



Annual Report

2017-18



Organisation

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CHARITABLE OBJECTS:

To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the County of Cheshire.

GOVERNING DOCUMENT:

Memorandum and Articles of Association dated 8 February 2002.

The company was incorporated on 8 February 2002 but started its activities on 1 May 2002 when the assets and liabilities of Age Concern Cheshire, a charitable trust, were transferred to the company.

ORGANISATIONAL STRUCTURE:

Age Concern Cheshire is an independent company limited by guarantee, registered in England and Wales No. 4369758, Registered Charity No. 1091608. As a result, in the opinion of the trustees, there is no ultimate controlling party.

Age Concern Cheshire trading as Age UK Cheshire is a member of the Age England Association.

DIRECTORS:

Mr J Webb (Chair)	Mrs S Harrison	Mrs S Wentworth
Mr T K Al-Jorani (Vice Chair)	Ms N Brooks	Professor M Andrews
Mr A Smith	Miss S Twibell	Mr M Stewart
Mr C Cawthorn	Mr J Townsend	Mrs R Hollens

The Directors of the company are also Trustees for the purpose of Charity Law. The Board are appointed by the members in accordance with the Articles of Association.

KEY MANAGEMENT PERSONNEL:

Chief Executive	Mr D Maskell (started April 2017)
Head of Finance	Mrs H Flaherty
Head of Business and Marketing	Ms J Cameron
Head of Services	Mrs L Welsh
Head of Brightlife	Mr C McClelland
Head of Human Resources	Mrs K Beresford (started June 2017)

AUDITORS:

Howard Worth
Drake House, Gadbrook Way
Gadbrook Park
Northwich, CW9 7RA

BANKERS:

National Westminster Bank plc
PO Box 6, The Bull Ring
Northwich, CW9 5BN

Chair's Message

On behalf of the Trustees I am pleased to present our annual directors' report together with the consolidated financial statements of the charity and its trading subsidiary for the year ending March 2018. These reports are also prepared to meet the requirements for a Directors' Report and accounts for Companies Act purpose.

The year as always has been a busy one. The first full year with Dale Maskell as CEO and a full Senior Leadership team, so new ideas and energies. Whilst our financial resources remain robust, with funding from all sources being under pressure and the loss of some contracts, prudent adjustments to staff structures will be required, in the forthcoming months.

The challenges in 2017/18 have been many, including a protracted and unsatisfactory tendering process for the Well Being service. A service we developed, and which had been fully evaluated, showing great outcomes for people. Sadly the service transferred to a new provider in July 2018.

We were also extremely disappointed by the decision taken by national Age UK, not to allow us to continue to operate as a Trading Alliance member. However, in the light of this, we have decided to deliver a Later Life Planning Service, so enhancing our services to people in Cheshire.

Brightlife now has just two years to run. This important project brings both resources and energies to services that are essential to reduce isolation and loneliness. It is important that we work closely with statutory agencies to ensure that the learning from Brightlife is taken forward in future commissioning work. In turn the importance of having Older People at the centre of all our processes and of working in partnership is essential. The work of Brightlife once again gives us strong evidence of how to do this effectively.

This principle of involving Older People in all aspects of our work fits well into our development of truly person centred services, across Age UK Cheshire. All in the third sector recognise the tough reality of the financial pressures impacting public services. This makes the place of Age UK Cheshire even more important in delivering comprehensive and appropriate services to an increasing number of older people in Cheshire.

It is to be hoped that Government finally take action to reform the way Adult Social Care is funded. For too long it has been recognised that current arrangements are inadequate, leaving many people unsupported. To date the matter has been 'kicked into the long grass' and marked too difficult, a solution is urgently required and should be supported by all political parties.

It is important that services continue to adapt and to strengthen activities that encourage active ageing and promote independence. The huge contribution Older People make to our communities must be recognised and our work will continue to promote that positive message.

Chair's Message

Age UK Cheshire relies on the support and contributions of many people who give their time as volunteers. Without our volunteers we simply could not offer all the valuable services we do. These volunteers include our Trustees, who continue to offer their wisdom and expertise to support the organisation. So, a huge THANK YOU to you all.

I look forward to another exciting year, in which the dedicated team at Age UK Cheshire will continue to deliver the very many excellent services on offer across the County.

A handwritten signature in black ink, appearing to read 'John Webb', with a stylized, cursive script.

John Webb, Chair

Date 25th September 2018

Chief Executive's Message

During 2017/18, Age UK Cheshire enhanced later life for thousands of people in Cheshire. It did this by engaging and empowering people in later life, their families and carers and by providing high quality services collaboratively. It achieved this aim through campaigning with and on behalf of older people. The whole organisation celebrated later life and encouraged others to do so and accomplished all of this by supporting creativity and innovation.

This was my first full year in the organisation and I continue to be inspired and encouraged by the work of our team of staff and volunteers in supporting people in Cheshire to love later life.

As ever, the year has been packed with successes and challenges.

We began the year by being selected to take part in a national pilot led by Age UK. The 'Person Centred Change' programme began with a selection process for local Age UKs to take part in a year-long pilot to explore how Age UK can build on previous experience and enhance how truly person-centred we are. The programme was a fantastic opportunity to meet like-minded peers and develop a toolkit for the whole network. This programme sowed the seed of person-centredness, and this is the lens through which we viewed the whole of the year.

As part of the Person Centred Change programme we launched an internal competition for innovative person-centred projects. This was a real success and attracted over 22 proposals from the staff team, 12 more detailed project plans and three projects selected by our Staff Engagement Group to progress. This has proven to be a really exciting venture for Age UK Cheshire and we are supporting the development of the three brilliant ideas.

We also saw some services challenged during the year. After some very difficult and unsatisfactory conversations with Age UK Enterprises, we agreed to cease trading in insurances and associated products. We were very disappointed at this as we have undertaken this trading activity for many years and had received an excellent assessment of our regulatory compliance in July 2017.

This change provided us with the opportunity to reflect on what we would really like to deliver for people in later life in Cheshire, and on April 1st, 2018 our new Later Life Planning Service was launched and got off to a great start. The new service focuses on supporting people in later life with Wills, Power of Attorney and financial planning.

We also suffered a very frustrating and drawn out tendering process for our Wellbeing Service. Unfortunately, we were unsuccessful in securing this tender, with the Clinical Commissioning Group awarding the contract to the GP Federation. Sadly, this resulted in this project and its staff, a project which we developed from scratch, transferring to the GP Federation on 1st July 2018.

We built on our relationship with the Campaigns Team at national Age UK, supporting campaigns on the crisis in social care, on the difficulties people experience in accessing

Chief Executive's Message

transport to health appointments and in the proposed changes to licencing for community transport.

As part of the campaigns work, we held a focus group on care which contributed to the 'Why call it care, when nobody cares' report and we attended a reception in parliament in an effort to influence the government's plans for care in the future. We will be continuing to work closely with the national team and with local people in our future campaigning work.

During the year we took the opportunity to review who we are and what we stand for. After a range of sessions and discussions with staff, trustees, partners and volunteers (involving a lot of post-it notes!), we have now developed a new Vision, a new Mission and refreshed values for the organisation. To achieve the Vision we have for the future, we have developed five key ambitions, supported by six enablers. These can be found below:

Vision

"People will love later life in Cheshire. They will have the best opportunities and services, will feel connected and will make things happen. Age UK Cheshire will be recognised as a world leader in its field."

Mission

"Age UK Cheshire is a local social enterprise and charity that is dedicated to later life. We co-produce excellent services, make opportunities, connect people meaningfully and influence positive change. Because of our work, people love later life in Cheshire."

We value

- Person-centredness.
- Challenge.
- Innovation.
- Enterprise.

Ambitions

1. People in later life will feel connected.
2. People in later life will be independent, active and experience good physical and mental health.
3. People in later life will be engaged in issues that affect them and their communities.
4. People in later life will be well-informed and have opportunities to learn and be creative.
5. People will have opportunities to give their time and skills to support loving later life.

Chief Executive's Message

Enablers

- A. We will listen to, work with, support and co-produce with people in later life, our staff and volunteers.
- B. We will value our volunteers and staff.
- C. We will support continuous improvement and high quality standards.
- D. We will build and use our collective strength.
- E. We will tell people about what we do with confidence and pride, inspiring them to support our work.
- F. We will raise funds for activities, services and for influencing work.

In shaping this strategy our trustees have considered the Charity Commission's guidance on public benefit. We are excited about embedding this new strategy into the organisation and we are busy developing operational plans to achieve our ambitions for people in later life in Cheshire.

A handwritten signature in dark ink, appearing to read "Dale Maskell".

Dale Maskell
Chief Executive Officer

Date 25th September 2018

Choice and Independence

Our Advocacy service enabled 993 people to participate in decisions affecting their lives. It worked on consolidating effective working relationships with a range of agencies and acted as ambassadors for the vital role of statutory advocacy in Cheshire. The team delivered over 12,000 hours of advocacy.

Our Dementia Advice service continued to deliver a much in demand service, with 527 referrals supported and 99% of people supported rating the service as excellent. This supported people in maintaining their independence and understanding the support available to them.

Our Information and Advice service supported over 8,500 enquiries over the year, with 43% of queries relating to benefits. This ensured that people were aware of their rights and responsibilities and got the support they needed in exercising these rights and responsibilities.

Our Independent Living Service recruited 7 new volunteers during the year, provided support for 1010 referrals and worked closely with Cheshire West and Chester council to assist 50 individuals in finding alternative care packages at very short notice. This service enabled people to be at the centre of planning their care.

Our Money Matters project supported 216 people referred into the service, continued to develop 34 mentors and identified savings of over £50,000 for people accessing the service. This project supported individuals in making financial planning decisions and in taking control of their finances.

Our Supporting You Service provided a valuable service for over 830 referrals made into it and generating over £1.8m in additional benefits for people in later life in Cheshire. This meant that people were able to access the information and support that they required.

Staying Well and Active

Castle Community Centre saw footfall rise to 13,463 a 5% increase on the previous rise, with an even more impressive 28% rise in volunteering hours. This resulted in people having an opportunity to take part in a wide range of activities and services, promoting social participation and creating community.

We increased ticket sales for our coach trips by over 6% compared to the previous year and the surplus generated by the trips has been re-invested into the charity. This helped people to increase their social interactions, have new experiences and learn about new places.

Our digital inclusion work saw a 29% increase in donations, expanding the locations the sessions took place at and delivering responsive services continued to be a strength of this service. This supported people becoming more digitally included and access to services that many people take for granted.

Our work on Life Long Learning continued to grow, with funding secured to purchase materials and establish arts classes, while our French classes continued to be popular. This supported individuals in maintaining good cognitive skills and meeting new people.

Our Falls Prevention service reduced the number of falls experienced by an average of 88% following our intervention and helped over 300 people arrange adaptations for their home. This supported people in maintaining their independence and keeping healthy for longer.

Our Men In Sheds project embraced our Person-Centred Change ethos, introducing new meetings into each of the sheds so that the attendees could have a greater say in how the sheds developed. Over 265 members were registered during the year with an impressive 18,868 hours in volunteering recorded. This helped people in later life to meet new people, increase their social interaction and join a community.

Our 'Older People Enjoying Life' (OPEL) service launched a new Pub Lunch service that has proved to be incredibly popular and is part of the provision being delivered under the Early Intervention and Prevention Tender. This supported people in being social and reducing social isolation.

Our WearPurple project continued to deliver community arts sessions and opportunities in three care homes which were successful in bringing the arts into the lives of people in later life in Ellesmere Port and Whitby. This enabled people to have access to the arts, which have a huge positive impact on peoples' wellbeing.

Our Wellbeing Service made over 4,795 signposts and referrals, ensuring that people accessed the support and information that they needed and wanted, receiving over 1,286 referrals into the service. This project supported an improvement in wellbeing in the individuals accessing the service.

Fulfilling Lives – Ageing Better 'Brightlife'

Our Fulfilling Lives project, Brightlife built on prior years, commissioning 36 new services to reduce social isolation and increased its number of referrals into Social Prescribing which has received regional, national and international recognition.

Our evaluation events held during the year were very successful, as was our Great Get Together event – held in collaboration with staff, stakeholders, partners, volunteers and commissioned providers.

Other Activities

In the final year of its operation, our Trading Team increased its highest sales made in a week from 20 to 32, increased the number of Funeral Plans sold by 85% and passed its compliance visit with flying colours. This team has now evolved its offer and become our new Later Life Planning Service.

Our Marketing and Fundraising Team curated our first Older People's Day event at Storyhouse with an estimated 300 people attending, completed a website re-launch and commissioned a video on Age UK Cheshire and its services.

Our Retail Team had a fantastic year, ending the year +9% on like-for-like sales, generating nearly £37,000 in Gift Aid income and supporting over 2,400 volunteer hours.

Achievements against our Aims

In 2016/17 the following key aims were adopted for the organisation and here we have detailed our progress against achieving each of these.

Aim 1: Engage more people with the work of our charity, offering high quality, innovative and responsive services which are fit for purpose, within a culture of continuous improvement and creativity.

Our Advocacy Team undertook a comprehensive awareness raising program with social work teams across Cheshire West and Chester and Cheshire East.

Castle Community Centre increased its volunteer team and its promotional activity to raise awareness of the activities taking place at the centre, as well as developing new partnerships.

Our coach trips have maintained their excellent reputation and are more popular than ever, building on previous years' success and adding in theatre shows.

Our computer centre ran training sessions internally and expanded their services to include Smart TV set-up while refreshing and updating their learning resources for iPad and use of Microsoft Windows.

Our Life-Long Learning work saw an increase in students attending courses to 112 over the year, a 112% increase on the previous year.

Our Dementia service worked hard to ensure that our services met client needs, with the development of an activities group aiming to reduce social isolation and improve wellbeing.

Our Falls Prevention Service expanded into the Vale Royal CCG area, adapting the service in order to mitigate budget reductions.

Our Information and Advice service built on the achievement of the advice quality mark and endeavoured to maintain these high standards.

Our Independent Living Service continued to engage with a high number of people, taking a person-centred approach and tailoring the service to the needs of the people seeking its support.

2017/18 Highlights

Our Marketing and Fundraising Team developed our social media presence, posting a broad range of content and promoting opportunities for people across Cheshire.

Our Men In Sheds project sought to become more inclusive of the attendees by introducing more structured ways of involving shedders, improving the shed experience and contributing to future development.

Our Money Matters project worked on promoting the service in a range of forums and with other professionals in addition to evolving the service in response to feedback from individuals.

Our retail team consolidated on the hard work of previous years by offering our customers what they want and bucking the downward trend in retail growth.

Our Supporting You service prioritised those in greatest need and requiring home visits to ensure that the service was inclusive and used outreach locations to ensure the service was accessible to as many people as possible.

Our WearPurple project worked hard and was successful in engaging people in later life with professional artists by taking activities to the people.

Our Wellbeing Service ensured that over 674 referrals were made into other Age UK Cheshire services, promoting a holistic and integrated service.

Our Brightlife project engaged with 1,361 individuals since the outset of the project.

Aim 2: Provide relevant, sustainable, integrated and inclusive provision across Cheshire's diverse communities.

Our Advocacy Team ensured that their work was tailored to the needs of clients accessing this service.

Our digital inclusion work continued with funding secured to run IT sessions across the whole of Cheshire as part of the smart meter roll-out.

Our Dementia service recruited volunteer support in an effort to make the service more sustainable in response to a reduction in the hours commissioned.

Our Falls Prevention Service worked hard on increasing the diversity of outlets that the service was promoted in, to improve engagement with more communities in Cheshire.

Our Information and Advice service successfully applied for a grant to recruit an inclusion worker, with a specific focus on reaching out to minority communities to ensure that they receive the support they want and need.

2017/18 Highlights

Our Independent Living Service was successful in securing a further 3 years of funding to deliver care brokerage in Cheshire West and Chester, with work being undertaken to promote the service across the borough.

Our Trading Team built on their excellent relationship with our Information and Advice Service to offer a holistic -one-stop-shop service to customers.

Our Marketing and Fundraising Team ensured that our depictions of people in later life were inclusive and represented people from a range of communities. They also co-ordinated our presence at Chester Pride and the Cheshire Show, reaching out to a breadth of the population.

Our Men In Sheds project continued in its efforts to attract a more representative population of shedders, supported by the initial findings of the evaluation being conducted by Manchester Metropolitan University, the findings of which were published in July 2018.

Our Money Matters project developed relationships with GP practices, libraries and faith groups to ensure that the service is inclusive of communities across Cheshire.

Our retail team continued to attract a diverse volunteer base and opened a second furniture store in Northwich, supporting the sustainability of our furniture sales.

Our WearPurple project focused on the sustainability of arts projects by building capacity of the teams in care settings to undertake sessions and by providing support for the purchase of new materials.

Our Wellbeing Service expanded to include extended hours provision covering evenings and weekends, becoming a more inclusive service.

Aim 3: Develop and sustain highly skilled and resilient resources, ensuring that we develop the capability, capacity and culture that enables us to operate effectively, efficiently and in an innovative way across Cheshire.

Our Advocates continued to develop their knowledge and skills through accredited qualifications and training. The service successfully adopted a new system of paperless recording and began work on attaining the Advocacy Quality Performance Mark.

This year saw us significantly improve the administration of our coach trips, introducing a new management information system and expanding partnerships with an additional coach company on board.

Our Dementia Service saw on-going training undertaken by the team, further strengthening our partnership with the Alzheimer's Society.

Our Falls Prevention Service increased the number of people in the staff team and developed closer relationships with funders.

2017/18 Highlights

Our Information and Advice service increased the number of volunteering opportunities to support delivery.

The staff of our Independent Living Service continued their professional development by undertaking relevant training and recruiting volunteers to bolster the capacity of the team.

Our Trading Team, regulated by the Financial Conduct Authority, maintained high professional standards and were found to be compliant in all regulated areas.

Our Marketing and Fundraising Team utilised the support of volunteers during the year which supported the team in expanding its knowledge in different communications methods.

Our Men in Sheds worked hard on making the sheds more financially robust and sustainable.

Our Money Matters project supported its mentors to record their work on our CharityLog database, improving the flexibility of the team to work more remotely.

The surplus generated by the Retail Team made an important and valued contribution to the charity and their continued hard work in driving up sales is appreciated by the whole team.

Our Supporting You team increased the opportunities to volunteer within the team, increasing their capacity and adding value to the team.

Our WearPurple project supported the care homes worked with by providing them with an arts toolkit to support them in sustaining the work in the future.

Our Wellbeing Service established a new training matrix for the staff in the service to ensure that the team was updated and appropriately skilled to respond to the needs of people accessing the service.

Future Plans

In the coming year, we will focus on the following activity:

Embedding and promoting the new strategic plan, both internally and externally this year, will support the organisation in re-framing its vision, mission and purpose. This work will also contribute to maintaining ISO9001 accreditation and the Age UK standards, both of which are subject to audit in the coming year.

Working to ensure that our structure supports achievement of the new strategic plans will be a key focus in the year. This work will include assessing what we currently deliver, how it might be delivered more efficiently and what enablers are required to implement the new plan.

Developing operational plans to support the ambitions and enablers of the new Strategic Plan will be undertaken in this financial year. This work will ensure that all parts of the organisation have objectives that contribute to achieving the ambitions of the organisation.

Working with partner organisations to realise operational and financial efficiencies wherever possible will be a key focus during the year. This will identify areas of work that will benefit from a partnership approach and establish stronger working relationships with other organisations.

Identifying more suitable accommodation and utilising the opportunities of technology and modern working practices will be worked upon. This will include re-assessing the current premises and identifying viable alternatives that contribute to future financial viability and modern ways of working.

The structure and ways of reporting to the Board of Trustees will be reviewed to ensure the strategic and governance roles of the Trustees is effectively supported and delivered.

Financial Review

The organisation moved from a deficit position in 2016/17 to posting a surplus of £63,608 in 2017/18.

Income

Total income at £3,359,804 is the highest in the organisation's history with the principal sources of funding being:

- Service level agreements with both local authorities and three clinical commissioning groups delivered either solely or in partnership of £1,184,202 (35.2% of total income)
- Grant funding, both restricted and unrestricted of £1,178,467 (35.1% of total income); with our main grant funders being The Big Lottery
- Unrestricted income through the charging of fees, donations and legacies received, the trading subsidiary and our retail shops of £997,135 (29.7% of total income)

Our charitable activities are summarised into three areas:

Choice and Independence

There has been very little movement year in year with income remaining consistent at £732,000. The majority of this funding (90%) comes from service level agreements.

Staying Well and Active

Income has increased year on year by £94,655 to £948,044 (an 11% increase), due mainly to additional grant funding received within Men in Sheds and our Castle Community Centre. Of this income, 55% is from service level agreements, 25% from grants and the balance of 20% from donations and fees.

Fulfilling Lives – Ageing Better ‘Brightlife’

This is all grant funded from The Big Lottery. A wide range of activities were commissioned during the year, building on the momentum gained within this project. As it moves into its fourth and penultimate year the focus is now its longer term sustainability and legacy.

Other

Retail continued to strive, bucking the trend of Charity high street retail, increasing its year on year sales of donated goods by 9%.

Legacies were substantial during the year and further increased on last year by £12,004 to £90,012.

The Charity's wholly owned trading subsidiary, Age Concern Trading in Cheshire Ltd, ceased to trade in insurances and associated products at the end of March 2018. The Company will become dormant.

Expenditure

Expenditure for the year rose by £125,658 over 2016/17 to £3,306,933. Of this, £2,700,809 relates to spend on Charitable activities increasing by £95,162 on last year. The increased activity within Fulfilling Lives, and in particular the commissioning element of the project, accounts for £77,311 of this amount.

Salaries and associated costs continue to be our main area of expenditure and these rose by £54,719 to £1,983,005 in 2017/18 representing 60% of our overall spend.

Investment Policy

The Board of Trustees seek to maintain and enhance the value of the funds it invests in a manner which it feels appropriate, taking into account the level of risks the trustees have agreed and having regard as to the liquidity requirements of operating the Charity.

The trustees currently hold their financial reserves in cash, some shares and a low to medium risk, socially responsible portfolio composed of ethically managed investments for long term growth. Given the ethical nature of the investments, the trustees do not expect a greater return than is currently being achieved. The long term objective is ongoing capital growth; this year an unrealised gain of £10,737 was achieved.

Reserves

The trustees annually review the financial risk assessment and the Reserves policy subsequently amended. The level of reserves the organisation believes sufficient in based on:

- Meeting the Charity's objectives
- Ensuring adequate working capital to prevent cash flow problems
- Time and resource needed to restructure the organisation in the event of a downturn in funding streams; redundancy costs and the impact on core costs in particular
- Implications of operational risks including lease commitments and compliance with law and regulation. This has been extended to include the recent GDPR legislation
- The ability to protect the Charity's on going core services without serious disruption.

Our reserves requirement is considered annually with regard to the above factors and is therefore expected to change.

As at 31st March 2018, unrestricted reserves for the Group stand at £830,167, an increase of £30,472 on 31st March 2017. This includes designated reserves of £292,333, comprising a designation of £171,580 and further specific designations amounting to £120,753 as detailed in note 22 to the accounts. The balance of £537,834 represents the organisation's general free reserves. In addition, the organisation holds

Financial Review

restricted reserves of £36,056 and endowment funds of £299,283 of which £274,283 are expendable.

The trustees have considered the minimum level of reserves required to meet the above and the target is £517,412. Our year end free reserves are higher than this by £20,422 at £537,834.

Financial Plans for Future Periods

Following the review of who we are and what we stand for, the resulting strategy defines ambitions for the organisation and future reporting will be based on these ambitions. They more clearly define the purpose of our charity and will align objectives and highlights for the year with financial performance.

During the year and at the start of 2018/19 we have felt the impact of public expenditure continuing to be squeezed under ongoing and increasing financial pressures. Funding was cut in several areas, and we were unsuccessful in our bid to continue the delivery of the wellbeing service which finished at the end of June with staff being transferred to the new provider, or successfully applying for other roles within the organisation.

Our budget for 2018/19, after having reviewed core costs and structures, stands at a deficit of £104,000. Whilst we have a small surplus in our amount of free reserves by £20,422 to help support this budget deficit and our balance sheet is strong with net current assets £678,092, it is clearly not a long term sustainable position for the organisation. Furthermore, substantial service level agreements and grant agreements are due to end within the next two years – not least the Fulfilling Lives project which ends March 2020. At this stage we do not know whether these income streams will continue and their potential value.

An immediate challenge is to develop the three year financial plan to support the strategic plan for the organisation. This will allow us to focus on the main risk areas, prioritise work and ensure the organisation is fit for future purpose by having the right mix of resource at the right time. In anticipation of this, we recently recruited, in partnership, a trust fundraiser to lead our income generation requirements.

The next few years will be challenging, particularly with the economic backdrop. Our aim is to restore the organisation to a balanced budget and subsequently rebuild our reserves as required. We will achieve this through consolidating our service delivery and diversifying our income streams by increasing our social enterprise activities.



Structure, Governance and Management

Structure

Age UK Cheshire is a registered charity and company limited by guarantee and is governed by its Memorandum and Articles. The charity has one wholly owned subsidiary, Age Concern Trading in Cheshire Ltd, a trading company. The principal activities of the trading company are the marketing and selling of insurance and affiliated products which are compliant with Financial Conduct Authority Regulations. The company exists to generate income to support the work of the charity. All profit is gift aided to the parent company for this purpose. Following a consultation process with Age UK Enterprises, the trading company ceased trading in insurances and affiliated products on 31st March 2018. As such, the trading company will become dormant.

The charity also complies with the Brand Partnership Agreement of Age UK.

Trustees

The Board of Trustees of Age UK Cheshire currently comprises twelve members who meet at least four times a year.

Trustees are elected at the Annual General Meeting and can serve for three years before standing for re-election. Trustees of the charity are also directors of both the charity company limited by guarantee and the wholly owned subsidiary trading company limited by guarantee.

All new trustees take part in an initial induction programme and are provided with a comprehensive trustee handbook before being formally appointed. This is designed to ensure that they fully understand their legal obligations under charity and company law, the Charity Commission guidance on public benefit, the committee and decision making processes and most recent committee minutes. During their induction they also meet key employees and other trustees. This is supported by annual individual meetings with the Chair of Trustees to discuss ongoing and future governance issues, to consider succession planning and to establish any training and development needs.

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Trustee sub-committees

The board of trustees delegate some of its decision making processes, through a scheme of delegation and terms of reference, to its two supporting sub-committees – Charity Services and Business and Finance. These allow key issues and decisions relevant to each sub-committee to be more thoroughly considered.

The Services sub-committee monitors progress of the organisation's charitable objectives and delivery of services, whilst ensuring that these objectives continue to meet the aims of the charity and the principles of public benefit.

Business and Finance sub-committee is tasked with promoting the organisation and ensuring that we are fully equipped to take advantage of future opportunities as well as

Structure, Governance and Management

increasing unrestricted income. It also provides the necessary financial controls, support, infrastructure and compliance with legal and statutory bodies

Further committees are set up as and when required to review specific issues, to which additional specialists can be co-opted if appropriate, in addition to selected trustees.

Senior Leadership Team

A Chief Executive is appointed by the trustees to manage the day to day operations of the Charity and is supported by a senior leadership team (SLT) comprising five members with clear lines of responsibility for specific areas of the organisation. To facilitate efficient operations, the Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment, income generation and services activity.

The trustees work with the SLT to develop the longer term strategic plans for the Charity. Responsibility for the implementation of these plans is delegated to the SLT.

Pay Policy for Senior Staff

The directors consider the key management personnel of the Charity to be the board of directors, who are the Charity's trustees, and the Senior Leadership Team who are in charge of directing and controlling, running and operating the Charity on a day to day basis. All directors give of their time freely and no director received remuneration. Details of director's expenses are disclosed in note 13 to the accounts.

The pay for the SLT is recommended by the remuneration committee appointed by the trustees.

Volunteers

At the end of March 2018 the Charity had 249 registered volunteers each giving an average of 3.8 hours per week. This amount to over 49,400 hours in the year equating to an extra 26 full time members of staff.

Their commitment, dedication and contribution to the Charity is invaluable and all volunteers have our ongoing gratitude.

Fundraising Activities

Age UK Cheshire is committed to ensuring that fundraising activities are carried out in an ethical manner. Age UK Cheshire's maintains a 'Fundraising Policy' which states its position on fundraising practice and documents the standards expected regarding all fundraising activity performed by its staff, volunteers and casual representatives. Age UK Cheshire is a full member of the Institute of Fundraising and is signed-up to support the Code of Fundraising Practice, which is held by the Fundraising Regulator.

Structure, Governance and Management

Age UK Cheshire has developed a fundraising charter that makes the following commitments:

- We do not undertake any fundraising door-to-door activity.
- We do not ask for direct debit donations on the street.
- We do not share or sell people's data.
- We do not 'cold-call' people for fundraising purposes.
- We only phone people with whom we have an existing relationship or who have already given us permission to contact them.
- Every communication from us to members of the public always includes information on how to opt out from future communications.
- Donations are not be requested or accepted from an individual if there are reasonable grounds for believing, in the course of staff or volunteer's engagement with the individual, that they are in vulnerable circumstances, which mean they are unable to make an informed decision to donate.
- Our fundraising is regulated by the Fundraising Regulator and as such we abide by the Code of Fundraising Practice.
- We keep our fundraising practices under review and we work with others with the aim of improving practice across the Age UK network and the charity sector as a whole.
- We encourage supporters to share feedback with us so we can address any enquiries and concerns.

Fundraising activity is monitored and scrutinised by a sub-committee of the Trustee Board.

Risk

The financial risk assessment policy has been reviewed and updated where appropriate; particularly considering the life cycle of some projects, the impact of current legislation on the delivery of our services, and the vulnerability of some of our contracts due to the financial pressures being exerted on local authorities and health bodies.

The financial risk assessment also formed part of the consideration for the Charity's reserves level.

During the year, a corporate risk register was developed, and the Trustees are satisfied that systems are in place to mitigate the Charity's exposure to major risks which were considered in terms of:

Governance and management of risk

Operational risks

Financial risks

Environmental and external risks

This is reviewed on a quarterly basis by the Senior Leadership Team and relevant sub committee. The highest risk areas are reported to Board along with mitigating actions.

Statement of trustees' responsibilities

Charity Law requires the Trustees to prepare an Annual Report and Financial Statements for the financial year which give a true and fair view of the charity and its subsidiary company's performance and activities during the year and its financial position at the end of the year.

In preparing these reports and financial statements the Trustees follow best practice and:

- consider the Charity Commission guidance on public benefit
- review the objectives and activities to ensure they continue to reflect the organisation's aims as well as furthering the charitable purposes for public benefit
- continue to select suitable accounting policies and ensure they are applied consistently
- state whether applicable accounting standards and statements of recommended practice have been followed and that any departure from this has been fully disclosed and explained within the financial statements.
- produce the financial statements as a going concern unless it is clearly inappropriate to do so.

Trustees are responsible for maintaining accounting records which disclose with reasonable accuracy the financial position of the charity and its subsidiary company and to ensure the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and its subsidiary company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

The trustees confirm that, as far as they are aware, there is no relevant audit information of which the Charity's auditors are unaware. They have taken all steps that they ought to as trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

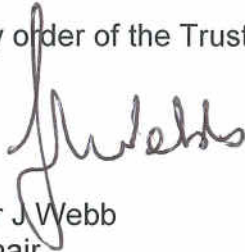
Auditors

At the Annual General Meeting in October 2015, a resolution was passed to re-appoint the organisation's auditors, Howard Worth, for three financial years until 2017/18. As this is the final year of their re-appointment, the organisation will seek to tender for auditors to commence in 2018/19.

Post Balance Sheet Events

There are no post balance sheet events to report.

By order of the Trustees

A handwritten signature in black ink, appearing to read "J Webb", written over the printed name.

Mr J Webb
Chair

Date: 25th September 2018

Independent Auditor's Review

Opinion

We have audited the consolidated financial statements of Age Concern Cheshire (the 'charitable company') for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2018 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Independent Auditor's Review

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent Auditor's Review

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

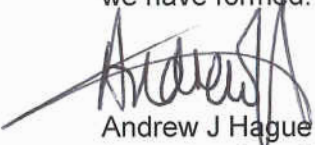
Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew J Hague BEng FCA (Senior Statutory Auditor)
for and on behalf of Howard Worth
Chartered Accountants and
Statutory Auditors
Drake House
Gadbrook Park
Northwich
Cheshire
CW9 7RA

Date: 25/9/18

Age Concern Cheshire operating as Age UK Cheshire

Consolidated Statement of Financial Activities (including consolidated income and expenditure account) for year ending 31 March 2018

	Note	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	2018 Total £	2017 Total £
Income						
Donations and legacies	4	111,097	-	-	111,097	94,629
Income from charitable activities	5					
Choice and Independence		692,860	38,872	-	731,732	731,799
Staying Well and Active		692,551	255,493	-	948,044	853,389
Fulfilling Lives (Brightlife) Big Lottery Grant		-	849,707	-	849,707	759,320
Income from other trading activities						
Retail		527,569	-	-	527,569	459,090
Trading subsidiary	6	85,511	-	-	85,511	99,410
Other activities		85,150	19,201	-	104,351	87,614
Investment income	7	1,716	-	77	1,793	1,970
Total incoming resources		2,196,454	1,163,273	77	3,359,804	3,087,221
Expenditure						
Costs of raising funds						
Investment Management Costs	7	1,087	-	-	1,087	1,160
Retail		486,503	-	-	486,503	468,881
Trading subsidiary	6	57,978	-	-	57,978	57,409
Other Activities		60,556	-	-	60,556	48,178
Expenditure on charitable activities	9					
Choice and Independence		812,476	44,065	-	856,541	919,909
Staying Well and Active		780,285	225,710	-	1,005,995	924,776
Fulfilling Lives (Brightlife) Big Lottery Grant		-	838,273	-	838,273	760,962
Total expenditure		2,198,885	1,108,048	-	3,306,933	3,181,275
Net income/expenditure before gains and losses on investments and transfer		(2,431)	55,225	77	52,871	(94,054)
Net gains/(losses) on investments	18	10,737	-	-	10,737	27,083
Transfer	23	22,166	(22,166)	-	-	-
Net movement in funds		30,472	33,059	77	63,608	(66,971)
Reconciliation of Funds						
Total funds brought forward	23	799,695	2,997	299,206	1,101,898	1,168,869
Total funds carried forward	23,24	830,167	36,056	299,283	1,165,506	1,101,898

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

Age Concern Cheshire operating as Age UK Cheshire

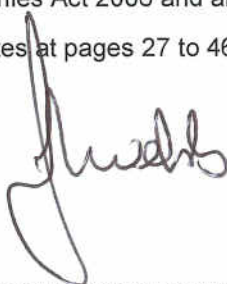
Consolidated Balance Sheet as at 31 March 2018

	Note	Group 2018 £	Group 2017 £	Charity 2018 £	Charity 2017 £
Fixed assets					
Tangible assets	17	171,580	182,605	171,580	182,187
Investments	18	315,834	305,097	315,836	305,099
Total Fixed Assets		487,414	487,702	487,416	487,286
Current Assets					
Debtors	19	359,523	257,609	378,103	290,181
Cash at bank and in hand		711,607	715,254	693,183	683,299
Total Current Assets		1,071,130	972,863	1,071,286	973,480
Liabilities					
Creditors falling due within one year	20	(393,038)	(358,667)	(390,530)	(356,202)
Net Current Assets		678,092	614,196	680,756	617,014
Total assets less current liabilities		1,165,506	1,101,898	1,168,172	1,104,564
Net Assets	24	1,165,506	1,101,898	1,168,172	1,104,564
The funds of the charity:					
Unrestricted income funds		537,834	536,140	540,500	538,806
Designated funds		292,333	263,555	292,333	263,555
Permanent endowment funds		25,000	25,000	25,000	25,000
Expendable endowment funds		274,283	274,206	274,283	274,206
Restricted funds		36,056	2,997	36,056	2,997
Total charity funds	23	1,165,506	1,101,898	1,168,172	1,104,564

The trustees have prepared the group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes at pages 27 to 46 form part of these accounts

Signed



Name JOHN HOWARD WEBB, Chair of Trustees on behalf of the trustees

Approved by the trustees on 25th September 2018

Age Concern Cheshire operating as Age UK Cheshire

Statement of Cash Flows and Consolidated Statement of Cash Flows for year ending 31 March 2018

	Note	Group 2018 £	Group 2017 £	Charity 2018 £	Charity 2017 £
Cash used in operating activities	25	53,870	(393,861)	67,401	(376,071)
Cash flows from investing activities					
Interest Income		1,793	1,970	1,793	1,970
Purchase of tangible fixed assets		(59,310)	(73,624)	(59,310)	(73,624)
Cash provided by (used in) investing activities		(57,517)	(71,654)	(57,517)	(71,654)
Cash flows from financing activities					
Repayment of borrowing		-	-	-	-
Cash used in financing activities		-	-	-	-
Increase (decrease) in cash and cash equivalents in the year		(3,647)	(465,515)	9,884	(447,725)
Cash and cash equivalents as the beginning of the year		715,254	1,180,769	683,299	1,131,024
Total cash and cash equivalents at the end of the year per balance sheet		711,607	715,254	693,183	683,299

Notes on the accounts ending 31st March 2018

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (Charities SORP FRS 102) and the Companies Act 2006.

Age Concern Cheshire operating as Age UK Cheshire meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

(b) Preparation of the accounts on an ongoing basis

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the company to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

(c) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary Age Concern Trading in Cheshire Ltd on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented as the trustees have taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

(d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income has been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies are notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Age Concern Cheshire operating as Age UK Cheshire

(e) Donated services, facilities and goods

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item by the charity is probable and that economic benefit can be measured reliably. On receipt, donated professional services and facilities result in the recognition of income and an expense.

No amount is included with the Financial Statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees Annual Report.

As it is not practicable to estimate the value of donated goods with sufficient reliability, the income is included in the financial period in which the donated goods are sold.

(f) Interest Receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity. This is normally upon notification of the interest paid or payable by the Bank.

(g) Fund Accounting

Funds held by the charity are:

Unrestricted general funds – these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor and when funds are raised for particular restricted purposes.

Endowment funds – These are funds of which a certain amount is a permanent endowment and as such is non-expendable. The balance and any interest accrued is expendable and will be treated as part of the general funds of the organisation.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

When a restricted project has come to an end, any excess of expenditure over income is supported by way of transfer from unrestricted funds.

(h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

(i) Allocation of support costs

Support costs are those functions which assist the work of the charity but do not directly undertake charitable activities. These include back office costs, finance, human resources, payroll, governance and senior management costs. The basis on which these support costs have been allocated are set out in note 11

Age Concern Cheshire operating as Age UK Cheshire

(j) Operating leases

The charity classifies the lease of photocopiers as operating leases; the title to the equipment remains with the lessor and the equipment is usually replaced every 5 years. Rental charges are on a straight line basis over the term of the lease.

(k) Tangible fixed assets

Fixed assets are shown at original cost or, if donated, at their value on the date of the gift, less accumulated depreciation. Depreciation is provided in equal annual instalments over their estimated useful lives at the following annual rates:

Motor Vehicles	20% straight line basis
Computer equipment, Plant and Machinery	33% straight line basis
Shop fittings and other assets	20% straight line basis
Tenants improvements	Straight line basis over the shorter of the remaining term of the lease or expected useful life

Items of a capital nature with a cost greater than or equal to £300 are capitalised.

(l) Stocks

Stock is included at the lower of cost or net realisable value.

(m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term liquidity investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(o) Creditors and Provisions

Creditors and provisions are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(p) Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(q) Pension costs

The charity operates a group personal and stakeholder pension scheme, both of which are defined contribution schemes. The contributions to the schemes are charged to the statement of financial activities as they become payable. The charity also set up a new pension scheme under its automatic enrolment compliance obligations which became effective on 1st July 2014. Employees joining these schemes contract directly with the insurance company. The charity makes a matching contribution of 5% (after successful completion of a probationary period) and acts as an agent in collecting and paying over employee pension contributions.

Age Concern Cheshire operating as Age UK Cheshire

The pension costs charge represents contributions payable by the charity and its trading company to the funds and amounted to £68,695 (2017: £62,749). Contributions totalling £nil (2016: £nil) were due to the funds at the end of the year.

(r) Investments

The Charity's quoted investments are valued at open market value.

The Charity's shareholding in the wholly owned subsidiary Age Concern Trading in Cheshire is included in the balance sheet at the cost of the share capital less any impairment.

2. Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Age Concern Cheshire operating as Age UK Cheshire

3. Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary Age Concern trading in Cheshire Ltd.

The summary financial performance of the charity alone is

	2018 £	2017 £
Income	3,285,030	3,014,894
Gift aid from subsidiary company	27,533	42,001
	3,312,563	3,056,895
Expenditure on charitable activities	(3,248,955)	(3,123,866)
Net income	63,608	(66,971)
 Total funds brought forwards	 1,104,564	 1,171,535
Total funds carried forward	1,168,172	1,104,564
 Represented by:		
Unrestricted funds	540,500	538,806
Designated funds	292,333	263,555
Restricted funds	36,056	2,997
Permanent Endowment funds	25,000	25,000
Expendable Endowment funds	274,283	274,206
	1,168,172	1,104,564

4. Income from donations and legacies

Donations	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Legacies	90,012	-	90,012	78,008
Donations and appeals	21,085	-	21,085	16,621
Total	111,097	-	111,097	94,629

Age Concern Cheshire operating as Age UK Cheshire

5. Income from charitable activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Choice and Independence				
Information and Advice	21,700	-	21,700	16,998
Supporting You	118,170	-	118,170	146,218
Dementia Advice	67,248	-	67,248	85,666
Advocacy	336,687	-	336,687	286,607
Independent Living	149,055	-	149,055	149,055
Campaigns	-	-	-	8,383
Money Matters	-	38,872	38,872	38,872
	692,860	38,872	731,732	731,799
Staying Well and Active				
Wellbeing Coordinators	396,264	-	396,264	373,156
Falls Prevention	55,888	-	55,888	45,827
Get Going Together	-	-	-	57,995
Keeping Well	50	6,732	6,782	-
Men in Sheds	38,668	232,833	271,501	178,200
Day Services	120,000	100	120,100	127,730
Sharing Time	-	-	-	36
Countess Companions	3,536	-	3,536	-
Wear Purple	2,000	-	2,000	10,000
Castle Community Centre	76,145	15,828	91,973	60,445
	692,551	255,493	948,044	853,389
Fulfilling Lives				
Big Lottery Grant - Brightlife	-	849,707	849,707	759,320
	-	849,707	849,707	759,320
Total	1,385,411	1,144,072	2,529,483	2,344,508

Age Concern Cheshire operating as Age UK Cheshire

6. Net income from trading activity of subsidiary

The charity has a wholly owned trading subsidiary, Age Concern Trading in Cheshire Limited, which helps to provide insurance services for the elderly. A summary of its trading results is shown below. Audited accounts will be filed with the Registrar of Companies.

	2018 £	2017 £
Turnover	85,511	99,410
Administration expenses	(57,978)	(57,409)
Net profit	27,533	42,001
Amount gift aided to the charity	(27,533)	(42,001)
Retained in subsidiary	-	-
Current assets	27,375	41,800
Current liabilities	(30,041)	(44,466)
Total net assets	(2,666)	(2,666)
Aggregated share capital and reserves	(2,666)	(2,666)

7. Investment income

	2018 £	2017 £
Dividends received	1,374	1,294
Interest received	419	676
Total	1,793	1,970

8. Investment management charges

	2018 £	2017 £
Aviva Fund	1,087	1,160
Total	1,087	1,160

Age Concern Cheshire operating as Age UK Cheshire

9. Expenditure on charitable activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Choice and Independence				
Information and Advice	90,350	-	90,350	88,347
Supporting You	109,956	-	109,956	146,910
Dementia Advice	76,371	-	76,371	93,211
Advocacy	393,264	-	393,264	386,050
Independent Living	142,524	-	142,524	151,103
Campaigns	11	-	11	9,355
Money Matters	-	44,065	44,065	44,933
	812,476	44,065	856,541	919,909
Staying Well and Active				
Wellbeing Coordinators	430,813	-	430,813	411,026
Falls Prevention	54,650	-	54,650	50,690
Get Going Together	-	-	-	73,215
Keeping Well	-	5,294	5,294	(3,407)
Men in Sheds	38,958	213,504	252,462	201,437
Day Services	119,429	100	119,529	101,627
Sharing Time	6,304	-	6,304	1,616
Countess Companions	2,593	-	2,593	-
Wear Purple	10,147	-	10,147	4,714
Castle Community Centre	117,391	6,812	124,203	83,858
	780,285	225,710	1,005,995	924,776
Fulfilling Lives				
Big Lottery Grant - Brightlife	-	838,273	838,273	760,962
	-	838,273	838,273	760,962
Total	1,592,761	1,108,048	2,700,809	2,605,647

Age Concern Cheshire operating as Age UK Cheshire

10. Summary analysis of expenditure and related income for charitable activities

This table shows the costs of the three main charitable activities and the sources of income directly to support those activities.

	Choice and independence	Staying well and active	Fulfilling lives	Total
	£	£	£	£
Costs (see note 9)	(856,541)	(1,005,995)	(838,273)	(2,700,809)
Income from fees and charges	10,023	190,992	-	201,015
	(846,518)	(815,003)	(838,273)	(2,499,794)
Direct service level agreement or grant support	721,709	757,052	849,707	2,328,468
Net cost funded from other income	(124,809)	(57,951)	11,434	(171,326)

11. Analysis of direct charitable activity and support costs

The Charity initially identifies the costs of its support functions and apportions them between the charitable activities undertaken.

The following table details the types of expenditure for both direct charitable activities and support costs. It also details the basis of apportionment for support costs.

	Direct Charitable	Support	2018 Total	2017 Total	Basis of apportionment
	£	£	£	£	
Salaries	1,391,024	273,486	1,664,510	1,631,185	Allocated on time
Travel, training, recruitment	79,785	8,936	88,721	99,902	Allocated on time
Volunteers	13,022	2,239	15,261	14,887	Allocated on time
Premises and associated costs	84,748	45,523	130,271	132,317	Pro rata to full time equivalents
Office costs	58,288	81,995	140,283	134,232	Pro rata to full time equivalents
Tutors, legal and professional	131,743	22,131	153,874	127,507	Allocated on time
Other direct activity costs	396,553	3,002	399,555	363,917	
Depreciation	6,405	49,523	55,928	48,524	Pro rata to full time equivalents
Irrecoverable VAT	23,914	23,892	47,806	47,476	Allocated to the activity to which they relate
Governance		4,600	4,600	5,700	Pro rata to full time equivalents
Total	2,185,482	515,327	2,700,809	2,605,647	

Age Concern Cheshire operating as Age UK Cheshire

12. Net incoming resources

This is stated after charging:	2018 £	2017 £
Operating leases – equipment	6,783	6,783
Profit on sale of fixed assets	3,100	-
Depreciation	69,265	61,239
Property rental	168,099	173,314
Auditor's remuneration	4,600	4,600

13. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2018 £	2017 £
Salaries and wages	1,790,429	1,746,654
Social security costs	123,881	118,883
Pension costs	68,695	62,749
	1,983,005	1,928,286

No employee had employee benefits in excess of £60,000 (2017: nil). Pension costs are allocated to activities in line with the associated staffing costs incurred.

The charity trustees were not paid nor received any other benefit from employment with the charity or its subsidiary in the year (2017: £nil). During the year seven trustees were reimbursed travel expenses totalling £2,209 (2017: £413). No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

The key management personnel of the parent charity comprise the trustees, the Chief Executive Officer, the Head of Services, the Head of Business and Marketing, the Head of Finance and Resources and the Head of Brightlife. During the year a Head of Human Resources was recruited. The total employment benefits of the key management personnel of the Charity was £235,195 (2017: £154,262). As the key management personnel for the group are the same, the total employment benefits for the group are also £235,195 (2017: £154,262).

14. Staff Numbers

The average monthly head count was 116 staff (2017: 115 staff) and the average monthly number of full time equivalent employees (including part time staff) during the year was as follows:

	2018 Number	2017 Number
Choice and independence	27	29
Staying well and active	25	23
Fulfilling lives	12	10
Retail	13	12
Business and marketing	3	3
Trading	2	2
	<hr/> 82	<hr/> 79

15. Related Party Transactions

Insurance commission is received by Age Concern Trading in Cheshire Limited. Associated costs have also been paid by that company and the surplus gift aided to Age Concern Cheshire. In the year ended 31 March 2018 the amount gift aided was £27,533 (2017: £42,001).

16. Taxation

The company is a registered charity whose charitable activities are fully exempt from United Kingdom corporation and capital gains tax.

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17. Tangible fixed assets

GROUP	Office Equip £	Computer Equip £	Shop Fittings £	Motor Vehicle £	Tenants Impnts £	Lease Premises £	Plant and Machinery £	Total £
Cost:								
At 1 April 2017	106,830	158,285	70,736	80,537	225,678	3,000	64,674	709,740
Additions	2,500	20,707	5,268	14,963	5,950	-	9,922	59,310
Disposals	(60,438)	(93,429)	(15,827)	(32,364)	(40,988)	-	(50,308)	(293,354)
31 March 2018	48,892	85,563	60,177	63,136	190,640	3,000	24,288	475,696
Depreciation:								
At 1 April 2017	79,837	130,042	47,333	80,537	127,315	3,000	59,071	527,135
Charge for the year	8,283	20,590	10,341	2,731	22,366	-	4,954	69,265
Disposals	(60,437)	(93,275)	(14,912)	(32,364)	(40,988)	-	(50,308)	(292,284)
31 March 2018	27,683	57,357	42,762	50,904	108,693	3,000	13,717	304,116
Net book value at 31/03/18	21,209	28,206	17,415	12,232	81,947	-	10,571	171,580
Net book value at 31/03/17	26,993	28,243	23,403	-	98,363	-	5,603	182,605

Age Concern Cheshire operating as Age UK Cheshire

18. Investments

Group	2018 £	2017 £
Market value at 1 April 2017	305,097	278,014
Additions at cost	732	809
Realised/Unrealised gain in year	10,005	26,274
Market Value as at 31 March 2018	315,834	305,097
Listed on UK Stock Exchange	308,834	298,097
National Savings Income Bond	7,000	7,000
As above	315,834	305,097
Investment in subsidiary company (see note 6)	2	2
Charity	315,836	305,099

19. Debtors

	Group 2018 £	2017 £	Charity 2018 £	2017 £
Trade debtors	198,829	140,259	189,876	130,830
Other debtors	6,110	4,463	6,110	4,463
Prepayments and accrued income	154,584	112,887	154,584	112,887
Amount due from subsidiary	-	-	27,533	42,001
	359,523	257,609	378,103	290,181

Age Concern Cheshire operating as Age UK Cheshire

20. Creditors: amounts falling due within one year

	Group 2018 £	2017 £	Charity 2018 £	2017 £
Trade creditors	139,217	93,001	139,217	93,001
Short term compensated absences	31,990	35,779	31,990	35,779
Other creditors and accruals	85,536	51,483	83,721	49,724
Deferred income	104,360	147,580	104,360	147,580
Taxation and social security costs	31,935	30,824	31,242	30,118
	393,038	358,667	390,530	356,202

21. Deferred Income

	2018 £	2017 £
Balance at 1 April 2017	147,580	483,565
Fees received	974,026	643,574
Released to Statement of Financial Activities	(1,017,247)	(979,559)
Balance at 31 March 2018	104,360	147,580

Income is deferred on the basis that the entitlement is dependent of the achievement of future project outcomes.

Included in the deferred income is Men in Sheds income of £75,167 (2017: £80,000)

22. Financial commitments

At 31 March 2018 the charity had future minimum lease payments under non-cancellable operating leases which expire as follows:

Group and Charity	Land and buildings 2018 £	Other 2018 £	Land and buildings 2017 £	Other 2017 £
Less the one year	-	2,827	5,000	9,610
Between two and five years	187,900	-	264,550	-
Over five years	187,000	-	199,000	-
	374,900	2,827	468,550	9,610

Age Concern Cheshire operating as Age UK Cheshire

23. Movement of funds

	Balance at 1 April 2017	Incoming resources	Expended resources	Transfers	Balance at 31 March 2018
Unrestricted funds					
General funds	538,806	2,100,467	(2,089,116)	(9,657)	540,500
Designated funds					
Comfort funds	2,266	4,963	(2,484)	(1,542)	3,203
IT, communications and digital	19,665	-	(5,060)	(6,605)	8,000
Organisational development	13,053	-	(2,122)	40,361	51,292
Advocacy support and development	15,000	-	(15,000)	-	-
Volunteer development	13,384	-	(6,304)	(3,080)	4,000
Finance and Human Resource	10,000	-	(10,000)	-	-
Building Repairs	8,000	-	(3,821)	15,821	20,000
Transgender Project	-	10,000	(7,000)	-	3,000
Castle Kitchen Refurbishment	-	4,378	-	-	4,378
Dementia Day Service	-	1,872	-	-	1,872
Later Life Planning Support	-	-	-	25,008	25,008
NBV assets	182,187	-	-	(10,607)	171,580
	802,361	2,121,680	(2,140,907)	49,699	832,833
Restricted funds					
Vauxhall gifts fund	2,711	-	-	-	2,711
Men in Sheds	-	228,219	(213,274)	-	14,945
Women in Sheds	-	4,614	(230)	-	4,384
Fulfilling Lives – Big Lottery	-	849,707	(838,273)	(11,434)	-
Money Matters	-	38,872	(44,065)	5,193	-
Wear Purple	286	-	-	(286)	-
New Vehicle	-	14,201	-	(14,201)	-
Day Service	-	100	(100)	-	-
Castle Community Centre	-	15,828	(6,812)	-	9,016
Zedra Trust	-	5,000	-	-	5,000
Keeping Well	-	6,732	(5,294)	(1,438)	-
	2,997	1,163,273	(1,108,048)	(22,166)	36,056
Endowment funds					
Permanent endowment	25,000	-	-	-	25,000
Expendable endowment	274,206	77	-	-	274,283
	299,206	77	-	-	299,283
Total Charity funds	1,104,564	3,285,030	(3,248,955)	27,533	1,168,172
Non charitable trading fund	(2,666)	85,511	(57,978)	(27,533)	(2,666)
Total group funds	1,101,898	3,370,541	(3,306,933)	-	1,165,506

Age Concern Cheshire operating as Age UK Cheshire

Name of fund

Description, nature and purposed of fund

General fund

The 'free' reserves after allowing for all designated funds

Designated funds

Comfort funds	Three accounts for day care activities and one for Ellesmere Port men in sheds
IT, communications and digital	An ongoing designation to continue our review of our IT infrastructure. In particular this is to build on our IT training requirements, the ongoing implementation of Office 365, and a rolling computer equipment replacement programme.
Organisational development	This designated fund will continue to support our longer term strategic objective of developing and sustaining highly skilled and resilient resources with a focus on training and personal development; the person centred change programme; team working and our longer term reward strategy.
Volunteer development	This reduced designated fund is to ensure we recruit, support, develop and recognise our volunteers in the most effective way.
Building Repairs	It is evident that our current premises portfolio is not fit for purpose in line with our strategic objectives. This designation is to provide funds to explore premises opportunities; as well as allowing for essential building repairs to existing properties.
Transgender Project	A specific project for which funds have been designated to allow for the production and presentation of the project's outcomes.
Castle Kitchen Refurbishment	A designated fund to refurbish the kitchen at Castle Community Centre.
Dementia Day Service	This designation is to support the development and implementation of a new dementia day service.
Later Life Planning	A new designation to support the initial implementation of the Later Life Planning service following the cessation of our Trading company.
NBV assets	A designation for the net book value of the organisation's fixed assets.
Restricted funds	
Vauxhall gifts fund	A fund to provide emergency aid to older people in need
Men in Sheds	A unique project offering lonely and isolated men the opportunity to meet, make friends and partake in wood working and other similar activities. The restricted fund will finish in June 2020 and is to enable expansion, development and sustainability work alongside project delivery.
Women in Sheds	Running alongside Men in Sheds for one day per week, this small restricted fund will ensure its delivery until the end of March 2019.
Castle Community Centre	A project commissioned by Sport England / Active Ageing fund and delivered via the Canal and River Trust ending in October 2018. It looks to target inactive people over the age of 55 and improve understanding of the triggers or life changing events that alter attitudes, behaviours or access to physical activity.
Zedra Trust	A restricted fund for the implementation of dementia day services. This fund will be spent by the end of March 2019.

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Comparative information in respect of the preceeding period is as follows:

	Balance at 1 April 2016	Incoming resources	Expended resources	Transfers	Balance at 31 March 2017
Unrestricted funds					
General funds	565,451	2,019,612	(2,058,522)	12,265	538,806
Designated funds					
Comfort funds	3,061	3,993	(2,641)	(2,147)	2,266
IT, communications and digital	22,060		(8,395)	6,000	19,665
Organisational development	30,753		(22,700)	5,000	13,053
Advocacy support and development	31,475		-	(16,475)	15,000
Corporate marketing	14,714		(13,983)	(731)	-
Volunteer development	15,000		(1,616)		13,384
Finance and Human Resources	-	-	-	10,000	10,000
Building Repairs	-	-	-	8,000	8,000
NBV assets	169,801	-	-	12,386	182,187
	852,315	2,023,605	(2,107,857)	34,298	802,361
Restricted funds					
Vauxhall gifts fund	3,061	-	(350)	-	2,711
Men in Sheds	3,325	-	(3,325)	-	-
Fulfilling Lives – Big Lottery grant	-	759,320	(760,962)	1,642	-
Get Going Together	13,955	37,770	(51,725)	-	-
Money Matters	-	38,872	(44,933)	6,061	-
Wear Purple	-	5,000	(4,714)	-	286
	20,341	990,962	(1,016,009)	7,703	2,997
Endowment funds					
Permanent endowment	25,000	-	-	-	25,000
Expendable endowment	273,879	327	-	-	274,206
	298,879	327	-	-	299,206
Total Charity funds	1,171,535	3,014,894	(3,123,866)	42,001	1,104,564
Non charitable trading fund	(2,666)	99,410	(57,409)	(42,001)	(2,666)
Total group funds	1,168,869	3,114,304	(3,181,275)	-	1,101,898

Age Concern Cheshire operating as Age UK Cheshire

A current year 12 months and prior year 12 months combined position is as follows:

	Balance at 1 April 2016	Incoming resources	Expended Resources	Transfers	Balance at 31 March 2018
Unrestricted funds					
General funds	565,451	4,120,079	(4,147,638)	2,608	540,500
Designated funds					
Comfort funds	3,061	8,956	(5,125)	(3,689)	3,203
IT, communications and digital	22,060	-	(13,455)	(605)	8,000
Organisational development	30,753	-	(24,822)	45,361	51,292
Advocacy support and development	31,475	-	(15,000)	(16,475)	-
Corporate marketing	14,714	-	(13,983)	(731)	-
Volunteer development	15,000	-	(7,920)	(3,080)	4,000
Finance and Human Resource	-	-	(10,000)	10,000	-
Building Repairs	-	-	(3,821)	23,821	20,000
Transgender Project	-	10,000	(7,000)	-	3,000
Castle Kitchen Refurbishment	-	4,378	-	-	4,378
Dementia Day Service	-	1,872	-	-	1,872
Later Life Planning Support	-	-	-	25,008	25,008
NBV assets	169,801	-	-	1,779	171,580
	852,315	4,145,285	(4,248,764)	83,997	832,833
Restricted funds					
Vauxhall gifts fund	3,061	-	(350)	-	2,711
Men in Sheds	3,325	378,219	(366,599)	-	14,945
Women in Sheds	-	4,614	(230)	-	4,384
Fulfilling Lives – Big Lottery	-	1,609,027	1,599,235	(9,792)	-
Get Going Together	13,955	37,770	(51,725)	-	-
Money Matters	-	77,744	(88,998)	11,254	-
Wear Purple	-	5,000	(4,714)	(286)	-
New Vehicle	-	14,201	-	(14,201)	-
Day Service	-	100	(100)	-	-
Castle Community Centre	-	15,828	(6,812)	-	9,016
Zedra Trust	-	5,000	-	-	5,000
Keeping Well	-	6,732	(5,294)	(1,438)	-
	20,341	2,154,235	(2,124,057)	(14,463)	36,056
Endowment funds					
Permanent endowment	25,000	-	-	-	25,000
Expendable endowment	273,879	404	-	-	274,283
	298,879	404	-	-	299,283
Total Charity funds	1,171,535	6,299,924	(6,372,821)	69,534	1,168,172
Non charitable trading fund	(2,666)	184,921	(115,387)	(69,534)	(2,666)
Total group funds	1,168,869	6,484,845	(6,488,208)	-	1,165,506

24. Analysis of group net assets between funds

Fund balances at 31 March 2018 are represented by	General fund	Designated funds	Endowment funds	Restricted funds	Total funds
Tangible fixed assets	315,834	171,580	-	-	487,414
Cash at Bank and in Hand	324,267	3,203	299,283	84,854	711,607
Other net current assets/(liabilities)	(102,267)	117,550	-	(48,798)	(33,515)
Total	537,834	292,333	299,283	36,056	1,165,506

25. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2018 £	2017 £	Charity 2018 £	2017 £
Net movement in funds	63,608	(66,971)	63,608	(66,971)
Add back depreciation charge	69,265	61,239	69,265	61,239
Add back loss on disposal of assets	1,072	-	654	
Deduct interest income shown in investing activities	(12,530)	(29,053)	(12,530)	(29,053)
Decrease (increase) in debtors	(101,916)	66,854	(87,924)	85,119
Increase (decrease) in creditors	34,371	(425,930)	34,328	(426,405)
Net cash used in operating activities	53,870	(393,861)	67,401	(376,071)



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