

Annual Review, 2019-2020

Our staff and volunteers worked hard this year to keep much valued services running smoothly. We would like to make a particular mention of the work of our Information & Advice team who brought almost £2.5m of additional income from unclaimed benefits directly to older people.

Our achievements were threatened by the coronavirus pandemic this year. Our services were dramatically affected and we focused our attention on supporting older people who had to self-isolate. We are proud of our response - by the end of the first week, all staff were working from home and we set about meeting people's most pressing needs alongside our usual work. We can't thank our staff and volunteers enough for their outstanding work.

Even in the early days of the pandemic there was hope as so many people across Bristol came forward to support others. We formed the 'Support Hub for Older People' with other charities to ensure people received the support they needed and set up a dedicated Helpline to make it easier for people to contact us.

I hope you enjoy reading more about our work to support older people, tackle social isolation and build an age-friendly city in this brief Review. For more detailed information about our work today, please call us for a copy of our Guide to Later Life on 0117 929 7537.

Kay Libby
CEO Age UK Bristol



Update from our services

Information & Advice

Our Information & Advice team continues to be busy year after year. In 2019/20, the I&A team had **6,214** contacts with **2,232** individual clients. The team of **5** staff and **16** volunteers helped people to claim their benefits, navigate social care and fill out Lasting Powers of Attorney. They raised **£2.48m** in additional benefits for older people in Bristol.

"The advice and help has made a huge difference. I am a worrier and I feel depressed when I cannot afford to have things repaired. Since Age UK Bristol helped me I can relax now, my worries are gone. I can buy the things I need, pay my debts and enjoy the rest of my life. Age UK Bristol are so helpful – nothing was too much trouble." - Service user.

iPad courses

We did our part in bridging the digital divide among older people. We held our short iPad courses which teach older people how to use their iPads and build confidence. The small classes are held over a few weeks to allow people to learn new skills, try things out at home and come back with any questions. Classes are taught by our volunteers.

New Beginnings Day Service

New Beginnings is our Day Service offering day opportunities for people with dementia and long-term health conditions. We offer a supportive and caring atmosphere to keep people active and social while giving the carer some much-needed respite.

In 2019/20, New Beginnings saw **49** clients. We have **9** staff members and **8** volunteers. The Day Service had to change due to the Coronavirus pandemic. We delivered activity packs for service users and made weekly telephone checks to service users and carers. The staff even dropped off food deliveries to those who needed it. We are re-designing our New Beginnings service to better serve older people in the day centre, at home and in the community.



Bristol Ageing Better (BAB) During 2019/20, Bristol Ageing Better had **6,009** participants in BAB-funded projects and **403** volunteers working on the projects. We had **9** staff members centrally.

BAB has been developing its age-friendly work in the city and in 2019 planning began for an anti-ageism awareness campaign, inspired by the work of age activist Joyce Williams; this went on to become Age Proud Bristol. Age Proud Bristol was a three-month campaign featuring older people from the community who challenged negative stereotypes of ageing. Examples included Zehra Haq, CEO Dhek Bhal, Colin O'Brien, Chairperson of Gaywest and Catherine Wescott, Creator of BS3 Helping Others.

Active Together

In 2019/20 Active Together had 11 matched pairs of volunteers and a person living with dementia. Pairs go out weekly to participate in hobbies and activities in the community.

The **11** matched pairs went on **157** outings across Bristol. Some of these outings were a walk in the park and a cup of tea at the local café. One pair went to a weekly memory café at a Polish Church. Another pair went to horse therapy at a local stable. Thanks to the generous funding from the Community Postcode Lottery and their players for supporting this project from January 2020.

Healthy Together Clinic

The award-winning lower leg wound clinic became more strongly embedded in the community in 2019/20 and we began negotiations to expand the model to other parts of Bristol. However, due to the coronavirus the clinic had to close the project in early March 2020. We hope to start it back up when it is safe to do so. The Healthy Together clinic saw 10-19 patients a week in the drop-in clinic. We had one AUKB staff member and four volunteers. Thank you to the Anchor Society for funding our part of the project.

Housing Support

The Housing Support service supports older people who are at risk of homelessness due to complex issues. The team offer one-to-one support to help them get back on their feet. In 2019/20, we supported 162 clients (42 long-term and 120 short-term) with 8 staff members.

Bristol City Council referred Barbara to our service as she had large rent arrears, she was in receipt of no benefits and had a very small private pension. Due to Barbara's mental health, claiming benefits was difficult, but after many phone calls, writing letters and appeals, she is now in receipt of Universal Credit, P.I.P and full Housing and Council Tax Benefit.

Footcare

The Footcare service provided reasonably-priced toenail cutting services for older people across Bristol. The Footcare service became a partnership project with Bristol Community Health in May 2019. We were delighted to work so closely with Bristol Community Health until they ceased trading on 1 April 2020.

The Age Proud Bristol campaign kicked off with a launch event in the city centre and involved articles, posters and a video being created and shared with members of the public, which promoted a more positive view of ageing.

On 11th March 2020, BAB held its 5th-year celebration event, bringing together projects and participants to celebrate the work of the programme since 2015.



Friends Ageing Better

The FAB project has gone from strength to strength in 2019/20. We added new catch-up cafes, more offers and lots of special activities for our members. We also started a monthly Disco for over 50s! We had our trained Shibashi Tai Chi teachers lead weekly Tai Chi and Tea sessions in Horfield Common. Classes are free and everyone is encouraged to join in a cup of tea and chat after the class.

Our membership has swelled to over **1,000** members by April 2020. We keep all of our members up to date with events and activities happening across Bristol through our e-newsletter, printed newsletter and Facebook group.



We would like to give a heartfelt thank you to all of the individuals, local business, and foundations that supported us this year. We are a local charity and could not provide our services to older people without the support of the local community. **Thank you!**

Age UK Bristol funders 2019/2020

Age UK
Anchor Society
Brandon Hire Station
Bristol Ageing Better
Bristol Charities
Bristol City Council
Bristol Water
Community Postcode Lottery
Dementia Wellbeing Service
Dyers' Company

John James Foundation
Merchant Venturers
National Citizen Service
National Lottery Community Fund
Pensions Management Institute
St Monica Trust
Uber
Western Power Distribution
Yorkshire Building Society

The Age UK Bristol financial accounts for 2019/2020 can be found on our website and on the Charity Commission for England and Wales.

Registered charity number: 1042548
Registered company number: 2984207