



Annual Report 2020

Living longer ... living well in Bolton

Foreword

Looking back to the start of 2019-20 from the vantage point of the pandemic I am struck by how much things have changed in a relatively short period of time.

The lockdown brought to an abrupt end what had been another busy and successful year. We had once again grown our service portfolio including our new cleaning and shopping business "Home Services".

This report demonstrates the numbers of people we worked with in each of the different services and projects and, more importantly, shines a light on the difference they made which is, after all, why we exist.

Hardly any of this would have been possible without our amazing volunteers who give of their time, efforts and talents so generously. Without them, we simply would not have been able to support so many older people in Bolton. They never cease to inspire me.

By mid-March the impact of the emerging crisis began to become apparent with most activity classes and community venues closing and volunteers shielding. It was going to be a tough and uncertain road ahead but we knew that older people had never needed us more. We were delighted with the response from volunteers who adapted to different roles in rapidly evolving services. New volunteers came forward wanting to be involved at a time of national emergency.

We found ourselves having to turn on its head our long-standing message of the benefits for mental and physical wellbeing., especially as we age, of getting out and about and socialising. Some activities closed early for Easter and, as it turned out, much longer. Necessity, they say, is the mother of invention and rapidly our befriending volunteers switched to

telephone calls in place of home visits, they made regular welfare calls, did emergency shops and together we learned how to "Zoom". The staff team stepped up and their creativity came to the fore finding new ways to connect and engage. Meanwhile, our Home from Hospital and Home Services teams continued to support older people at home. I would like to thank them all for their flexibility and dedication throughout the year.

I am further indebted to our tremendous trustees for their unwavering support, guidance and encouragement. People are an organization's greatest asset and we are indeed blessed.

Looking ahead it is difficult to see what the future will bring but there will be many challenges ahead. We continue to adapt operations and place an even stronger focus on risk management. Costs have risen to implement additional safety measures whilst unrestricted income is significantly challenged. It is fortunate that the charity is in a healthy financial position with robust governance. We hope that our wonderful volunteers and clients will return and we are working hard to make our premises and activities COVID-secure so they feel safe, comfortable and relaxed

On reflection 2019/20 was a good year with excellent outcomes that I hope you enjoy reading about in this report.



*Suzanne Hilton
Chief Executive*



Hot lunches served
9,793

Active ageing attendances
29,445

Volunteers
315

Strength & balance participants
331

This year in numbers

Information and advice clients helped
1,385

Home from hospital clients supported
1,402

New home services clients
72

People befriended
109

Enhanced day care attendances
22,099



Volunteering

Volunteers continue to be the heart of our charity and without them we could not deliver a fraction of the things we do.

This year we had an amazing **315 volunteers** actively involved in delivering our services. Several volunteers supported us in more than one role leading to an equivalent of 348 volunteers.

We still pride ourselves in having one of the highest volunteer to staff ratios across the Age UK network. The fact that we are able to not only sustain but expand and enrich the services we offer is all down to our wonderful team of passionate and dedicated volunteers. Without them, our organisation simply would not be able to support so many older people in Bolton and much of our work would not be possible.



315

Volunteers



>500

Hours volunteering



>7,000

Older people supported



“I volunteer to help stimulate my brain following retirement and to put something back into society to help people less able.”

Graham, Information & Advice



“I started volunteering to spend some time with my mum and I enjoy helping older people”

Jeyran, Reception



“I really like meeting people and interacting. I like the social side of volunteering.”

Stephen, Snack Bar and IT assistant

Home Services

This was the first year of trading for our new **Home services business** launched in March 2019 offering paid-for **cleaning and shopping services**.

The service was developed to deliver cleaning, shopping, linen changes and wrap round support. It was established in response to the gaps identified by our Home from Hospital and Information & Advice teams.

The service enables people who struggle with some daily living tasks to remain safely and independently at home and offers a bridge between full independence and home care packages also affording family members the peace of mind that their loved ones are safe and supported. In addition to the specific practical support the service provides a watching eye and helping hand with links to our other services as needed or desired.

In its first year the business has exceeded expectations in terms of demand, business plan forecasts and customer experience.



72

Clients signed up



1941

Hours of service delivery



243%

More hours than forecast

Help at Home

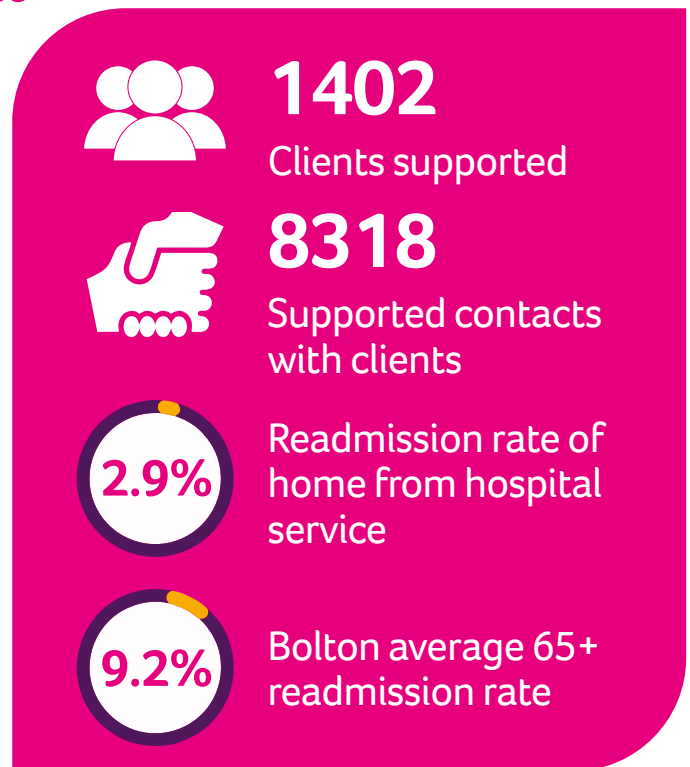
Help at Home service is delivered in partnership with Home Instead Bolton, whose trained and experienced caregivers provide assistance with everyday tasks that have become a struggle.

They support people to remain independent and happy at home. This means that through our partnership, we will be able to provide appropriate, safe, reliable, trusted, comprehensive, professional & seamless support enabling those who choose, to remain in their own home for the rest of their life, or as long as is practical.

Home from Hospital

Our flagship **Home from Hospital service** which operates 7 days per week supports clients for up to six weeks following discharge from hospital for people 65+ who live alone or are the main carer for another.

The team are there to help people who would struggle during their recuperation by providing them with low level practical and emotional support to avoid unnecessary and distressing readmission to hospital.



They support people with shopping, housework, collecting prescriptions, walking dogs, eating and drinking healthily and attending follow up medical and associated healthcare appointments as well as dealing with accumulated correspondence. In fact a wide variety of help and assistance and the kind of support that family and good friends provide for people who do not have such support on hand.

Care Navigators

This new 12– month service launched in April 2019 in partnership with Bolton’s GP Federation



The two navigators, one employed by each partner, covered **9 GP practices** in the Rumworth and Chorley Roads Primary Care neighbourhoods. They worked closely with GPs and practice staff to identify those patients who may benefit from a home visit. They targeted patients who may be socially isolated, frequently visit or call the practice, in order to reduce the amount of GP home visits and admissions to hospital by using a social prescribing model of support.

Enhanced Day Care

The **Enhanced Day Care** service, delivered in partnership with Bolton Cares, Bolton Dementia Support and Bolton Carers Support was established to enhance the experience of day care for people living with dementia and provide expert support for their carers. The service now runs five days a week and is based on the concept of bringing the activities we deliver for older people in the community into the three day centres, tailored to meet the needs of those living with dementia. So that despite the limitations of age, memory loss and poor health, people can continue to enjoy a fulfilling and appropriately stimulating experience to enrich their later lives.

There are now more than **50 different activities** and services on offer for older people and their carers. The 20 strong team of volunteers this year made sure that **403 older people and 110 of their carers** benefited from **22,099 attendances**.

New activity highlights this year included: 'Joining Generations', a dementia choir developed in partnership with Claypool Primary School; a revamp of the centres' gardens with Winifred Kettle's new design officially opened by Westhoughton's Town Crier and the Mayor of Bolton; nutrition and hydration training and National Health and Wellbeing Programmes such as cancer awareness and "know your numbers week" for blood pressure checks.

Although there are more activities to enjoy numbers are down on the previous year because Bolton Cares had to reduce centre opening from 7 to 5 days per week and because the centres were closed from mid-March due to the Coronavirus pandemic.

I never thought that I would see my wife sing like that again. What the Brazley Centre has achieved is phenomenal.

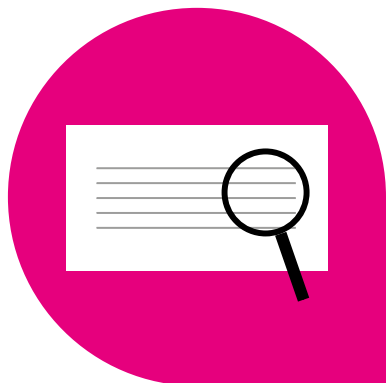


Information & Advice



1385
Clients supported

£380,991
Secured in benefits



101
Will making appointments

48
Attendees at Legal
Service sessions with
The Bolton Law Society



Befriending

Our traditional **Wellbeing in Later Life** services have, with the exception of lunch clubs, all seen an increase in numbers in relation to the previous year. **109** otherwise lonely and socially isolated older people benefited from a weekly visit from a **befriending** volunteer and we received some genuinely heart-warming feedback about what those visits mean to both parties.

“I love the phone calls, we are getting on like a house on fire. We have great chats and spend most of the call laughing. It is nice to know I am giving something back; I will certainly be continuing my volunteering even when I go back to work.”

“I feel so lucky to have Ed (befriender) visiting me. He is an absolute angel and we have such a laugh together. He always tells me what’s going on in his life and I love his stories. We always go out and about somewhere different each week and I feel like I never stop smiling the whole time we are together.”

With the year coming to an end we had to change how we delivered our befriending service. With restrictions on face to face contact we opened up a telephone befriending option which led to many new clients and volunteers.



Lunch Groups

Attendances at our **lunch and leisure clubs** however were down with **340** older people enjoying **9,793 hot two course lunches** in a wide range of social settings across Bolton. The reason for the fall in numbers relates to weather, illness and retirement of long standing volunteers, the added responsibilities of regulation but more particularly a change in tastes away from the traditional format. In order to adapt to these changes this year we introduced new dining groups whereby volunteers host a lunch at a local pub or café. This is proving popular so we intend to continue to offer both formats to cater for all tastes once restrictions are lifted.

Active Ageing

Being physically, mentally and socially active is vitally important for health and wellbeing and it is encouraging that we have seen attendances at our classes increase for yet another year.

We now offer more than **70 different creative, learning and physical activity classes** in numerous community settings including sheltered housing, extra care schemes, centres of worship and community centres across Bolton including our own Learning & Activities Centre in Farnworth.

Numbers of participants and attendances have been increasing year on year. Encouragingly this year physical activity classes have seen the greatest increase.



1315
People



29,445
Attendances

Overall this was a really successful year for services and activities designed to enable older people to remain as mentally, physically and socially active as possible for as long as possible. The social aspect with the ability to make friends and share an activity, a worry or a joke is an essential ingredient.



Falls Prevention

Our Falls Prevention programme established **13 community based classes** across various settings including community centres, places of worship, libraries, sheltered housing schemes and day centres. **The number of participants** increased by 18.6% compared to last year.

The classes are aimed at improving strength, balance and mobility leading to more independent healthier lifestyles for participants. Maintaining and improving muscle strength and ability to balance is crucial in reducing risk but also critical in helping people live independently as they get older. Our instructors take time to fully engage with each client enabling them to reach their potential by tailoring exercises to cater for different abilities. We pride ourselves in the social aspect of our classes which is a major motivation for many regular participants.



331
People



3547
Attendances



We measure progression with some small functional assessments but also with the client's personal stories of being able to once again climb the stairs, get in and out of the bath unaided, take the dog for a walk, get out in the garden, go shopping and live independently with confidence.



Nutrition & Hydration

The **Nutrition and Hydration programme** played a significant part in raising awareness across stakeholders and the general public of the pernicious effects of being underweight in older age. Our programme manager has provided a focal point and resource to bring together key stakeholders to collaborate to combat malnutrition and dehydration in older people in the community. There were **6,541 awareness raising sessions, 5,361 guided conversations, 508** members of the local health and social care workforce received training in using the paperweight armband and associated resources with a potential **reach of 17,237**. An independent research study conducted by Manchester University based on data collected at week 1 and week 12 of the intervention for 67 participants shows that **81% had a positive response** to the intervention in terms of **gaining weight or stopping weight loss**. This is tremendous as the business case for Greater Manchester Health and Social care Partnership funding was based on just a 30% positive outcome. The success of the programme in Bolton and the other pilot areas, together with the opportunity to scale up across Greater Manchester has secured further funding to continue the programme to April 2021. We will work with local partners over this period to embed the work into local provision.

Ambition for Ageing

This year saw the end of our successful 5 year award-winning **Ambition for Ageing (AFA) Programme** in partnership with Bolton CVS and Bolton at Home. It focussed on making three of Bolton's neighbourhoods more age-friendly:

Crompton, Halliwell and Tonge with the Haugh. Each of those neighbourhoods were recognised by the Mayor of Greater Manchester with merit awards presented at an internationally attended event at the Museum of Sciences and Industry to make their community more age-friendly and tackle social isolation.



Activation Bolton

Activation Bolton was a 2-year pilot programme, funded by Sport England and working with Greater Sport, to help people living in Bolton, who are aged over 55, to get physically active.

The programme was based on a number of small investment awards of up to £1,000 to local community organisations,, social entrepreneurs and businesses to support innovation. By March 2020, **10 of these projects were up and running** with a combined total of **744 active attendances** made across the project.

Talking About My Generation

Talking About My Generation has been a successful partnership campaign to challenge the narrative on ageing led by Yellow Jigsaw with a number of Greater Manchester Age UKs including Age UK Bolton. Each participating borough contributed two amazing community reporters to the “newsroom”. Highlights of the programme this year were the “Living Library” hosted by Manchester Central Library in October and the publication of **The Record** magazine in digital and print formats. The fabulous celebration planned at The Foundry at the end of March unfortunately also had to be cancelled as a result of the Coronavirus pandemic.

Volunteers in Care Homes

Volunteers in Care Homes project had originally been agreed as a 12 month pilot but was extended for six months to the end of this financial year. The programme had been designed to bring the benefits of the Enhanced Day Care service into a residential setting to reduce loneliness and improve the quality of life and sense of fun of the residents living in the participating care homes 10 homes participated across the life of the programme with 6 or 7 whose residents continued to be actively engaged. There were **15 volunteers** delivering a wide range of appropriately tailored creative, learning and physical activities including crafts, baking, regular friendship cafes, talks and group and one to one befriending.

Veterans Intergenerational (VIP) Project

This project launched in April 2019, arranged a series of events and trips out for socially isolated veterans to connect them to one another, to current service personnel and to local cadets. There were several very popular afternoon teas with entertainment, military themed memory sessions, The programme engaged 70 veterans and at the end of 12 months many had forged several new friendships which they intend to maintain some by meeting up at our regular community afternoon teas.



Finance

Where our income came from in 2019/20

Grants and Similar Income

£607,347

Dividends

£74,901

Other Income

£40,393

Learning & Activities Centre

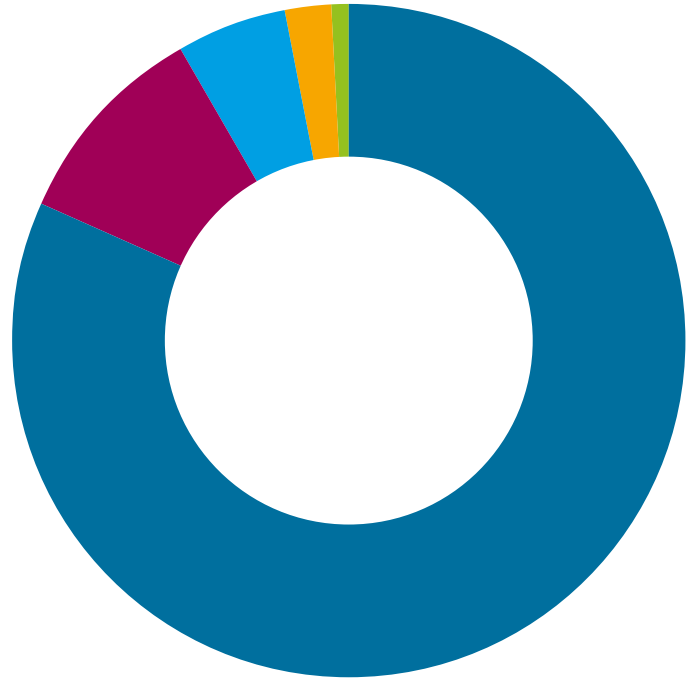
£15,693

Donations and Legacies

£5,187

Total

£743,521



How we spent our income in 2019/20

Funded Services

£467,734

Other Services

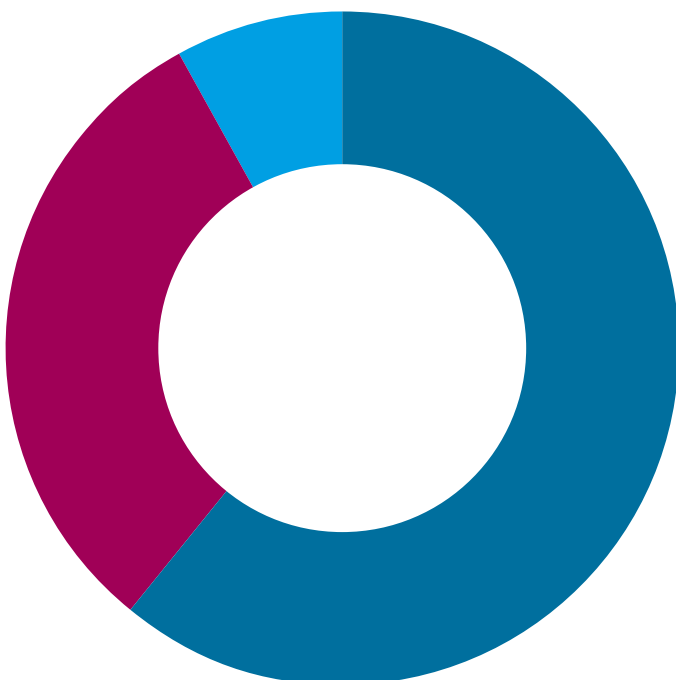
£239,228

Learning & Activities Centre

£59,729

Total

£766,691



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: Philip Jeffrey Clooney and Mary Bard.

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: Team Eagley Bank; Bolton District Golf Clubs; Age Concern Ramblers Club; Golden Voices Choir; Topham Court Lunch Club; Slaterfield Daycare; The Operetta Company; Bolton School; Turton High School; The Chartered Trust and Brown Shipley Private Banking who sponsor our Money Matters service.

All our services are delivered by or with volunteers so a special debt of gratitude is owed to the 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 co-ordinating the work of our volunteers.

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

David Smart (Chairman); John Cooper (Vice Chairman); Mark Critchlow (Honorary Treasurer); Margaret Rothwell; Emma Wood; Dr Mehran Javeed; Paul Twichett and Cllr Andrew Morgan.



How you can support us

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 much appreciated.

How to get involved:

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 insight into the over-50s market and help Age UK Bolton to support vulnerable people in the local community. You can get your organisation involved by; Displaying a collection tin; Donating a raffle prize or service; Donating equipment or even sending some employees to volunteer.

A massive Thank You to all of our supporters, especially those who continue to do so on a regular basis

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 variety and range of services we have available to the older people of Bolton.

Leave a legacy in your Will

Ensure your support continues for years to come. You can do so either 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 more than 10% of the estate is given to charity. Your solicitor will be able to advise as to the best way or, if you have not yet written a will, our confidential Will-making service, in conjunction with Bolton Law Society, may be of assistance at a specially negotiated charge.

For more information contact:

01204 382411

Registered charity number 223240



The Square, 53-55 Victoria Square, Bolton, BL1 1RZ

Email: enquiries@ageukbolton.org.uk



AgeUKBolton

Telephone: 01204 382411



@ageukbolton