

# Our 2021-22 Impact Statement



Love Later Life in Bristol

Registered charity number 1042548

Company number 2984207

# A few words from our Chief Executive, Kay Libby



**2021-2022 has been a year of change and fresh growth for Age UK Bristol despite the continued challenges since the lockdowns of the pandemic.**

We've launched three new services, our Home Support service which supports people at home and to access their local community, a service aimed at maintaining cognitive function in older people with dementia called 'Memory Connections' and a Scams Advice service. All help older people in Bristol continue to live independently. The Support Hub for Older People has continued to expand this year and we now have 45 Support Hub partners providing practical, social and emotional support to older people. The voluntary sector has collaborated strongly this year, pooling our knowledge, sharing resources and working together to ensure that older people's needs are at the forefront of our services. We are working even more closely with several voluntary organisations who share our ambition to build an age friendly city and hope to achieve more through collaborative working in the future.

The past two years have been difficult for older people, with many experiencing greater levels of social isolation resulting in an impact on their health and wellbeing. That's why as a part of the Support Hub we ran a campaign promoting and encouraging older people to reconnect, whether that be virtually or in-person. We will continue to support older people with challenges, which have increased as a result of the pandemic.

This year we said goodbye to our Bristol Ageing Better programme after an incredible 7 years of delivering and funding a host of different activities and projects in Bristol. We now have an extensive library of learning, and statistically significant findings to demonstrate what works when addressing complex issues like maintaining well-being, tackling loneliness and reducing social isolation.

This year we launched our new Age-Friendly Strategy and Action Plan for Bristol, detailing how we and our partners can work together to make Bristol a good place for older people to live.

Thank you for your continued support.  
Best wishes,  
Kay Libby

**If you'd like to send a one-off donation to us you can use our text to donate service.  
Simply text BRISTOL to 70560 to donate £3.  
Texts will cost the donation amount plus one standard network rate message.**



# In 2021 Age UK Bristol...

...Launched **3** new services in the city:  
Home Support, Scams Advice and  
Memory Connections.



We answered **3,159** helpline calls  
covering a rang of topics and complexity.

We supported **9, 343** people through our services.

We supported **2,760** people to  
get more active....



And matched **383** people  
through our befriending service.

Our Friends Ageing Better membership grew by over  
**1000+** members.

**Our Information & Advice service raised an  
estimated £2.2 million benefits for older people in  
Bristol!** This is money that helps make everyday life  
easier for older people, everything from covering  
taxis to hospital appointments to having a little  
more to spend on heating. **It all adds up.**



# Information & Advice

As Covid restrictions lifted we were able to meet more people face-to-face, social activities started and home visits resumed.

Our Information & Advice (I&A) work continued to be over the phone primarily, with home visits to those most in need. The I&A volunteers did an incredible job this year by reaching £1M in benefits claimed for older people in Bristol. In total, the whole I&A team raised an estimated £2.2M in benefits.

*“Thank you so much for everything you have done over the last few years. We literally could not have done it all without your help.”* Ann\*, Information & Advice service user

2,399 individuals were helped by our I&A service in 2021-22. There were 2,388 issues presented and nearly 6,000 contacts by phone, post or in-person. Our advice work is a lifeline for older people. We help people navigate the benefits system and get the benefits that they are entitled to.





# LinkAge

Our LinkAge services offer social activities for people aged 50 and over to improve wellbeing.

Our activities include telephone groups for people who aren't online, an online Art Club, and Tai Chi in the park. We also offered befriending and peer support to help people build confidence to get back out again. As restrictions have eased, we have been able to grow our events and activities for older people to attend.

*"I am so glad I decided to join this art class as it is one of the best activities for me to have become involved in; when I am actually painting to takes my mind away from all of the pressures I am under being a carer for my wife who is suffering dementia. Painting is a relief valve to me."* Peter, Art on Zoom attendee



Art created by club members



## Community Services

Our Community Services help older people who have health and social needs which mean they need support to carry on living independently. We noticed the support needs of our service users has increased since the pandemic and Age UK Bristol is part of the solution to helping people stay living independently at home for as long as possible. During 2021-22, we developed a new Home Support service to help people in their home as well as a new support service for people with mild-moderate dementia, Memory Connections.

The New Beginnings Day Centre helped almost **200** people this year. We had to adapt to changing Covid restrictions and opened up with reduced capacity.

*"The whole day is just lovely and I wanted you to know it makes so much difference not only to the lives of the people who come but I am very grateful to you for seeing the smile on my mum's face again."* - Carer of a New Beginnings Day Centre Service User

# Wider Work

Age UK Bristol works to make Bristol a great city to grow older in. We work collaboratively with other voluntary organisations, businesses, health services and the city council with the aim of **making Bristol an age-friendly city**.

The **Support Hub for Older People** has grown to a membership of 45 local organisations all working together to improve the lives of older people in Bristol. We had over 3,000 phone calls to our Helpline.

The **Bristol Ageing Better (BAB)** programme formally ended on 31st March 2022 after 7 years in the city working to reduce social isolation and loneliness experienced by older people. A final event was held to share the evaluation outcomes and learning. We presented the Age-friendly Strategy and Action Plan.

BAB learning helped us secure funding through the NHS Ageing Well Programme, producing a further legacy programme - **Connecting Communities**.

We set up a new **focus group** of older people to advise on all of our external communications.



**Active Ageing Bristol** ran another successful **Bristol Walk Fest 2021**, partnering with Go Jauntly walking app. Over 2,700 people participated in AAB activities, from walking football to Nordic walking and learning to row.

Age UK Bristol co-delivered the **Bristol Research Forum on Ageing** with Brunelcare, University of Bristol and UWE. The Forum works to ensure that research informs practice and service development. We held 3 Forums over the year and with around 50 participants at each one. Topics included physical activity and mental health, home-based reablement, and housing options for older people.



## Project highlight ...

# Memory Connections

Andrea volunteers with our Memory Connections group in Henleaze, supporting people living with mild to moderate dementia. Memory Connections uses a therapeutic intervention called "Maintenance Cognitive Stimulation Therapy". The positive benefits to people with mild-moderate dementia are recognised by the National Institute for Health & Clinical Excellence. Memory Connections enables people to take part in meaningful and stimulating exercises, proven to help maintain memory and mental functioning.

*Andrea said, "I love working with groups and bringing people together, we all get so much out of it; group members, staff and volunteers. The format is the same every week, but the topics and activities change – which helps keep it fresh and challenging. The members teach me so much with their knowledge and the stories of their lives. We learn new things together, we cry (sometimes), laugh (mostly laugh), have fun, discuss topics, and have philosophical conversations. We help each other."*

Andrea has enjoyed seeing the positive impact that the group has on older members. From the woman whose mother says she always looks forward to attending, to the friendships that have formed between members. *"We've got two gentleman who attend. One was the only gentleman for quite a while then we had another gentleman join and they become quite friendly and now they are a sort of double act and they'll go to get a coffee together after the group."*

Andrea runs the art discussion sessions, adapting the content for the group and how people are responding. She was nervous to begin with but has gained confidence over time and has enjoyed working alongside like-minded staff and volunteers. *"It has helped me gain a sense of belonging, I enjoy helping and being part of something."*



# Our Supporters over the last year

We would like to thank all of the people and organisations who have support Age UK Bristol this year. We could not support older people without the time and financial support given to us by others.

*“Volunteering for Age UK Bristol has been incredibly rewarding. I’ve met some amazing people and the Art over zoom club feels like a lovely little community now, and it’s been a privilege to be a part of that. I’ve felt very valued by everyone at Age UK, and hope that I will be able to volunteer with you again someday.”*

Rosie, former AUKB volunteer

A particular thank you for donations large and small from countless individuals and businesses including...

- Age UK
- Ageing Well (CCG)
- The Anchor Society
- Ann Rylands Trust
- Arnold Clark
- Bristol City Council
- Bristol Health Partners
- Co-op Local Causes
- Dementia Wellbeing Service
- Dyers Company
- John James Bristol Foundation
- Lloyd Robinson Trust
- Mobile Windscreens Ltd
- National Lottery Community Fund
- NHS Charities
- Pensions Management Institute
- Quartet Community Foundation
- SD Solutions
- St Monica Trust
- University of Bristol
- WESPORT
- **Individuals like you!**

Financial accounts can be found on our website and Charity Commission.



**Thank you for all  
of your support.**

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Read more about our work:  
[www.ageukbristol.org.uk](http://www.ageukbristol.org.uk)