

# *Age UK Bristol Annual Review 2015-16*



**A big thank you!**



**Age UK Bristol** has established a reputation for working with older people to provide quality services and contribute to strategic leadership in our city.

We owe a big thank you to all our volunteers, staff, trustees and all our partners in Bristol Ageing Better and the Celebrating Age Festival.

Here are some snapshots of our achievements.

**Mark Baker**  
Chief Executive  
Age UK Bristol



## Information and Advice

“I am so grateful for your empathetic listening and compassion in this complex and distressing situation. Please let your volunteer know that she made such a positive difference to my day and week.”

## Housing Support

“I couldn’t have done without the service. It was upsetting me so much to see all the paperwork everywhere in the house and I was not able to find anything – they have supported me in my time of need.”

- Bob, Housing Support Service User



## Celebrating Age Festival

“It was fantastic to see older people doing such incredible things, from dancing to abseiling! I’m 21 and I would’ve been scared to abseil down the side of the M Shed.”

- Fred, Celebrating Age Festival Attendee

## Footcare Service

“I volunteer as an administrator and get involved in different projects and services. This is a great opportunity for me to develop my skills and gain valuable experience and all the time knowing that the work I do is contributing to making the life of others better.”



“I can’t cut dad’s toenails anymore and since his dementia has got worse it’s been a real problem. The Footcare Practitioner is lovely and so calm with him.”

- Footcare Service User



## Telephone shopping

“I would be so stuck without the telephone shopping service, thanks so much for all your help.”

“I have been volunteering for 4 years. What keeps me doing this is knowing that older people not only get the food they want but also the opportunity to talk with someone who genuinely cares. My clients are generally housebound and have very few friends or family to help them. What we offer makes a real difference in their lives.”

- Barbara, Telephone Shopping Volunteer

## Telephone befriending

“Volunteering has increased my confidence and it really helps me to know that the people I ring really enjoy the calls. Volunteering has helped me stay active and feel less lonely, knowing I am making a difference to someone else’s life.”

- Phone Befriending Volunteer



“This service has been a godsend. It has really made a difference to my Mum. She is chattier in general now, and she never even used to like talking on the phone!”



## IT Courses

“Very easy atmosphere and pleasantly warm and comfortable.”  
“Would recommend to all beginners.”

## Bristol Ageing Better

“BAB staffers are always so respectful of older volunteers and it is clear they really do put BAB’s principles into everything they do.”

- Brian, BAB Steering Group Member

“We joined the BAB partnership when it was first set up – it was and still is a fantastic opportunity for charities and other organisations in Bristol to develop closer relationships, find out about each other’s services and find ways of working closer together to reduce loneliness and isolation for older people in Bristol. “

- Jenny, Alive! BAB Delivery Partner



## New Beginnings

“I have been at new beginnings since 2014. Since starting I have not only made friends I have gained a sense of purpose as well as a consistent schedule. It’s been very fulfilling and has done wonders for my mental health.”

- New Beginnings Volunteer



“Something to look forward too and get up in the mornings.”  
“I would not want to be anywhere else.”  
“I enjoy every moment.”  
“We come to see our friends.”

- New Beginnings Attendees

## Finance

2015-16 2014-15

### Incoming resources

Incoming resources for charitable activities 901,629 572,794

### Incoming resources from generated funds

Voluntary income 48,416 86,930

Activities for generating funds 77,028 84,768

Investment income 14,302 13,830

**1,041,375 758,322**

### Resources expended

Charitable activities 1,007,194 716,736

Cost of generating funds 62,632 62,960

Governance costs 7,325 7,251

**1,077,151 786,947**

**Net (outgoing) incoming resources for the year -35,776 -28,625**

Fund balances at 1 April 2015 187,141 215,766

**Fund balances at 31 March 2016 151,365 187,141**



We would like to thank our individual donors who have supported us through the year. We would also like to thank our grant funders for their support:



Age UK Bristol is a local charity, committed to working with and for older people in Bristol, enabling them to maintain their independence and quality of life.

[www.ageukbristol.org.uk](http://www.ageukbristol.org.uk) | 0117 929 7537

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