



## Introduction

Over the past 12 months we have helped more older people in Somerset and North Somerset, welcomed more volunteers, and provided a greater focus on the needs of older people than ever before. All this has been achieved with a reduced budget. So I would like to say a big 'thank you' to all our staff, volunteers and trustees who have worked so hard to make those later years that bit better for the older people in our area.

We remain the biggest local charity in Somerset and North Somerset working exclusively with and for our older people. Nevertheless with the growing demands of an ageing population we continue to seek more funding and more volunteers to continue the provision of vital services.

We look to 2020 with real excitement and enthusiasm. The establishment of neighbourhood hubs will provide a real opportunity for statutory services and the voluntary/charity sectors to work seamlessly at a very local level.

Our track record, our flexibility, our committed staff and amazing volunteers – these things have put Age UK Somerset in a great place to help even more older people as we embrace the challenges ahead.

My thanks and gratitude to all who work with us,

**Phil Dolan, Chief Executive**



# Achievements 2018/2019



## A Quality Service

A wide ranging CQS (Charity Quality Standard) inspection took place in the organisation. We were not only delighted to gain accreditation but also to be cited for having 9 specific areas of good practice in how we do things.



## An Excellent Free I & A (Information and Advice) Service

Our free I and A service was also accredited following a tailored IAQS (Information and Advice Quality Standard) inspection. This important standard means clients can have confidence in the professionalism demonstrated at all levels of the service.



## A Nationally acclaimed Ageing Well Service

Our Ageing Well service is responsible for organising and running hundreds of gentle exercise classes each month. All levels of participation and many types of exercises are catered for. We were delighted that, during the year, we were one of only three organisations nationally, selected to work with Manchester University in looking at how the 'Stay Strong, Stay Steady' regime could be taken to the next level.



## Slips, Trips and Falls Prevention

In partnership with Somerset Partnership NHS Foundation Trust, we offer a toe nail cutting service in Somerset. We surpassed 1000 clients during the year. This vital service is a key part of reducing accidents among older people due to slipping or tripping.



## Our Happy Volunteers

Our volunteers were surveyed during the year to find out about their experience as volunteers with Age UK Somerset. It was amazing to see that 100% of those surveyed felt their overall experience of volunteering with us was either 'very pleasant' (70%) or 'pleasant' (30%).

## Recognising Older People

We were delighted to sponsor the first ever 'Age Friendly' category at the Bristol, Bath and Somerset Tourism awards. For the first time businesses in the area were challenged to think of what they were doing to attract and cater for the older customer.



## A Sustainable Organisation

We responded to the challenging financial environment by reducing our costs and becoming an organisation fit for the future and more sustainable.

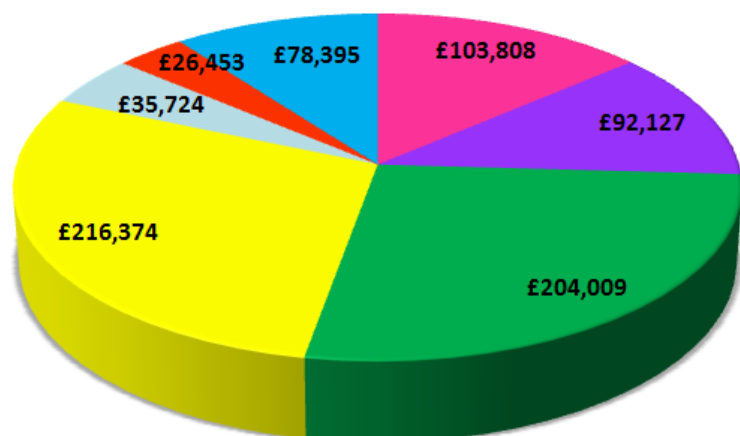


## Our Year in numbers

- £2,250,000** Amount claimed in benefits on behalf of older local people
- 100,000** Contact events with older people
- 52,401** Exercise class places filled
- 37,000** Volunteer hours freely given
- 22,455** Older people assisted by our services
- 15,600** Visits made to older people living alone
- 10,000** Phone calls into our office
- 5,000** Older people seen face to face
- 3,435** Toenail Cutting appointments attended
- 1,657** Older people in North Somerset spoken to about SCAMS prevention
- 1,553** Older people helped with benefit claims
- 1,061** Toenail Cutting Clients in Somerset
- 1,000** Older people referred into partners' services
- 356** Volunteers actively engaged
- 48** Clients who had detailed help following a serious SCAM
- 45** Volunteers over the age of 75 who work with us
- 2** **Volunteers who appeared in The Sun and celebrated their 70th birthdays in London with Prince Charles!!**

## Income 2018-2019

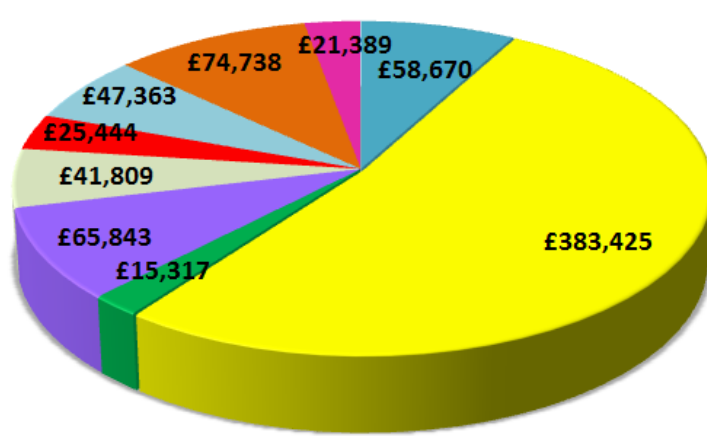
Total £756,890



- Donations Gifts & Legacies
- Trading Activities
- Service Income
- Local Authority Grants & Contracts
- Health Authority Grants & Contracts
- Trust & Foundation Grants
- Age UK Grants & Other Sundry Income

## Expenditure 2018-2019

Total £733,998



- Trading Activities
- Service Staff & Travel
- Volunteers
- Communication & Office
- Service Related Purchases
- Senior Management
- Finance Function
- Support Services
- Income Generation, Governance & Other Sundry

## Thank you to the following for their support during 2018/19

Our wonderful Volunteers.

Those who have supported us financially to deliver our charitable objectives including:

Age UK, Bluebird Care North Somerset, Groundwork UK (Tesco Bags for Life), Livewest Homes, National Lottery Fund, North Somerset Council, Quartet Community Foundation, Sedgemoor District Council, Somerset Community Foundation, Somerset County Council, Somerset Partnership NHS Foundation Trust, South Somerset District Council, St Monica Trust, The Nani Huyu Charitable Trust, and The Persimmon Charitable Foundation.

Those who generously remembered us in their wills, or donated in Memoriam.

We would also like to thank all those business and individuals who made donations, sponsored events or donated raffle prizes throughout the year.

Every penny we received was spent to benefit local older people in Somerset and North Somerset.