



# ANNUAL REVIEW

Year ending 31<sup>st</sup> March 2020

*Giving Local Older People A Voice*

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Welcome to our 2020 Annual Review.

Whilst Age UK Leicester Shire & Rutland remains at the forefront of service delivery in Leicestershire and Rutland and is the largest local Age UK in the country, the last year proved very challenging to our charity.

Income streams that previously supported growth and diversification were either significantly reduced or completely disappeared, leading to the closure of a number of long-established services and the review of others, to ensure they continue to address local need and remain financially viable.

All of this is a reminder we must always look forward, accepting that nothing is forever. We are operating in an extremely challenging and competitive environment and, as such, Age UK Leicester Shire & Rutland needs to be responsive to the economic and environmental changes facing older people.

Despite the difficulties of the last year, there were some notable achievements.

For example:

- £384,260 was raised specifically to meet the total cost of building an Information & Advice Hub in the grounds of Clarence House. The Hub will bring huge benefits to the local older population.
- Primary Care Networks (PCNs) have been established across

Leicester City. Their purpose is to bring together on a cluster basis, GP practices to provide a wider range of primary care services to patients. They are a footprint around which integrated community-based teams will develop. These teams will provide services to people with more complex needs, providing proactive and anticipatory care.

3 PCNs awarded funding to Age UK Leicester Shire & Rutland to appoint 3 Social Prescribing Link Workers to support their networks.

- £40,000 was awarded through Age UK national to support our Think Digital project, introducing older people to the world of technology.
- The Masonic Charitable Foundation awarded £21,000 for Age UK Leicester Shire & Rutland to support older people through the Later Life Goals programme. This is a specially designed programme providing tailored, one-to-one support for older people who are experiencing major transitions in their lives, such as bereavement, serious health diagnosis or a partner going to live in a care home.
- £45,000 was raised to meet the costs of major roof repairs at Clarence House, the charity's main Community Centre for older people living in Leicester City.

Whilst the next 12 months will undoubtedly present new and even greater challenges because of COVID19, I remain confident that, through the efforts of our staff and volunteers and the plans we have put in place, we will continue to grow our income streams and move into new and exciting services for local older people and their carers.

***Tony Donovan, Executive Director  
Age UK Leicester Shire & Rutland***



Whilst the challenges of the last financial year were many and varied, I am encouraged that this year's annual review shows how the charity continues to support and develop services to meet the needs of local older people.

Difficult decisions have had to be made but, throughout, our aim has always been to make life as fulfilling and enjoyable as possible for the older people we are privileged to serve, recognising the significant contribution they have made to their local communities.

Age UK Leicester Shire & Rutland's aim is to develop person-centred services that reflect their wishes and needs from the time they retire through to the latter stages of their lives, providing them with trusted high-quality services.

Recognising that our future success and long-term sustainability depends on the existence of a strong and robust infrastructure, significant investment has been made in new technology. Various IT systems have been purchased to improve efficiency and the way we work.

Whilst the financial year on which we are reporting ended in March 2020, it would be wrong not to make reference to the

impact COVID19 has had on Age UK Leicester Shire & Rutland since that time.

The pandemic has impacted every single aspect of our work resulting in the temporary closure of a number of services, our resource centres and all of our charity shops. Our fundraising activities have also been impacted.

It is when an organisation is faced with these kinds of challenges that you really see its quality. I have been enormously impressed by the dedication of our staff and volunteers as we have continued to deliver essential support to many vulnerable older people living across Leicester, Leicestershire and Rutland during this very difficult time for all of us.

Thanks also to the generous financial support of a number of local businesses, charitable trusts and individuals, we are now in a much better position than most charities at this time. My sincere thanks to all of them.

Although COVID19 has thrown up numerous challenges, we are now in recovery mode and working to get back to full capacity as soon as we can. For many people during this period of pandemic, we have been the "go-to" organisation. Long may this continue.

I have now completed three years as Chair of Age UK Leicester Shire & Rutland and will shortly stand down to be replaced by one of my fellow trustees. I want to take this opportunity to thank my fellow trustees and the staff group for the support and guidance they have given me during my period of tenure.

Regardless of the pressure those years have brought, I have to say it has been an absolute pleasure to be the Chair of Age UK Leicester Shire & Rutland at such a challenging but exciting time for the charity. Thank you for the opportunity.

***Chris Saul, Chair  
Age UK Leicester Shire & Rutland***

## About the Charity

Age UK Leicester Shire & Rutland is the largest local Age UK Brand Partner in England and has been providing services for over sixty years. The organisation offers a wide range of services that are designed to enable older people and their carers to live as independently as possible and enjoy a good quality of life.

## Our Work

Our organisation is committed to the welfare of older people to maintain their dignity and recognise their value as individuals.

We believe that dignity, privacy and independence can be preserved by providing opportunities for older people to develop new skills and knowledge, form and continue friendships and to have their views listened to, accepted and be made known.

Our main aim is to develop sufficient and relevant services that reflect the needs and wishes of older people living in the city and county parts of Leicestershire & Rutland.

We also support all older people to retain their independence by developing person centred services that reflect their wishes and needs. Our key strengths are responding to people's needs from the time they retire through to the latter stages of their life and providing trusted, high quality services, enabling people to move through the different phases of older age with support and dignity.



## The Future

With the impact of COVID19 there is a need to ensure financial viability and sustainability. This will inevitably result in service redesign; new and more innovative services being developed and possibly the closure of some long-established services.

## Day Care Services

Day centres support older people who are living with long-term health conditions and disabilities to maintain their independence and quality of life. These services also provide a regular break for informal carers. They are funded by local authorities and Clinical Commissioning Groups on behalf of individuals who have been assessed as needing additional support. We also offer people the option of approaching us directly to fund their own care.

Our day centres are located in settings such as our resource centres, village halls, community centres and sheltered housing. They enable older people to remain involved in their local community and provide a range of meaningful and inclusive activities.



## Maintenance Cognitive Stimulation Therapy

Maintenance Cognitive Stimulation Therapy (MCST) is increasingly being seen as an effective therapeutic activity that can help people to live well with mild to moderate dementia. MCST has been adopted by Age UK Leicester Shire & Rutland to enable the delivery of regular activity groups of up to 8 older people.

Group members take part in a variety of activities that are designed to help maintain memory and mental functioning. The groups provide a supportive environment where people can enjoy themselves and build new friendships. A session will typically include:

- discussions
- word games
- quizzes
- physical activities
- creative and musical activities

Regular MCST sessions have been established in Oakham, Melton Mowbray and Earl Shilton. In February 2020, a new weekly session was launched in Birstall.

Evidence suggests that MCST can be as beneficial as drug treatments for the symptoms of dementia and it is the only non-drug-based intervention recommended for dementia by the National Institute of Care Excellence (NICE).

MCST sessions have enabled us to increase the range of post diagnostic services that is available to support people to live well with dementia. We are also exploring the potential to offer MCST using online platforms to expand the range of our offer for people who might be unable to attend groups sessions.

## Befriending & Mentoring

Our team of befriending coordinators manage befriending volunteers across Leicester, Leicestershire and Rutland providing older people with regular, social contact that enables them to feel connected and valued, whilst also reducing social isolation.

Trained volunteers ensure that concerns relating to the wellbeing of vulnerable older people are picked up early so that action can be taken before a person finds themselves in a crisis situation.

Befriending activity includes face to face visits, telephone calls and we are also beginning to introduce more internet-based options through the use of Apps such as Facetime and Zoom.

In Leicester, we have provided short-term mentoring support to help older people feel more confident by working towards set goals over a 16-week period.

Training of volunteers is essential to providing a high-quality service where people feel well supported and safe. This year, training has included slips, trips and falls, dementia awareness, mental health first aid and coaching skills. Online training modules are accessed using the Age UK in-house training programme and includes Safeguarding, Equality & Diversity and Lone Working.



**36 active Befriending Volunteers** in North West Leicestershire & **39 active Befriending Volunteers** in Rutland



**144 older people** currently receive a weekly telephone call from our team of **21 Telephone Befriending Volunteers**

## Loneliness Prescription Service

Our Loneliness Prescription project works with G.P. practices and health professionals to identify older people who need support to overcome social isolation and loneliness.

The project is funded until July 2021 by the National Lottery Community Fund's Reaching Communities program.

The project works closely with the Care Navigators and Social Prescribing Link workers and provides a person-centred approach to assist and empower people to overcome barriers that prevent them from accessing support, which would enable them to enjoy a better quality of life in their local community.

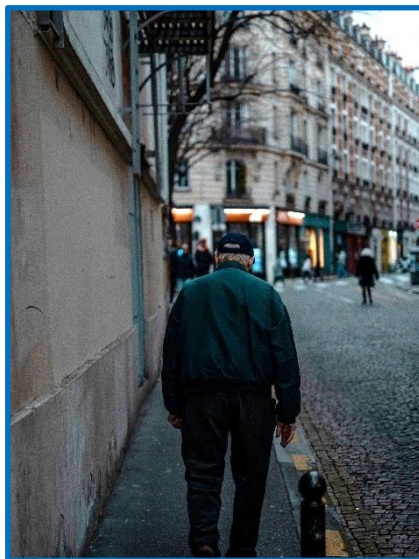
As of March 2020, the project has worked with 262 older people.

The service offers:

Support to find & access activities in the local community

Signposting to information & advice services

Ongoing support through telephone befriending



Since the start of the project, we have supported **925** older people



## Men & Women in Sheds Projects

Our Men in Sheds projects in Loughborough and Oakham provide older men with opportunities to keep active and pursue a range of practical interests in a supportive social environment. Shed members share their skills and work on projects that are of benefit to their local community.

It is clear there is an increasing demand from older women for a place where they can also take part in a range of practical interests. A regular Women in Sheds session at the Charnwood Shed has been running since 2018 and, in November 2019, the Rutland Shed also launched a weekly Women in Sheds session.

### Examples of community projects:

- Bug Hotels for Lands' End Clothing Environmental project
- Bat Boxes made for Rutland Root and Branch environmental project
- Planters for Oakham Residents Group
- Outside Libraries for Langham Primary School
- Bean Bag Target game made for a residential care home in Charnwood
- Rocking Horse - donated to Ashmount School for Children with Learning Difficulties
- Raised gardening beds for Fearon Hall community centre in Loughborough

### Men in Sheds

We delivered **248** sessions in Loughborough & Oakham providing social engagement and activities to **205** men

### Women in Sheds

**103** women have benefitted from attending Shed sessions enabling them to learn new skills and make new friends



Community  
based Shed  
Projects

## Food with Friendship

The Food with Friendship project commenced in April 2019 and provides older men with support to learn cooking skills. The sessions also provide respite from caring responsibilities and the opportunity to develop new friendships.

The project has provided 10 weekly sessions in a variety of locations across the city and county. The older men using the project have been supported to learn and enjoy a wide range of food related activities, from making soup to baking bread.

The project was funded by the BUPA Charitable Foundation

It has provided 6 10-week courses in different locations

22 older men taking part in the project have been supported to participate in a wide range of food related activities



Uppingham



Melton Mowbray



Leicester

## Digital Champions

Our Digital Champions project supported older people to get the most out of the digital technology that is becoming an increasingly integral part of our everyday lives.

By the time the project finished in August 2019, we had helped on average 218 clients per month and our estimated number of beneficiaries over the two-year project period was 5,232. Many of these people were completely new to digital technology.

The project worked closely with housing providers in Leicester and Leicestershire to deliver digital inclusion events to older people who are living in various residential settings such as sheltered housing and extra care housing.

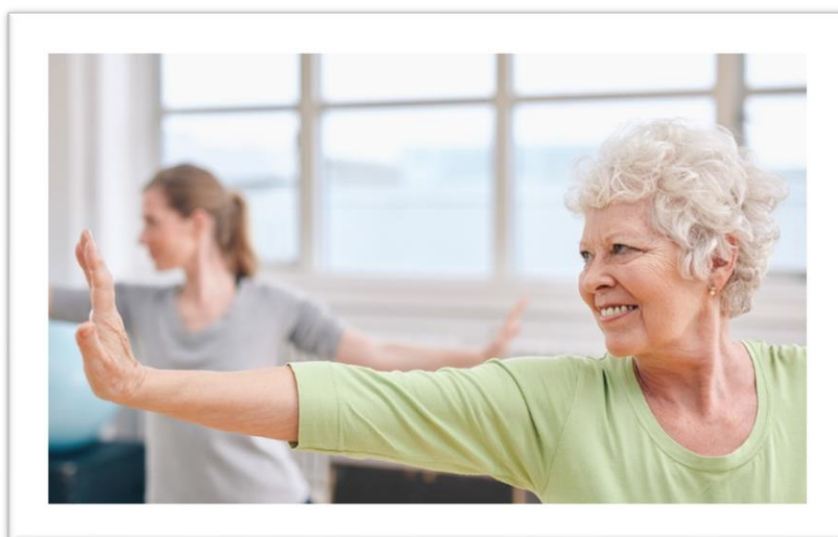
In 2020, we will be continuing our digital inclusion activity by participating in the Think Digital program that is being overseen by Age UK. Think Digital will be an opportunity to continue working with “Digital Champion” volunteers to raise awareness of the benefits of digital technology and to teach older people the basic skills that they will need in order to benefit from it.



## Social Prescribing

As part of its current long-term plan, the NHS is funding Social Prescribing Link Workers who will work with people to connect them to services and support that will promote their health and wellbeing and reduce the pressure on G.P practices and other primary care services.

Since January 2020, Age UK Leicester Shire & Rutland has been providing Social Prescribing Link Workers to several Primary Care Networks (newly formed groups of GP surgeries). These Link Workers are engaging with people of all ages, including those with one or more long-term conditions, people who need support with their mental health and people who are lonely or isolated.



## Leicestershire Equalities Challenge Group (LECG)

Age UK Leicester Shire & Rutland continues to support the Leicestershire Equalities Challenge Group (LECG) through a contract with Leicestershire County Council. LECG is an independent partnership of organisations and individuals across Leicestershire. Its purpose is to support Leicestershire County Council to:

- comply with its Public Sector Equality Duty
- provide challenge to council plans and proposals for service reviews, budgeting and consultation programmes.

LECG members elect a chair and vice chair and have an Advisory Group which helps to plan and shape the group's work programme. Members have a wealth of skills, equalities knowledge and experience.

## General Information & Advice

During the past year, the Information & Advice Department has dealt with 14,326 enquiries relating to welfare benefits, social care, housing, residential care, health, transport and the range of services provided by the organisation.

A total of £2,234,012 has been raised in confirmed benefit entitlement for older people living locally. Most of the cases we have dealt with were extremely complex and took a considerable amount of time to conclude.

Our direct telephone helpline service is available every weekday between 9am-1pm. The helpline itself frequently acts as the first point of contact for older people and their relatives when they are looking for help in a crisis or distressing situations.

The year saw a number of major changes with firstly the closure of our information service at Clarence House, following the transfer of all advice provision in the City of Leicester to Citizens Advice Leicestershire. This was followed by the ending of the West Leicestershire Health and Wellbeing Project in May 2019 and the ensuing closure of our offices in Loughborough and Hinckley.

A member of staff continued to provide advice work in the Mountsorrel area, as a result of funding received from the Mountsorrel United Charities and at Age Concern Syston, as part of the Friends Agreement. Additional advice sessions were also held in Hinckley, through funding received from Hinckley and Bosworth Borough Council and in Market Bosworth. All these sessions proved to be invaluable in ensuring that older people are able to access all the services and allowances they are entitled to.

Over the winter months, staff helped to raise awareness of both the importance of keeping warm and the need to maximise income levels. This work was undertaken as a result of funding received through the Age UK E.ON Benefit Take-up Programme. This funding stream enabled us to undertake benefit checks and complete claim forms for Attendance Allowance, Personal Independence Payment, Pension Credit and the Warm Homes Discount Scheme.

Members of staff continue to provide advice and undertake benefit checks through our involvement with the First Contact Plus Scheme, managed by Leicestershire County Council. The Information & Advice team have undertaken an extensive programme of exhibitions, talks and outreach appointments with the aim of making older people and professional staff more aware of the services available to them.

The Department has continued to work closely with partners including the Department for Works and Pensions, Leicestershire County Council, Leicester City Council, Rutland County Council, Macmillan Cancer Support, University Hospitals of Leicester, Turning Point and local district councils.



Macmillan  
Cancer Support  
Service

Funded by Macmillan Cancer Support, provides assistance to older people affected by cancer. Working alongside individuals providing help regarding financial worries, care needs, loneliness and palliative care. Sadly, the time limited funding for the service ended on 31 March 2020.



Macmillan  
Volunteer  
Befriending  
Service Rutland

Also funded by Macmillan Cancer Support, the primary aim is to provide specialist volunteering and befriending service for people over the age of 18 living in Rutland, affected by cancer.



Independent  
Care Act  
Advocacy  
Service

A team of highly trained advocates providing free person-centred and confidential support to people who have difficulty engaging with the care and support process. Referrals are received from 3 local authorities in line with the requirements of the Care Act 2014.



Joining Forces  
Project

Supporting veterans, who were born before 1950, this project offers 1-1 support and an extensive range of activities including regular veterans' cafes, outings and attendance at military events.



Deprivation of  
Liberty  
Safeguards

Trained and experienced staff provide a Paid Personal Representative Service to people living in residential or nursing care but lacking mental capacity to consent to care arrangements.



Ambitions for  
Later Life  
Service

Funded by Santander, the aim is to provide 1-1 support for older people, who are experiencing a significant life event or coping with a change such as bereavement, sudden illness etc. This service ended in September 2019.



Later Life Goals  
Programme

Funded by the Masonic Charitable Foundation, this new and innovative service enables us to support older people, generally over State Pension age, going through major transitions in their lives. We provide in-depth, holistic advice supporting them and working with them to identify other goals they want to achieve to improve their life.



Last Orders  
Project

The Last Orders Project raises awareness amongst older people of the problems associated with alcohol and other forms of substance misuse. Run in partnership with Turning Point, an extensive range of presentations, exhibitions and talks have been undertaken to local community groups, to highlight the possible danger of substance misuse.



Leicester Carers  
Support Service

We were awarded the contract to provide a new Carers Service for the City of Leicester. Launched on 1 July 2019, the main aim is to provide support to all carers over the age of 18 in the City of Leicester. We were able to build on the experience and knowledge previously gained of delivering support to carers, to develop this single, all-inclusive service.

## Campaigns

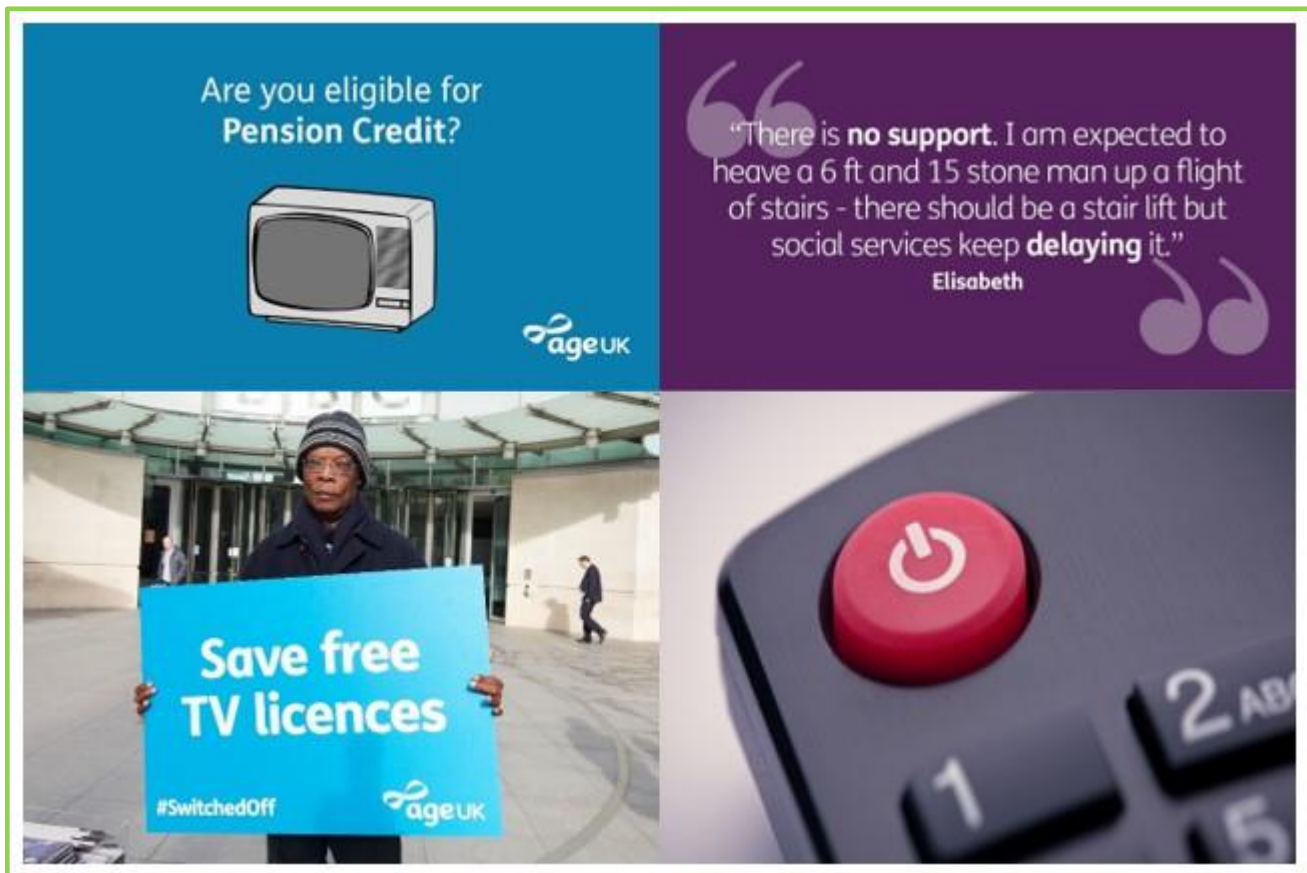
Throughout the year, we have continued to be involved in a number of campaigns instigated by Age UK.

In particular, we have supported the “**Switched Off**” campaign to prevent the BBC from ending free television licences for people over the age of seventy-five. Age UK believes that it is the most vulnerable in our society who will suffer most as a result of the proposed changes.

Age UK promoted a campaign calling on all pensioners living on a low income, with a partner of working age, to check their eligibility for Pension Credit and Housing Benefit prior to the changes being introduced in May 2019. These changes mean that future claimants will not be able to claim pension credit until their partner reaches state pension age.

The Campaigns Team at Age UK has been extremely concerned that the promised Green Paper on Social Care has been delayed and has highlighted that if the problem is not addressed and a new national care system introduced, more older people will go without care.

Age UK also launched a campaign prior to the General Election in December. The national Campaigns Team produced a partner pack and an Age UK manifesto, which highlighted issues facing older people. Recent research undertaken by the organisation had shown that six million older people are living in vulnerable situations, often without the support they need.



## Home Care

The Age UK Leicester Shire & Rutland Home Care service provides high quality, responsive care and support to help our clients remain independent in their own homes for longer. We provide help with housekeeping, shopping, meal preparation, companionship, personal care and home-based respite services.

Our service is registered with the Care Quality Commission (CQC) and is rated “Good” in all areas. The service can be accessed by health and social care professionals arranging support on a client’s behalf or by individuals seeking to arrange their own services.

Over the past 12 months, we have provided 49,970 hours of Home Care for our clients across Leicester, Leicestershire, and Rutland.



*“The care mum receives means she can stay living in her own home. She has had excellent care. Her carer notices any health issues and has acted quickly several times to prevent further health complications. I do not think Mum would still be with us if it weren’t for her carer.”*



*“Often I have not seen anybody for two or three days so when she arrives she makes a cup of tea and we have a chat for a few minutes before she starts her work. I like this and enjoy the company.”*

## Respite

We have over 10 years’ experience of providing community-based respite services. This service involves providing company for people either at home or on trips out into their local community, whilst allowing their carer some well-earned time for themselves.

## Handyman and Gardening

Our Handyman and Gardening service provides professional, skilled and experienced help with home and garden maintenance. Our customers can be reassured that they are receiving a service from trustworthy, vetted staff at a fair and transparent cost. We offer a “no job too small” approach to home repairs and maintenance providing help with odd jobs such as fitting handrails and grab rails, putting up shelving and curtain rails, and fitting smoke alarms. We also carry out larger jobs such as decorating and exterior work for which we offer a free, no-obligation quote. Our team of gardeners provide help with general garden maintenance including grass cutting, trimming hedges, pruning, weeding, and tidying flower beds. This year our service delivered 2,956 hours of handyman and gardening support to local older people.



## Personal Assistants

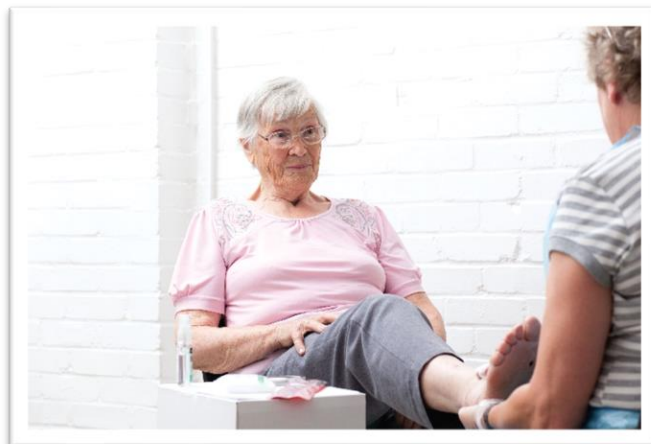
It has been two years since we launched our much-anticipated Personal Assistant service. Our PAs provide holistic and flexible support including help with domestic cleaning, shopping and trips out, support with managing paperwork and bills, and help with personal care.



*“A wonderful service, everyone is very good at their jobs and very importantly, kind to my mother.”*

## Footcare

Age UK Leicester Shire & Rutland has launched a basic footcare service to provide support with nail trimming. This service is in the early stages of development but we believe it will provide a much needed and welcome addition to our range of services, and will support older people to maintain a good quality of life and reduce the need for more intensive Podiatry services.



## Fundraising & Income Generation

Income Generation and Marketing supports the charity by raising awareness of its provision and raising funds so that we attract beneficiaries to relevant services and projects. Our marketing activities focus on cost-efficient but effective channels to engage with those who may need our support, their friends and family as well as appealing to the wider community to encourage their support through visiting our shops, donating shop stock, volunteering and fundraising for us. Our fundraising activities continue to develop with the team exploring new opportunities and avenues. 2019 saw our first Leicester Comedy Festival event, the innovative Naan for a Nan fundraiser and the launch of our hugely successful afternoon teas.

The fundraising environment remains challenging with limited public sector funding streams available to support our shared beneficiaries; most project and service funding is secured from trust, foundation and grant sources which are becoming increasingly important revenue streams for the charity. We are now putting a greater focus on achieving unrestricted core cost funding to sit alongside our bids for funding to deliver services, projects and purchase capital equipment. Community support has been developed through the year, particularly through local corporates and event-based fundraising.

Some changes took place in the team during 2019, which now comprises 4 active staff (equating to 2.9 FTEs) and 1 staff member on maternity leave. We are supported by 22 volunteer hours each week.

During 2019–2020 the fundraising team has actively worked with funders, the local community and local organisations to generate the following income:

- Trust, foundation and grant awards of £246,000 during the year, over 60% being capital funding to help us expand and improve our facilities
- Profit from our trading operations (charity shops and insurance services) raised £240,000 which was applied to fund our charitable activities
- Gift Aid income of £171,000 was raised on Gift Aided items donated to our shops
- In-memorium donations, legacies and our annual wills campaign raised £45,400
- Our local scratch card and the Age UK England lottery raised £32,500
- Support from local organisations through sponsorships, our EngAGE Business Club and generous donations raised £29,300
- The launch of our #LeicsCovidCare fundraising campaign on 19<sup>th</sup> March raised £29,100 in the final days of the financial year
- Fundraising mechanics arranged by Age UK England (The Big Knit and Grand Christmas Raffle) generated £29,700
- Community and events fundraising, including our first Leicester Comedy Festival event, raised £17,800 Donations in kind enabled us to make savings of £50,000 across the year



Barbara Nice  
Leicester Comedy  
Festival



Network EngAGE



Waitrose  
Food Donations

We are indebted to all of our supporters for their commitment, enthusiasm and hands-on help in their fundraising on behalf of the charity.

Very many members of the public and our corporate, educational and organisational partners donate their time, their pre-loved belongings, cash and non-cash donations and help us extend the reach of our services and our profile.

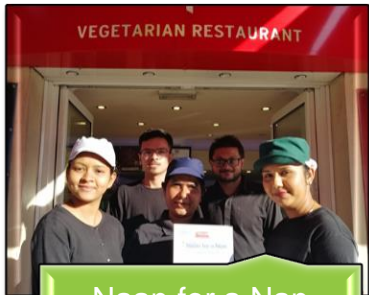
We would also like to thank our staff and volunteers across the organisation who contribute to our fundraising activities, going the extra mile over and above their day jobs to help us better serve the needs of local older people.



Making Christmas  
Special



The Big Knit



Naan for a Nan  
Campaign

## Staff

Age UK Leicester Shire & Rutland and its subsidiaries currently employ over 360 staff.

The new HR system has now been implemented with all staff having access to book holidays and see and retrieve their payslips online via Self Service, whilst Managers are able to monitor not only holidays, but other absences too. This has benefited by way of reducing paperwork and more significantly, the postal costs of sending out payslips to all staff monthly.

The Talent Programme which was piloted, unfortunately did not conclude due to the Covid-19 outbreak, but it is hoped that this may be rolled out again at a future date.

Recruitment has, and is, being advertised via social media which has proved to be cost effective and continues to raise the profile of the charity.

## Learning & Development

From 2019 to 2020 we delivered 60 classroom-based training sessions. These included health and safety, moving and handling, safeguarding, medication etc, many of which have an assessment attached to the session to ensure staff are competent following training.

We delivered **60** classroom based courses

**12** staff are now trained Mental Health First Aiders

Another two-day Mental Health First Aid course was delivered to ensure all managers have this training.

A 2 ½ day course was held for home care staff to enable them to gain their Health and Social Care Protocol training passport.

eLearning was accessed by 278 members of staff and volunteers.

## Volunteers

We currently have a dedicated volunteer force of 900, with 374 of those helping in our retail shops, making a real difference to older people in our local community. We have well-established and diverse volunteers ranging from students to retired people who contribute difference skills and experiences in the roles they undertake.

During recent months because of Covid19, our volunteers had to put their roles on hold as our services temporarily ceased. However, our volunteers are starting to return on a phased basis providing their time to help run our services again. Since Lockdown started in March 2020, we recruited more than 100 volunteers to assist us with telephone befriending, and shopping and delivery tasks to help isolated older people.

Through our social media platforms and external advertising websites, we continue to recruit more volunteers, attracting the younger generation too.

Our Volunteer Handbook is currently being updated, and is a fantastic booklet for new volunteers, welcoming them to the charity.



900 active  
volunteers

A Volunteer Newsletter is distributed to all our volunteers on a quarterly basis to keep them in the loop about the charity's activities. We also reward our volunteers during Volunteers' Week by presenting appreciation and long service certificates to celebrate the hard work they provide towards our services.

Many of our volunteers have taken advantage of the e-learning courses that are offered, to help develop their skills and knowledge so that they can confidently carry out their role. Without the help of our volunteers, we would not be able to offer or run our services effectively and cannot thank them enough for their efforts.

## Retail

Despite fierce competition, our portfolio of 24 charity shops continued to perform well throughout 2019-2020, raising money that Age UK Leicester Shire & Rutland puts back into service provision. Shop turnover for the last year was £2,140,961, producing a profit of £188,669.

The charity also generated a £171,000 contribution through the Retail Gift Aid scheme. Whilst Age UK Leicester Shire & Rutland's charity shops raised much needed money to support essential services, they also act as a valuable information point for older people and their carers.

Shop windows are leveraged to publicise promotional activity, campaigns and local events, giving us direct communication to local people on many high streets.

We are very grateful to the general public for kindly donating goods to our shops and, as long as the charity continues to receive good quality donations, profits from our shops will continue to underpin essential services for local older people.

# Retail

### Locations of our charity shops:



**Book shops** in Queens Road, (Leicester); Loughborough; Market Harborough & Oadby



**Clothes shops** in Ashby de la Zouch; Beaumont Leys; Blaby; Clarence House (Leicester); Earl Shilton; Hinckley; Hotel Street (Leicester); Loughborough; Lutterworth; Market Harborough; Melton Mowbray; Oadby; Shepshed; Syston; Uppingham & Wigston



**Coffee bars** in Melton Mowbray and Uppingham



**Home Ware & Furniture** in Beaumont Leys; Birstall; Blaby; Hinckley; Loughborough; Lutterworth; Oadby & our warehouse at Gladstone Street, Leicester

# How we provided support in 2019-2020

Carried out **2,956** hours of gardening support

The **Joining Forces Project** supported **5,692** Veterans

Provided **64** Hours of Footcare

Provided **2,065** hours of Handyman work

Helped **7,512** people with benefits & other money queries

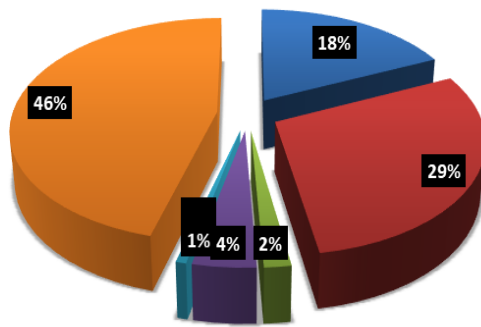
Our Information & Advice Team handled **13,043** enquiries

Delivered **49,970** hours of Home Care

Supported **22** older men in our Food with Friendship courses

**£2,317,360** raised in confirmed benefit entitlement for older people living in Leicester, Leicestershire & Rutland

We raised **£65-88** per week in increased income for local older people



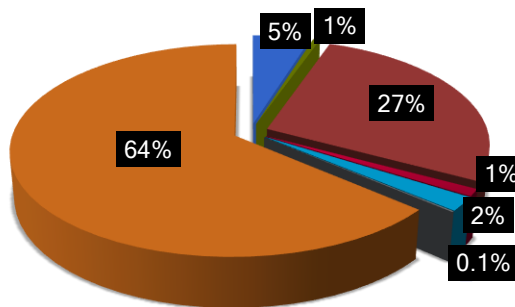
## Sources of Income

- Donations/Legacies/Gifts £1,330,839
- Shops £2,140,961
- Insurance £130,609
- Other £306,647
- Investment £50,807
- Operations £3,359,744

### Total incoming resources before:

	2020 £	2019 £
Donations, legacies and gifts	1,330,839	1,222,565
Shops	2,140,961	2,297,245
Insurance	130,609	164,785
Other income generation	306,647	269,251
Investment income	106,625	106,333
Fieldwork operations	3,359,744	3,361,035
<b>Total incoming resources before:</b>	<b>7,375,425</b>	<b>7,421,214</b>
Unrealised investment movements	(55,818)	56,401
<b>Total incoming resources</b>	<b>7,319,607</b>	<b>7,477,615</b>

## Application of Incoming Resources

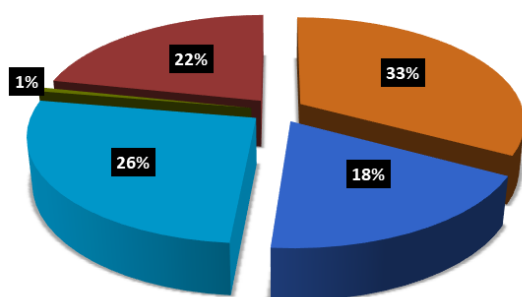


- Donations/Legacies/Gifts £344,809
- Training £40,940
- Shops £1,952,292
- Insurance £79,195
- Other £152,369
- Investment £9,514
- Operations £4,541,462

### Application of incoming resources

	2020 £	2019 £
Donations, legacies and gifts	344,809	376,132
Training	40,940	48,088
Shops	1,952,292	2,043,256
Insurance	79,195	90,343
Other income generation	152,369	146,188
Investment income	9,514	9,805
Fieldwork operations	4,541,462	4,983,796
<b>Total resources expended</b>	<b>7,120,581</b>	<b>7,697,608</b>
Retained funds	199,026	(219,993)
<b>Total incoming resources</b>	<b>7,319,607</b>	<b>7,477,615</b>





## Fieldwork Operations

■ Daycare	£1,494,583
■ Information & Advice	£836,129
■ Extra care	
■ Services provided in clients' homes	£1,198,054
■ Visiting & Community Mental Health services	£28,303

## Fieldwork operations

	2020	2019
	£	£
Provision of daycare	1,494,583	1,503,013
Information and advice services	836,129	792,281
Services provided in clients' homes	1,198,054	1,246,289
Visiting, community & mental health volunteer svcs	28,303	29,316
Other community care services	984,393	1,412,897
<b>Direct charitable expenditure</b>	<b>4,541,462</b>	<b>4,983,796</b>

## GROUP BALANCE SHEET AS AT 31 MARCH 2020

	2020		2019	
	£	£	£	£
<b>Fixed assets</b>				
Tangible fixed assets		5,799,297		5,868,975
Investments		1,830,820		2,074,005
		<b>7,630,117</b>		<b>7,942,980</b>
<b>Current assets</b>				
Stock	17,590		10,213	
Debtors and asset held for sale	891,887		1,080,592	
Cash, bank and deposits	639,540		261,725	
	<b>1,549,017</b>		<b>1,352,530</b>	
<b>Creditors:</b> amounts due within one year		557,724		826,466
Net current assets		991,293		526,064
<b>Total assets less current liabilities</b>		<b>8,621,410</b>		<b>8,469,044</b>
<b>Creditors:</b> amounts falling due in more than one year		562,310		608,972
		<b>8,059,100</b>		<b>7,860,072</b>
<b>Funds*</b>				
Unrestricted				
General		1,417,168		1,216,695
Designated		4,448,270		4,412,769
		<b>5,865,438</b>		<b>5,629,464</b>
Restricted		1,428,419		1,441,096
Revaluation Reserve		765,243		789,512
		<b>8,059,100</b>		<b>7,860,072</b>

### Board of trustees statement:

The annual report of the board of trustees (incorporating the strategic report), summarised accounts and supplementary material presented are only a part of the full annual report and financial statements of the Age UK Leicester Shire & Rutland Limited. Should the reader wish to see the full annual report and financial statements copies may be obtained from Lansdowne House, 113 Princess Road East, Leicester LE1 7LA.

The auditor issued an unqualified report on the full annual financial statements with an emphasis of matter on the impact of the Covid-19 pandemic on the financial statements, and their statement under section 496 of the Companies Act 2006 on the consistency of the Board of the Trustees Report (incorporating the strategic report) with the financial statements was also unqualified.

# The Year in Pictures

## APRIL

Our Food with Friendship courses for older male carers were launched to improve their confidence in the kitchen, their cooking skills and nutritional awareness.



## MAY

We celebrated our first cohort of Mental Health First Aiders completing their training



## JUNE

We launched our new Maintenance Cognitive Stimulation Therapy support service for older people living with mild to moderate dementia. The approach is recommended by the National Institute for Health & Clinical Excellence (NICE).



## JULY

Our Rutland Men in Sheds deliver the Bug Hotels they created for the Lands End clothing company's Nature Garden in Oakham.



## AUGUST

One of our most unusual donations - Nellie the 8 foot elephant - temporarily took up residence in our Leicester Warehouse until moving to its new home at Twycross Zoo.



## SEPTEMBER

Our Joining Forces veterans visited Bradgate Park and its memorial garden, taking full advantage of the September sunshine.



**OCTOBER**

We were delighted to achieve the £1 million milestone in Gift Aid income, thanks to our generous donors and supporters!



**NOVEMBER**

Our Men in Sheds project in Rutland was extended to welcome Women in Sheds to get creative, learn new hobbies and skills.

**DECEMBER**

Our Blaby Furniture shop won the Blaby Christmas Window competition with their fabulous, quirky flamingo theme. This is becoming a habit as they also won in 2018!



**JANUARY**

Our Big Bag Challenge got underway to bring in lots of lovely pre-loved items for us to sell in our charity shops.



**MARCH**

A dramatic end to the year when Covid-19 closed our shops, services and community centres and we reinvented overnight to provide an emergency crisis response.



**FEBRUARY**

We were delighted that our staff and volunteers at the Leicester Hotel Street shop were invited to meet and chat to HRH the Prince of Wales and the Duchess of Cornwall during their visit to the City.



Age UK Leicester Shire & Rutland  
Registered Charity No. 1146649