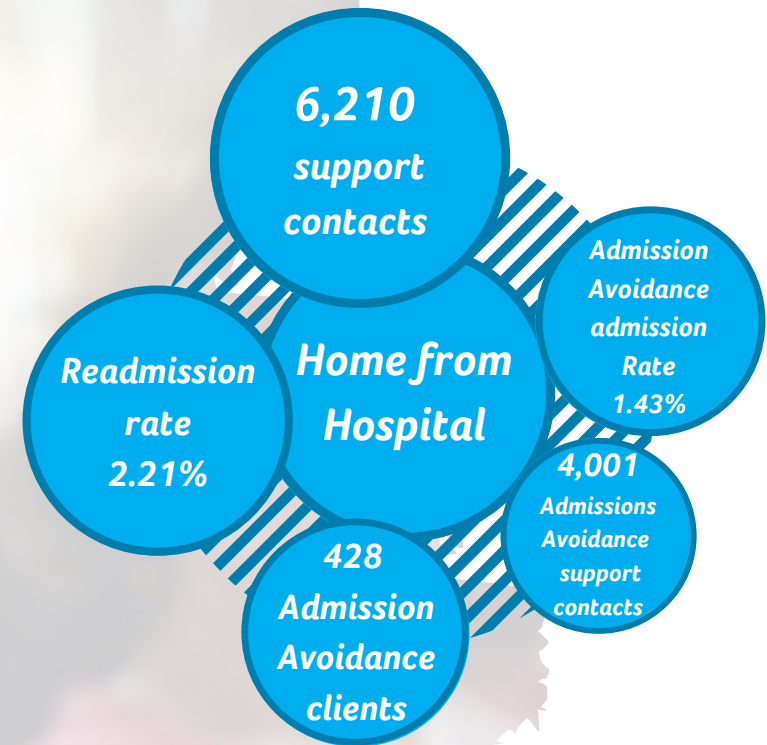
Much of the added income gained through benefit entitlement with the help of our Information & Advice service will be spent in the Bolton economy, providing goods and services to enable people to improve their health, security, and independence in order to remain at home for longer.



“I can’t thank you enough for all your help and support. I would never have got this far without you. I appreciate all you have done for me.”

Home From Hospital

The flagship Home from Hospital service continued to support people for up to six weeks after discharge including those with, and recovering from, COVID. They offered a wide range of practical and emotional support, referring to other services and putting ongoing support plans in place. The service is designed to provide discharge and aftercare support for those 65 and over who live alone or are the main carer of another to enable them to recover safely and sustainably at home.



The readmission rate was just 2.21% compared to the Bolton average rate of 11.5%. This is a very significant reduction, especially when considering the vulnerability and level and complexity of needs of the people we supported.

Funding was secured to extend the Admission Avoidance work with the team supporting 428 people with 4001 contacts and an admission rate of just 1.43% in the year.

A 67-year-old gentleman living alone, was referred to us after a spell in hospital, originally admitted with breathing difficulties due to Chronic Obstructive Pulmonary Disease (COPD) suffering, living with extreme breathing difficulties. He lived in a first-floor flat above a shop with access only via the shop entrance and open just three days a week. The client had poor mobility and found using the stairs difficult so was unable to let health and social care professionals in, having to arrange support visits around the shop's opening hours.

The landlady, who also worked in the shop, had removed the kitchen in his flat and refused to replace it. This left the client with just a sink and a microwave to prepare food, his only hot option being microwave meals. The flat had no working smoke alarms and the only fire exit was the shop door which, combined with his mobility problems, meant a significant risk of the client being trapped if there were to be a fire. The flat was also damp, cold and mouldy, which the landlady refused to have treated. She also refused to have a key safe fitted to allow support services access. The home assessment revealed all the gentleman's struggles including days going without food as he was unable to get down the stairs to buy food.

The Age UK service in Bolton offers fantastic support to many of our vulnerable and elderly patients and I have since referred many other patients who have found it invaluable. I am amazed at the number of different support services and facilities the team are able to arrange and it really has changed so many lives for the better

- Dr Nasira Hussein GP

How we helped:-

- A weekly visit for shopping support.*
- An urgent referral to Bolton at Home to find the client a more suitable ground floor property.*
- A referral to Greater Manchester Fire Service to fit smoke alarms and carry out an assessment of the property.*
- A referral to Independent Living Solutions (ILS) for mobility aids to reduce the falls risk for the client.*
- The client was subsequently offered a flat in secured tenure in sheltered accommodation within a couple of weeks of the referral. HFH supported the client with the move and supported contacting rent, council tax and utilities.*

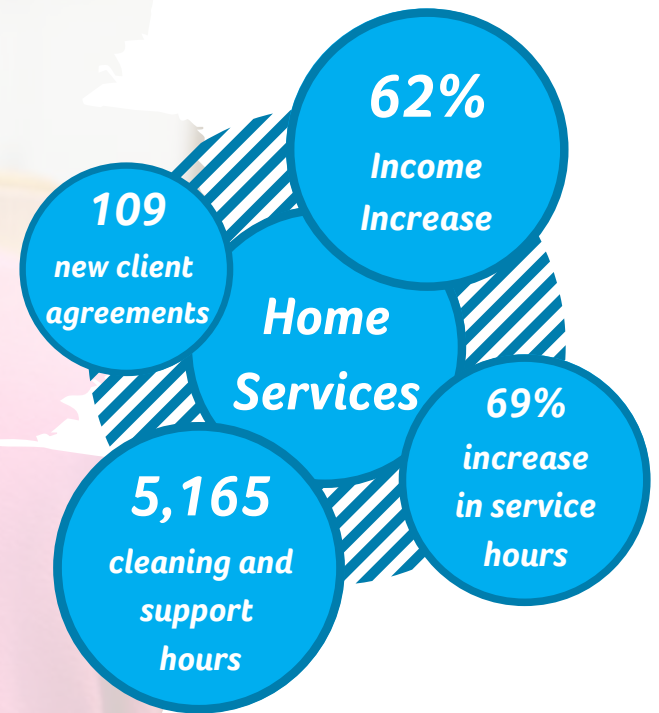
Home Services

“The service is excellent, I cant do all the things that need doing around my home so this is a big help.

Sara, my Home Service Assistant is wonderful and I wouldn't be able to manage without her. I have recommended the service too.”

This was the third year of operation for Home Services, Age UK Bolton Enterprises Limited's cleaning and shopping service, which supports people who struggle with daily living tasks to help them remain safely and comfortably at home. Despite the challenges of delivering through COVID the year saw the delivery of growth ahead of plan, supporting 109 new clients with 5,165 hours of cleaning and shopping support. .

This was a 69% increase in service hours on the year before and 62% increase in income. The service provides much more than just cleaning and shopping, it offers companionship, vigilant eyes and ears and access to a whole range of the charity's wide range of services.



Ageing Well Services: Ageing Well Centre

The Ageing Well Service completed its first year with our new staff team. Following the previous year's Covid-19 activity closures we are so pleased to report that most of our pre-pandemic activities and services were successfully reopened or restarted.

Social events have been very much in demand from clients and as a team, with the support of old and new volunteers, we organised 3 new monthly social events – 16 events across the year- at our Ageing Well Centre: A Friendship Café to support PALs; an Afternoon Tea to support Befriending; and the new Lads@Lunch to encourage more men to attend well-being events. 153 individuals, many new, were motivated to attend and make new friends these are growing in number and developing over time into popular events that people are becoming reliant upon.



Ageing Well Services: Befriending

There were 137 new referrals to the befriending service and 25 new befriending or telephone befriending volunteers recruited. Reopening the befriending service based on client and volunteer needs, at their pace, we were able to resume and maintain 44 face-to-face and 39 telephone befriending matches.

The waiting list continues to grow, at the end of March, there were 71 clients needing a volunteer. Sadly, we lost some volunteers who had been supporting us for many years, as their personal circumstances changed, but we have continued to promote these roles and are encouraged to see new volunteers starting to apply again.



“My befriender, Helen, who has been coming about 6 months since I got bad. She is just lovely. I lost my husband 6 years ago you know, so it can be a long night. There are lots of people who ring me, they all look after me, but there is nothing like talking to and seeing someone face to face.”

Ageing Well Service: Promoting Active Lives

Keeping mentally, physically and socially active in later life is so important for healthy ageing. Sadly, we witnessed the impact of the pandemic on many older people as a result of enforced social isolation and limited exercise for prolonged periods. We were keen to support people to re-engage with their communities and previous interests but recognised the barriers presented by loss of confidence, increased frailty and anxiety which prevented many re-engaging as they wished and needed. We secured funding from Public Health England (now OHID) to establish a new project PALS (Positive Active Lifestyles).

You have given me my life back. You gave me the chance to do things I never thought I would again. Meeting old friends and going to places I have not been in years.

The project began in late October with the co-ordinator in place in December. It aims to improve the mental well-being of isolated, lonely older people by helping them regain their independence and confidence to be able to go out and about on their own, enjoying physical, creative and/or social activities. 161 clients were supported and 2 volunteers were recruited



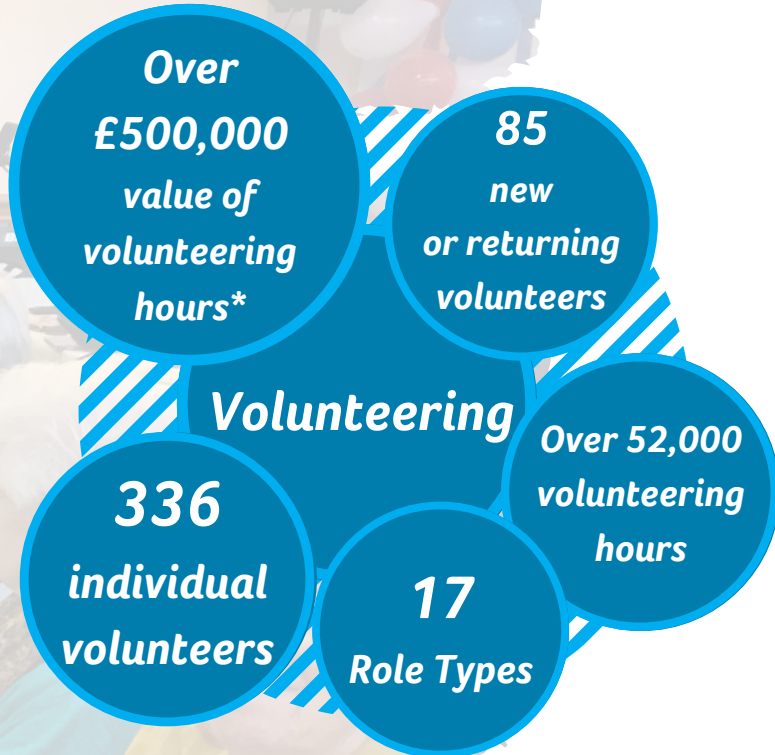
The project monitors the well-being scores of those involved and the analysis demonstrated a significant increase in life satisfaction, sense of worth and happiness and a significant reduction in anxiety. Just a few months in at the year-end, the project had already begun to make a positive impact on people's lives.

Overall, this programme has achieved great outcomes for older adults, in particular significant positive differences in life satisfaction, happiness and worthwhile living.
-Public Health

Volunteering

During the year to the end of March 2022 336 individuals had generously given their time volunteering with our charity covering 355 different roles as a number of volunteers cover more than one role 85 started or restarted as a volunteer in the year. There were 17 different types of volunteer roles across the range of services and activities.

"I love volunteering at Age Uk Bolton! I'm helping people, and making new friends and it gives me a great sense of wellbeing. I would recommend it to anybody."



* Calculated at hours times UK Living Wage

Social Prescribing

The Social Prescribing Link Worker programme in partnership with the GP Federation entered its second-year in April 2021 building on the success achieved to date with referrals growing and more people accessing the support they needed. This evidenced the benefits of the programme to vulnerable residents and to primary care practices which in turn led to a further social prescriber



being employed in February, from a sister voluntary organisation, Asian Elders Resource Centre. This link has improved the knowledge and communication between services and in turn the quality of referrals enabling support to be more person-centred for those who have experienced language or cultural barriers. There were 388 people referred for support with the top three reasons being social needs, loneliness and isolation and mental health issues.

Greater Manchester Nutrition & Hydration

1 in 10 people over 65 suffer from or are at risk of malnutrition and 1 in 5 are dehydrated with seriously adverse health impacts. 47% of people who fall, are malnourished. COVID-19 has significantly increased the risk. Preventing malnutrition and dehydration improves the health & well-being of the individual, it also helps to reduce the burden on health and social care services. So there has never been a more significant time to raise awareness of the importance of eating and drinking well in later life. During the year the Nutrition & Hydration programme trained 202 staff members across 12 services with these team leaders cascading further to their staff teams. It is estimated that this will deliver a potential reach of 1,511.



8,034 people were reached through awareness-raising activities, leading to 6,119 guided conversations about appetite and weight loss from which 4,516 individuals were assessed as being at risk and offered support.

Strength & Balance

The Falls Prevention Strength & Balance service focused on delivering Falls Management exercises (FaME) across Bolton in the form of Postural Stability, Otago and Tai-Chi all of which have evidence of improving posture, muscle strength, bone density and balance. These classes were more important than ever as we sought to reverse and reduce the deconditioning experienced by many older people during the pandemic. The exercise sessions also improve mental health as physical activity evidences a lift in mood as well as offering people the opportunity to socialise and make friends.



The classes contribute hugely to my sense of mental well-being. Prior to classes I was feeling increasingly lonely and becoming more housebound. Getting out and meeting others has made a huge difference in my life.





People are living longer but not healthier lives with significant numbers of older people living with multiple long-term health conditions. Our exercise coaches are qualified to deliver specialist sessions designed for those suffering from a range of conditions enabling them to exercise safely and derive the health benefits and better manage their symptoms. Strength and balance sessions are secondary prevention and are focused on ensuring we prevent further falls and hospital admissions.



All sessions improve confidence and overall wellbeing. During the year the team transitioned from on-line sessions with telephone support April to June back to face to face classes which restarted from July. There were 46 Zoom sessions with 50 individuals accumulating 368 attendances. The YouTube home exercise sessions had 677 views.

The team delivered 110 live Facebook sessions which are available to catch up on at any time and over the period were viewed a total of 6,499 times. Face to face sessions resumed building up to 22 different weekly exercise classes attended by 395 regular members. 849 sessions delivered with a total of 4043 attendances. 10 home visits were conducted to assess and encourage people to attend classes. There were 10 specialist pulmonary rehab sessions delivered for 16 members in partnership with Bolton Hospice and Bolton Pulmonary Fibrosis Support Group.

Strength & Balance Partners

- **Bolton Pulmonary Fibrosis Support Group**
- **Bolton Arena**
- **GM Falls Prevention Collaborative**
- **Sport England**
- **Versus Arthritis**

Finance

Where our income came from in 2021/22

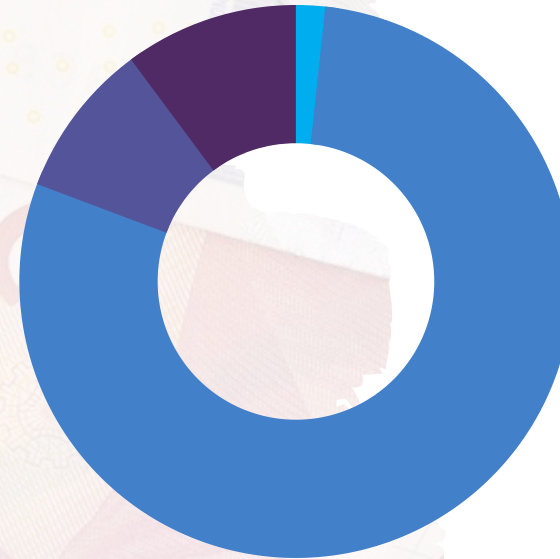
Grants and Similar Income
£523,390

Dividends
£60,258

Other Income
£113,503

Donations and Legacies
£11,204

Total: £708,355



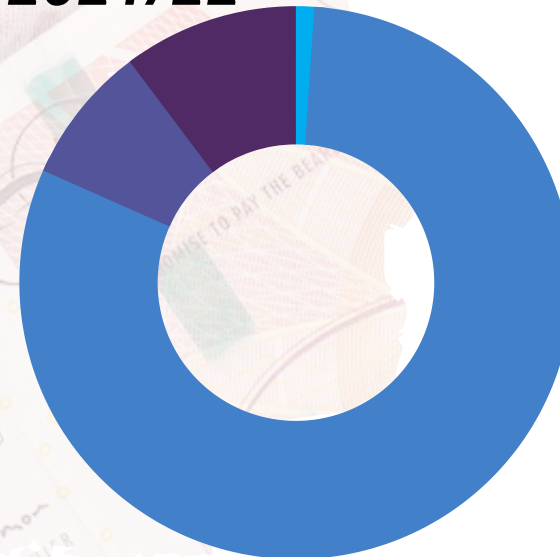
How our income was spent in 2021/22

Funded Services
£403,597

Other Services
£310,312

Ageing Well Centre
£86,410

Total: £800,319



Thank You

As a small, independent, local charity Age UK Bolton is self-financing and depends on others to deliver all its charitable services and activities that enable older people to enjoy full and rewarding lives while remaining safe, independent and as mentally, physically and socially active as possible.

We acknowledge, with gratitude, the kind and generous monetary and other gifts received from individuals, groups and organisations and those given in memory of a late friend or family member, including Jean Dodd, Irene Southern and Julia Critchley

Donations received from those individuals who have used our Information and Advice, Home from Hospital and Wheelchair Hire services, are also received with gratitude. We are particularly indebted to those individuals and organisations that have supported us this year including Independent Mental Health Advocates, Bolton Pulmonary Fibrosis Support Group, home Instead, Brown Shipley Private Bank, who support our Money Matters Service.

All our services are delivered by, or with, volunteers so a special debt of gratitude is owed to our wonderful band of dedicated people who regularly donate their time, energies, skills and talents to enhance the quality of life of others and without whom none of the achievements set out in this report would have been possible. The Trustees would also wish to thank the staff team for their excellent service in supporting and coordinating the work of our volunteers.

The Board of Trustees

The following served on the Board of Trustees during the period under review:

David Smart (chairman); John Cooper (Vice Chairman); Margret Rothwell; Emma Wood; Dr. Arun Kallat; Paul Twitchet; Cllr Andy Morgan; Cllr Susan Baines

How you can support Age UK Bolton

There are lots of things you can do to get involved. Whether you want to give your time by volunteering or donate, your help is very much appreciated.

Make a Donation

We rely on your support to keep helping older people in Bolton. Any donation, no matter how much, is greatly appreciated.

Get your organisation involved

A partnership with us could be beneficial for your business by helping you meet your Corporate Social Responsibility objectives. It's a great way to motivate employees, gain an insight into the over 50s market and help Age UK Bolton deliver support to vulnerable people in the community. Display a collection tin, donate a prize or service, donate equipment or even send some employees to volunteer with us on some of our projects supporting older people in the Bolton area.

Volunteer with us

Our amazing volunteers help us to do so much in Bolton. Whether you have an hour or a day to spare, we have lots of opportunities for volunteers. Without our volunteers, Age UK Bolton couldn't offer the range of services we have available to the older people in Bolton.

Leave a legacy in your will

Ensure your support continues for years to come. You can do so as a specific sum or a share of your estate. Anyone with an estate worth more than the inheritance tax threshold of £325,000 can reduce this tax from 40% to 36% if 10% or more of the estate is given to charity. Your solicitor will be able to advise you of the best way, or if you have not made a will yet our confidential will making service may be of assistance.

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AgeUKBolton



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