

Annual Review, 2018-2019

Age UK Bristol continued to lead Bristol Ageing Better (BAB), the most significant initiative in the city to tackle loneliness and isolation of older people. Adam Rees, BAB Director, resigned at the end of March 2019. Carly Urbanski became Head of Programme with Kay Libby working on the programme's legacy and the sustainability of the approach.

Some highlights of the year include: Healthy Together received an award from the National Association of Primary Care; Information and Advice enabled older people to claim in excess of £2.1 million of benefits and other entitlements.

In April 2018 the sculpture titled Ruth was left outside our headquarters by an anonymous artist. The sculpture was of a real older person named Ruth, admired by the artist for her assertiveness which challenged ageist stereotypes. Ruth came indoors and now adorns our meeting room and serves as an inspiration to us all.

I would like to thank our staff, volunteers and trustees for their amazing contribution again this year. Our success is down to their hard work and commitment.

Mark Baker - CEO Age UK Bristol



Updates from our services

Information & Advice

Our flagship service is Information & Advice (I&A) providing specialist advice on benefits, entitlements, housing and social care.

Run by **4** paid members of staff and **18** volunteers. In 2018/19, the I&A team had **5,450** contacts with **2,091** individual clients. We raised over **£2,100,000** in additional benefit & allowances for our clients, in some cases doubling or even tripling the household income, transforming their day to day life.

Housing Support

The Housing Support team supported **159** individuals this year. **42** of these were long-term clients and **117** were short term. The team consists of 8 staff members, **5** full-time and **3** part-time who provide a practical support package to people who are at risk of becoming homeless. They provide a lifeline for people who would not be able to cope without our intervention and support.

New Beginnings Day Service

Based in Withywood Community Centre, New Beginnings provides day opportunities for older people with dementia or other health conditions including light exercise, activities and lunch in a sociable and safe place. We offer carers some much needed respite in their week.

This year, we supported **70** older people with our **9** members of staff and **8** volunteers.

We have such a fun and engaging atmosphere at New Beginnings. It is a wonderful place to be for staff, volunteers and the service users.

Footcare

Age UK Bristol worked with footcare practitioners to provide low-cost toe nail cutting for older people in Bristol. We saw around 500 individuals in sites around the city, including in GP surgeries and community centres.

Telephone Services

Unfortunately, we had to close our telephone shopping and telephone befriending services in August 2018 due to lack of funding. All befriending clients were transferred to either other local befriending services or to the Age UK national service. Shopping clients were signposted to other services available after impact assessments were carried out.

Friends Ageing Better

Our Friends Ageing Better (FAB) project started in July 2018. FAB brings people together at local cafes and events, and also arranges discounts and rewards for members with local businesses.

It aims to reduce and prevent isolation among over 50s in Bristol. Between 2018-19 we reached **639** new members, and held **34** catch-up cafes in areas across Bristol, including Horfield, St George, Withywood, Lawrence Weston, Henleaze and Fishponds.

We also collaborated to make Bristol a more age-friendly city with partners such as the Hippodrome, Bristol Old Vic and We The Curious. FAB is a project funded through Bristol Ageing Better and delivered in partnership with Bristol Older People's Forum.

IT courses

We continued our computer learning classes for older people. Classes are in small groups with two volunteer trainers. Learning is person-centred and aims to build confidence in using technology.



Healthy Together Clinic



The Healthy Together clinic is our award winning drop-in clinic for people with lower leg wounds.

From 2017, the Healthy Together clinic has worked in partnership with local GP surgeries and Bristol Community Health. The treatment is provided by friendly nurses with social support from Age UK Bristol.

Active Together

Active Together is a project that brings together a person living with dementia with a volunteer. The pair go out weekly to enjoy activities in the community.

In 2018/19, Active Together had **14** matched pairs and went on a total of **158** outings. These included trips to the cinema, dog walks round the harbour, horse therapy and swimming. One highlight this year included a trip that volunteer James took with his matched person Digby* to Digby's old school. Digby hadn't been back for fifty years but despite his dementia he managed to direct James to the place and show him round.

"Digby showed me the Principal's house where the boys would be caned if ever they stepped out of line, then the work house where he made rope and finally the gardens where he would bunk off to meet his girlfriend. With boyish glee, he described his daredevil exploits – how he would creep out from his top floor dormitory window and run the full length of the roof so he could escape into town!" - James, Volunteer

*Name has been changed

The clinic links patients with their community, promoting wellbeing, encouraging social inclusion and self-care. We have seen impressive results with quicker healing of leg ulcers and greatly reduced re-infection rates. We also have evidence of improvement in people's wellbeing as a result of reduced social isolation. We see between **10 – 19** patients each week. Age UK Bristol has one member of staff and 4 volunteers working on this project.

"Dead against it when I first came 4-5 months ago but find it really good now and helpful. Good atmosphere. You don't have to come in and chat to everybody you can just come in and chill out, no pressure. Now I recommend it to anybody. It's nice to compare and see that you're not the only one with health issues." - Service User

"Everyone is friendly and I've got to know many patients like myself. It is truly a "club" and I love coming here." - Service User



Bristol Ageing Better (BAB) is a £6 million 5 year programme funded by the National Lottery Community Fund.

It works in partnership to reduce loneliness and isolation in older people across Bristol. BAB had **8,091** participants in 2018/19.



There were quite a few changes in staff, with between **8** and **11** staff at any one time during the year. BAB had **18** volunteers who gave 948 hours of their time to support the programme. Additional to this, reporting from delivery partners shows that volunteers gave **10,553.5** hours across all BAB projects!

In November 2018, the World Health Organisation (WHO) accepted Bristol's application to become the 705th member of the Global Network of Age Friendly Communities. The network represents cities and communities across the world who are all committed to making their areas better for older people, which also has a positive impact on the community as a whole.

Bristol's membership of the network is a huge achievement for the city and represents three years' worth of work from Bristol City Council, Age UK Bristol and Bristol Ageing Better.

We would like to thank all of the financial support that we have received over the year. Thank you to the Trusts and Foundations, the local businesses, Bristol City Council and especially to all of the individuals across Bristol:

Age UK	JLT Benefit Solutions
Brand Biology	John James Foundation
Bristol Ageing Better	MBDA
Bristol City Council	National Lottery Community Fund
Bristol Community Health	Pensions Management Institute
Bristol Masonic Benevolent Institution	Quartet Community Foundation
Bristol Older People's Funding Alliance	St Monica Trust
Bristol Water	Uber
Co-op Local Causes	Waitrose Community Matters
Dementia Wellbeing Service	Wester Power Distribution

A very special Thank you to all of the individuals who fundraised, baked cakes, ran long distances and donated to Age UK Bristol! We couldn't do our work without your support.

The Age UK Bristol financial accounts for 2018/19 can be found on our website and on the Charity Commission for England and Wales.

Registered charity number: 1042548
Registered company number: 2984207