



Bolton Armed Forces Centre 4 Veterans CIO
The Victory Centre
Victory Street
Bolton
BL1 4JA

Bolton Armed Forces Centre 4 Veterans CIO end of year report 2020

Nobody expected what a year we was going to encounter. The first 3 months was relatively steady with Veterans coming into the centre for advice, counselling and various other issues they encountered on a daily basis.

When the pandemic hit us it changed the role of the centre. With the hub only being small we operated an appointment only system. The veterans were required to call ahead and book attendance. We had a massive increase of home visits with food bank donations, collecting and dropping off prescriptions and many more activities.

Social isolation was a big issue for the single veterans and our bank of volunteers worked very hard visiting properties and helping the veterans.

Some of the visits was out of hours as we operate a 24/7 telephone line which is always monitored.

At the end of the year we was informed the building we used for our hub was due to be demolished.

Bolton Council was fantastic and helped us find another property however that took 12 months, the uncertainty of not having a hub was very worrying not only to the volunteers but also the beneficiaries. Eventually a property was found, this took another 5-6 months to be finalised and the move was started.

The new building is fantastic and more accessible for the disabled veterans and we now have free parking, although it is not in the town centre it is still on a main bus route and easy to get too.

After the decoration was complete and a few minor repairs we was ready to move in. the phone lines needed connecting so we had access to the internet, this took another 4 months from moving in.

We are now up and running and the new centre is manned on a daily basis Mon-Fri

The foot fall has decreased but the phone calls never stop.

Stats for 2020

Mental Health 103

Homelessness 14

Poverty 165

Employment advice 18

PIP/Benefits 72

Other issues 164

Mr Ryan Jones BAFC4VCIO Trustee



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