

2023/2024 Impact Report

74,910

Total people reached including older adults, carers, families across Lancashire

Our Information & Advice team held over 753 advice appointments

753

410

Our footcare service improved the mobility and foot hygiene of 410 people

Helpline enquiries for health, benefits, housing, and local services support.

34,204

"Thank you for all your help. When we needed help and advice you and your staff have been most helpful."

"I would like to say that I really look forward to my phone call each week as it makes me very happy to speak to Sue, she is very good at listening to me, feeling loneliness is not very nice, after losing my wife of 62 years of marriage. Thanks to you all."

Vision

Until everyone is living their best later life

Mission

Delivering Outstanding, Responsive & Inclusive Services & Solutions

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"I'm very satisfied with the service I received. I feel like I now have everything under control by being supported by Age UK Lancashire. This service was really helpful because you provided home visits, and this was important due to being wheelchair bound and housebound since amputation."

9,143

People supported by our Hospital Aftercare Team to live independently at home

Individuals supported through 1-2-1 and group sessions, including CST.

329

30,000

Hours dedicated by 105 volunteers = over 500 hours per week helping older people

We improved lives by helping older people claim £2.8m benefits.

£2.8M

'It is lovely to talk to Michelle each week. She listens to me talk about things I've done and seen. I am very old but I remember things I still want to talk about and Michelle ringing me each week allows this. Without her calling, I'd feel a lot more isolated as if no one cared.'

"Really grateful for your expert help in filling in the daunting large questionnaire booklet. Your patience and understanding and help was very much appreciated and resulted in top rate Attendance Allowance being granted, so thank you so much."

Loneliness decreased by 30% thanks to our Integrated Care Programme

206

Veterans connected through our service rose by 87%!

We enabled 1,022 people to manage long-term illness and live independently.

1,022

8,608

Good Day Calls were made to isolated and vulnerable people

Our home helps provided 36,313 hours to support independence at home.

36,313

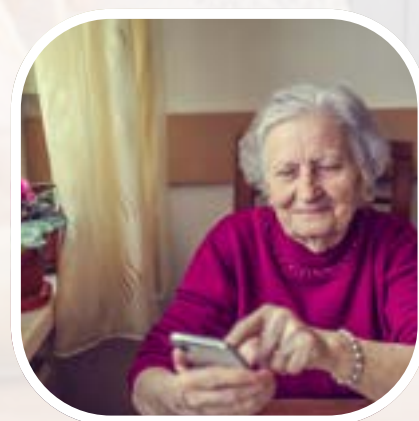
LEFT IN THE COLD - HOW THE I&A SERVICE GAVE AN ELDERLY COUPLE A LIFELINE

For Mrs. Smith, 80, and her husband, 85, living in a cold, damp bungalow on the Lancashire coast had become a daily battle. Their rented home, filled with issues like broken central heating and failing double glazing, was worsening Mr. Smith's health and leaving them in a state of constant discomfort. With no sign of help from their landlord, they were terrified of speaking up, fearing they'd lose their home to the high demand for properties in the area.



It was during a Scams Awareness event, hosted by our I&A Team, that Mrs. Smith crossed paths with Wendy Delaney, our Outreach Officer. Wendy noticed the couple's situation immediately needed attention - two elderly people, sitting in the cold with no hot water, waiting endlessly for a plumber who never arrived. Wendy, moved by their plight, quickly took action, returning to her office to gather £100 worth of Argos vouchers and an oil heater purchased through the hardship fund. The couple were incredibly grateful for this timely and clearly much needed support.

A few weeks later, Wendy's referral to our I&A service had changed everything. Trapped in a rental where repairs were ignored, Mrs. Smith had feared speaking up. Wendy explored housing options, connected her with providers, and uncovered £312.95 extra per week in benefits. With support to increase her Disability Living Allowance and placement on the Extra Care Register, she finally feels secure. No longer powerless, Mrs. Smith's heartfelt thanks remind us why I&A is vital - restoring dignity, stability, and hope for older people.



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"I have been treated with respect and the Wellbeing worker was friendly and helpful. Without Age UK [Lancashire], we wouldn't have known about being able to get things prescribed and save so much money, with everything costing so much it is hard."

Our Home Help, James, received this message from a customer's daughter: "I would like to thank Age UK Lancs and especially Jim for the wonderful support they/he gave to my mum and dad. I hope this service continues to thrive as it is very much vital. All my best wishes"

1,383

Scams talks benefited many, with 212 people receiving 1-2-1 support.

360 people have been supported to be more digitally confident

360

54,215

We provided 54,215 hours of respite and care through our Day Club sessions

The number of people we have signed up to Electricity Northwest's Extra Care Register

2,472