

Annual Review 2017-18

This year staff, volunteers and trustees have all been involved in a review which covered everything from office functions to our leadership ambitions in the city and improving our services. I'd like to thank everyone who contributed to the review with such enthusiasm.

I feel reassured that we will be in good shape for the future, but recognise that to meet financial challenges we may have to make difficult decisions about any unfunded services. We will refocus our work as we implement the review's recommendations. Our priority is to ensure we have a resilient organisation that delivers high quality services like our successful Information & Advice service, New Beginnings day service and Housing Support.

As always, I am pleased to hear from anyone who can offer support to assist us on our journey towards sustainability and invite you to turn the page to learn more about our achievements this year.

Mark Baker,
CEO of Age UK Bristol

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

Registered charity number: 1042548

Volunteering: We had a great year for recruitment with 39 new volunteers joining us. We continue to be inspired by the generous gift of their time and skills that our volunteers make in support of older people. Many of our services just couldn't function without their dedication.

New Beginnings Day Service offers 20 places on four days per week for vulnerable older people and their carers. It provides a safe and welcoming place to meet, make friends, have fun and find out about other support available. 8 volunteers helped staff run the service.

The Housing Support Service continued to work with some of the most vulnerable residents of Bristol, helping people manage evictions, threatened homelessness, disrepair, benefit cuts, neighbour problems, chaotic lifestyles, and severe mental health challenges. During the year we worked with 181 people, providing in-depth, personalised, ongoing support with their housing.



In 2017/18 the **Information and Advice Service** had 5,425 contacts with 2,517 individual clients; this included over 600 home visits to vulnerable, housebound clients who wouldn't be able to access advice any other way. Our clients presented 4,049 separate issues, including problems with benefits and finances, housing, social care, and many other topics. This work resulted in our clients receiving over £2,100,000 in additional benefits and allowances. None of this would be possible without our dedicated home visitors and amazing volunteer team.

IT Courses: We ran 11 six week computer courses in Central and South Bristol. Our computer learners were shown how to access services online, connect with friends and family using social media and given the tools to keep themselves safe online.

We coordinated the **Celebrating Age Festival**, which involved 7 organisations coming together to run activities on the day and 65 stalls providing information and advice across a broad spectrum of organisations throughout Bristol. Activities ranged from a fashion show, an intergenerational picnic, walking sports events and more!



The third year of **Bristol Ageing Better** brought around a lot of change. We had another big round of commissioning, and in total had 26 contracts running across the city. The BAB partnership grew and at the same time so did the amount of successful partnership working across the projects. In total, by the end of 2018, we had 15,216 older people engaging across the BAB projects.



Telephone Services: Our **telephone shopping service** helped 15 housebound people to buy food and essentials every week – making 1000 calls over the year. Through regular weekly calls, the **telephone befriending volunteers** chatted to, and supported, over 50 lonely and socially isolated people across Bristol – total approximately 850 hours of conversations over the year.

The Footcare Service: Our Foot Health Practitioners provided around 1000 toenail cutting appointments from 14 venues across Bristol. We continue to see increased referrals, including for people with diabetes, since there have been changes to eligibility for NHS services. This is an important service that plays a part in reducing falls and enabling people to stay mobile and active.

The Healthy Together Clinic is a weekly drop-in clinic for older people with lower leg wounds. We ensure it is also an opportunity for people to share self-care tips in a friendly and social environment. People say it is like “a coffee morning with friends”, and many would like to continue to attend after their leg treatment has finished.

Active Together matches people living with dementia to a volunteer they share an interest with. For Pauline and Rosie they share an interest in campaigning. “Rosie has been visiting me during big changes in my life, losing my husband, moving into independent living and now residential care. She is a useful connection to the outside world. I greatly value her visits as do my family. I feel uplifted and rejuvenated after them. Her visits are life enhancing and good exercise too!”

- **Pauline, Active Together Service User**



Finances

2017-18

2016-17

Incoming resources

Incoming resources from charitable activities	£1,910,268	£1,073,411
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Incoming resources from generated funds

Voluntary income	£83,208	£306,272
Activities for generating funds	£1,775	£70,367
Investment income	£11,781	£14,083
Total incoming resources	£2,007,032	£1,464,133

Resources expended

Charitable activities	£2,094,457	£1,445,884
Cost of generating funds	0	£328
Governance costs	0	£52,387
Total resources expended	£2,094,457	£1,498,599

Net (outgoing) incoming

Resources for the year	-£87,425	-£34,466
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Fund balances at 1 April

£455,269	£489,735
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Fund balances at 31 March 2018

£367,844	£455,269
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We would like to thank our grant funders for their ongoing support. We would also like to thank individual donors who have supported us through the year from attending concerts to running in our superhero fun run! All of your hard work makes such a difference to improving the lives of the older people we support in Bristol.

