

# Annual Review

Year ending 31<sup>st</sup> March 2022

*Giving Local Older People A Voice*



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Welcome to our 2022 Annual Review highlighting the good work undertaken by the Charity during the last year, despite the impact Covid has had, and continues to have, on the whole population.

Fearful of the pandemic, many people have adjusted the way they live their lives, adopting a level of cautiousness that was not there pre-Covid.

In the case of older people, particularly the more vulnerable, there has been a reluctance to attend large gatherings and use building based services, preferring instead to receive support within the home or in small groups settings.

Addressing this situation was not easy but we had to acknowledge that the landscape had changed. We could not ignore what people were saying about the need to protect their physical and mental wellbeing, after all, that is why we exist – to promote the wellbeing of all people over the age of 50, helping make life a fulfilling and enjoyable experience.

As part of this process, we embarked on an in-depth review of what we were doing at the time, leading to the closure of some long-established services, and the Introduction of new services more conducive to the world in which we now operate.

We also took the opportunity to look at the long-term sustainability of the Charity, recognising the need to broaden our income streams with less reliance on our network of charity shops, making the decision to invest in our Fundraising

Department with the appointment of a Head of Income Generation.

As we looked to engage with new markets, different age groups, and grow our business, we also recognised the importance of strengthening the Charity's profile and so appointed a Head of Marketing as well.

Several notable achievements from last year include:

- The opening of a new Information & Advice Hub, where older people and their carers can receive a level of support that is often life changing.
- Awarded monies to mobilise a response service to the Covid 19 pandemic and winter pressures.
- Received funding to support local older veterans.
- Received funding from the TNL Community Fund to establish the Moving Forward with Confidence Befriending Service.
- Awarded monies to deliver a Dementia Support Service in Rutland.

Yes, for a variety of reasons, the last year was difficult, but I am confident the decisions taken, and the changes made, will stand us in good stead for the future.

Whilst we can be proud of what the Charity achieved over the last year, we cannot afford to become complacent. The current cost of living crisis, rising inflation rates, soaring energy prices and the ongoing situation between Russia and the Ukraine, shows how volatile the world can be and the impact at a local level.

Whilst Age UK Leicester Shire & Rutland's long-term financial stability is vital, so too is ensuring services and functions are fit for the future and most importantly, that we retain our focus on meeting the needs of the older people we are privileged to support.

For this reason, we remain committed to continuing to listen to and respond to the needs of older people and their carers to ensure we meet our mission to make later life a fulfilling and enjoyable experience.

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





When the pandemic began, little did we know how long and how destructive it would turn out to be.

Two and a half years on, whilst the situation has improved markedly mainly thanks to the vaccination programme, it will take a long time to recover and has effectively, for many, pressed the “fast forward button on ageing”. Sadly, some people may never recover.

Over the last year, we have seen the disastrous effects of older people being stuck at home during the worst of the pandemic, and the impact it has had on their physical and mental wellbeing. Morale and confidence have been undermined, leading to an inability and a reluctance to do things that previously were a pleasure.

Cognitive decline has worsened with loneliness more commonly experienced than ever before.

To ensure the Charity was able to deal with these challenges and more besides, we undertook an in-depth review of where we were and where we needed to be going forward.

New structures were put into place with investment made in key areas of service provision and trading in order to ensure long-term sustainability.

Thankfully, through the actions taken and despite an environment of uncertainty and change, we can look back on the last year with a sense of satisfaction and pride.

Our energies and resources have been focused on helping those most in need, and whilst we recognise there is still a great deal to do, all the signs are, through the efforts of our dedicated staff and volunteers, we have made a difference in helping people to rebuild their confidence and have an improved quality of life.

A sincere thanks to all the staff, volunteers and my fellow Trustees and stakeholders for the work and commitment they give.

*Graham Smith*  
**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 support for 70 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 Mission

Our organisation is committed to the welfare of older people, ensuring they 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 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 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.



## Care Services

Our day care groups support people with a wide range of needs, including physical disability, reduced mobility, mental health needs and learning disabilities. Day care groups support older people to maintain their independence and quality of life and provide a regular break for informal carers.

The main challenges that our Care Services Department faced during this year were associated with the re-opening of services that were not able to function as “face-to-face” activities during the Covid 19 lockdowns.



Many of the older people who had attended our day centres prior to the pandemic were no longer willing or able to attend.

In order to re-open our day care services across Leicester and Leicestershire, we worked hard to promote the service to potential new clients and introduced a rigorous programme of health and safety measures that were compliant with government guidance.

Our staff and volunteers worked with the people who use our services to meet their care and support needs and provide them with a range of meaningful and inclusive activities. Day care services also provide a regular break for informal carers.

Since April 2021  
the Charity  
provided **486**  
Day Care places  
per week





## Befriending

During this year, our befriending services began to reintroduce face-to-face home visiting alongside telephone support. Achieving this blend of face-to-face and remote support involved working closely with both new and established volunteers to ensure that our services were safe and responsive.



**224** Befriending Volunteers provided regular contact with isolated older people across Leicester, Leicestershire & Rutland



**320** older people received regular Befriending support

## Dementia Support Service

In April 2021, Age UK Leicester Shire & Rutland commenced delivering a dementia support service for Leicester and Leicestershire.

The service provides one-to-one support, information and advice, memory cafes, social groups and carer support for people living with dementia and their carers in Leicester and Leicestershire.



Received **1058** referrals for people living with a diagnosis of dementia

Provided **136** memory café sessions and **60** social groups

Supported **1745** informal family carers

## Rutland Community Wellbeing Service

During the course of the year, our two local Development Workers re-introduced many face-to-face activities such as lunch clubs, Memory Cafés, and keep fit sessions, whilst also maintaining some of the virtual activities that had been set up during the Covid 19 pandemic. This blended approach ensured that we were able to continue supporting a wide range of older people, some of whom did not yet feel confident to return to face-to-face activities.

- Our 47 befriending volunteers in Rutland continued to support isolated older people
- 27 people attended our monthly Rutland Carers Support Group
- 22 people attended our fortnightly lunch club in Oakham
- 96 people participated in one or more of our “Ageing Well” activities
- 74 people received dementia support

In Rutland, we provided dementia support in partnership with the Rutland County Council Admiral Nurse team. This included a range of social and group activities, including a Memory Café, Maintenance Cognitive Stimulation Therapy sessions, a Carers Support Group and the Time in Nature Group which supports people living with dementia and their families to access the natural environment.



Between July and December 2022 Time In Nature sessions were delivered.

62 people, including 32 people living with dementia, were supported to visit the Leicestershire and Rutland Wildlife Trust site at Lyndon in Rutland

## Warm Homes Fund Project

The Leicestershire Warm Homes Fund Project continued to deliver energy advice related support during this year. The project worked in partnership with Leicestershire County Council and E.ON to deliver a range of help that supports people to heat their homes affordably.

Age UK Leicester Shire & Rutland's primary role in the project was to provide energy advice and access to free and confidential information and advice.





## Men and Women in Sheds

Our Shed projects in Loughborough and Oakham provide a place where older men and women can use and share practical skills, tools and resources to work on a wide variety of projects. Both projects generate income by producing a range of items for sale and also make a difference by supporting projects in their local communities.

### Loughborough Shed Highlights:

- In October 2021, the Loughborough Shed introduced a regular session to support older men who are living with dementia
- Working in partnership with Charnwood Arts on the “Feel Good in the Forest” project that has enabled the men and women using the project to participate in a wide range of activities that focus on the natural environment



### Rutland Shed Highlights:

- In November 2021, shed members donated their time to build outdoor planters for a community garden at Oakham Fire Station
- This year, the Rutland shed supplied £1000 worth of bat boxes, bird boxes and hedgehog homes to the Melton Mowbray Building Society

## General Information & Advice

Over the past year the Information & Advice Department raised £2,220,000 in benefit entitlement for older people and carers living locally and dealt with 14,550 enquiries, relating to welfare benefits, social care, health matters, housing and services provided either by the organisation or other agencies.

The department continued to provide help and support to older people and their relatives, who were being impacted by the pandemic. A dedicated Coronavirus Helpline set up in March 2020, remained operational throughout 2021 and provided advice and support on how to cope with all aspects of Covid, from accessing shopping, needing advice on financial worries, to alleviating loneliness. In addition, staff and volunteers delivered food parcels, collected prescriptions, and undertook regular telephone calls to see how people were and whether they needed any help or support. This work was supported by the generosity of organisations, such as the local Sikh community, Leicester Rotary Club and Leicester City Football Club.

During the pandemic nearly all home visits were suspended and both members of staff and a small team of volunteers completed forms, such as Attendance Allowance, Carers Allowance, Blue Badge, Council Tax, Pension Credit and Charity Link applications over the telephone. By early 2022 we had resumed home visits and face-to-face advice sessions in Syston and Clarence House.

In June 2021 we appointed a specialist welfare rights adviser, to support the work of the Dementia Support Service, by undertaking benefit checks and helping to complete application forms.

## Information & Advice Hub – The Bradbury Centre

The Information Centre based at the Bradbury Centre, Clarence House, opened to the public in November 2021 and aims to ensure that older people, family carers and members of the public can easily access information and advice. Several one-off information sessions have been held to raise awareness of the support available to unpaid carers; help during the winter months and support services for members of the LGBT community.

## Age UK – NHS England Voluntary Sector Surge Support Programme

During the year Age UK nationally, was commissioned by NHS England to mobilise a response service to the Covid pandemic. Age UK Leicester Shire & Rutland was asked to be part of this programme, which ran until late spring 2021.

The programme provided additional capacity to support safe and effective discharge and put measures in place to avoid hospital admissions. Staff provided support with shopping, collecting prescriptions, delivering food parcels, preparation of meals, home care, befriending, transport, aids and adaptations, help to undertake online or telephone hospital/G/P. appointments and calls to check the individual was safe, warm, well and comfortable, thereby avoiding admission to hospital or re-admissions.



### Information & Advice

We offer a free and confidential telephone helpline service providing information and advice on welfare benefits, income maximisation, housing, social care and local services. Support is also provided to complete forms. Individuals can visit our Information & Advice Hub at The Bradbury Centre, located beside Clarence House in Leicester city centre.



### Independent Care Act Advocacy Service

A team of highly trained advocates provide free person-centered and confidential support to people, who have difficulty engaging with the care and support process. Referrals are received, in line with the requirements of the Care Act 2014 from Leicester City Council, Leicestershire County Council and Rutland County Council.



### Joining Forces Project

The Joining Forces Project supports veterans, who were born before 1950 and offers one-to-one support and an extensive range of activities, including regular veterans' cafes, outings, and attendance at military events. Although face-to-face activities were suspended during the pandemic, we quickly adopted a programme of making regular telephone welfare calls, facilitated weekly Zoom sessions, distributed monthly newsletters, and arranged quizzes and competitions.



### Deprivation of Liberty Safeguards

Trained and experienced staff provide a Paid Person Representative Service to people living in residential or nursing care but lack the mental capacity to consent to the arrangements associated with their care arrangements. This work is undertaken on behalf of Leicestershire County Council and Leicester City Council.



### Later Life Goals Programme

Funded by the Masonic Charitable Foundation, in conjunction with Age UK nationally, this innovative service enables us to support older people, over State Pension age, going through major transitions in their lives, such as bereavement, diagnosis of a serious health condition or moving into residential care. We provide in-depth, holistic advice and work alongside 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 are undertaken to local community groups, to highlight the possible danger of substance misuse. During Covid-19 the focus of the project inevitably changed, and staff provided much needed phone calls to individuals, facing loneliness, financial difficulties, declining physical and mental health and the disappearance of local support networks.



### Leicester Carers Support Service

The Leicester Carers Support Service aims to provide support to all unpaid carers, over the age of 18 in the city of Leicester. The service provides one-to-one support, information, advice, social activities, Carers Passport, peer support and carer learning sessions. Our Carers Hub, located in The Bradbury Centre, provides information & advice to carers, including specialist welfare rights support. The Carers Passport Scheme now operates across the city of Leicester, Leicestershire and Rutland and the easily recognisable card and lanyard helps carers to be recognised in shops, hospitals, and other venues. Throughout the year, staff distributed free PPE to unpaid carers, in partnership with Leicester City Council.



## Campaigns

Throughout the year the Campaigns and Influencing Team at Age UK mainly concentrated on Covid and the impact it has had on older people, regarding such issues as loneliness and isolation; access to money and cash; shopping; social care provision and the situation in care homes.

One major campaign however, involved the proposed Social Care Reforms and in particular the cap on care costs. Age UK Leicester Shire & Rutland, along with other brand partners, highlighted some areas of concern and why the proposed changes to the draft legislation, would make the cap far less accessible to many older people.



Age UK Leicester Shire & Rutland supported the campaign to highlight the issue of pensioner poverty and the importance of older people checking to see if they were eligible to claim pension credit and other benefits. This was very much linked to informing older people locally, of the changes to the triple lock and State Pension and the consultation regarding increasing the qualifying age for free prescriptions from 60 to the State Pension of 66.



The organisation also supported the Age UK Winter Health Campaign, between October 2021 and March 2022, which aimed to support as many older people as possible through periods of cold and inclement weather.

The campaign focused on the need to support older people, as they continued to cope with the consequences of the Covid pandemic, the emerging energy crisis and usual winter pressures.

## Retail

Despite concerns our charity shops might struggle post-lockdown, sales for the last financial year were far better than expected.

Aware of the good work undertaken by Age UK Leicester Shire & Rutland during the worst of the pandemic, local communities were keen to support our retail operation in the knowledge that all money raised from our shops is put back into services supporting local people.

After much deliberation, we decided to relocate our charity shop in Beaumont Leys and the two shops we have in Blaby.

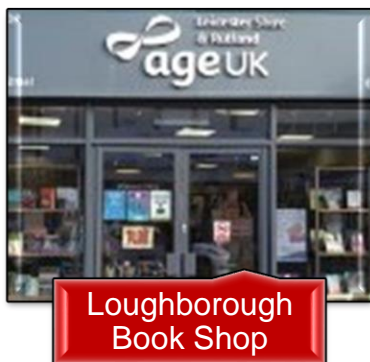
Two years ago, Leicester City Council awarded us a contract to run a charity shop at the Hamilton Recycling Centre. Unfortunately, because of lockdown and ongoing health and safety restrictions imposed on recycling centres, the opening of the shop was delayed until February 2022.

Operating a reuse shop at a recycling centre is very different to running a charity shop on a high street. Whilst we are still learning, we are excited by the opportunity believing the shop will generate significant funds we can use to benefit the local community and particularly those who are more vulnerable.



Unfortunately, due to the various pressures on the Charity over the last year, we made little progress in establishing an online retail presence.

Hopefully, this is something we can develop in the months ahead.



# The Year in Numbers

Dealt with  
**14,450**  
enquiries to our  
Information &  
Advice Helpline

Delivered  
**27,413**  
hours of Home Care

Made **15,989**  
Telephone  
Befriending Calls

Helped **6,283**  
people with  
benefits & other  
money queries

**2,843** visits to  
people's homes for  
essential shopping &  
support

**£2,220,000** raised in  
confirmed benefit entitlement for  
older people living in Leicester,  
Leicestershire & Rutland

Dealt with **2,514**  
Coronavirus health related  
enquiries

Raised  
**£60-89** per  
week in  
increased income  
for local older  
people

**Leicester Carers'**  
**Support Service**  
provided **1,519** family  
carers with support



Provided support to  
over **46,000** local  
older people

Provided **3,748** hours of  
handyperson & gardening  
support

Held **550** Men &  
Women in Sheds  
sessions

**243,455** People saw our social  
media posts

**739** active  
volunteers

Received **£93,200** in  
Trust, Foundation & Grant  
awards

Raised **£2,131,000**  
through donations sold from  
our charity shops

Raised **£145,000**  
via Gift Aid

Supported **1,745** family  
members caring for a loved  
one living with dementia

## Home Care & Support Services

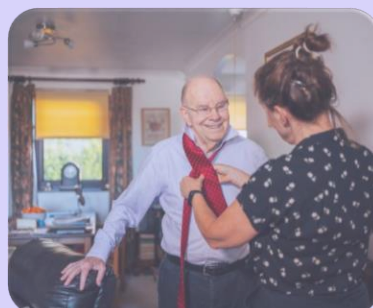
The Age UK Leicester Shire & Rutland Home Care service provides high quality, responsive care and support to help our clients remain independent in their own homes for longer. We provide help with housekeeping, shopping, meal preparation, companionship, personal care and home-based respite services.

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.

The long-standing issues affecting recruitment and retention of staff in the Home Care sector, which had worsened during the pandemic, are now being further compounded by inflation, rising business costs and the cost-of-living crisis, which is placing additional pressure on both frontline workers and their employers. Despite these challenges, we are committed to ensuring this service remains available in the long-term, and that it continues to be responsive to the needs of local older people.



*“My carer is a lovely lady. She is kind and good to me. We also have chats which is great. I always look forward to her coming.”*



*“I have been impressed by all of the carers. I have no family of my own and I have a ‘second family’ who look after me very well.”*

## Respite

We have almost 20 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

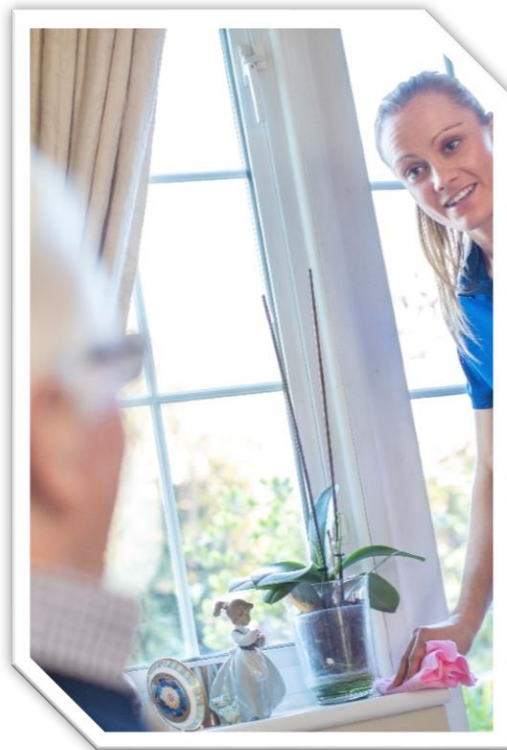
Our Handyman and Gardening service provides professional, skilled, and experienced help with home and garden maintenance. Our customers can be reassured that they are receiving a service from trustworthy, vetted staff at a fair and transparent cost. We offer a “no job too small” approach to home repairs 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.

## Personal Assistants

From domestic cleaning and household management to shopping and trips out, our Personal Assistants provide a complete home support service to customers across Leicester, Leicestershire & Rutland. Our trained staff have the right skills, personal qualities and the time and ability to be flexible so our clients can decide what the priorities are, what they'd like to do, and how their time is spent.



*"My carers have become friends as well as helping me with my cleaning. I look forward to their visits and they treat me with respect and aren't patronising."*

## Footcare

Age UK Leicester Shire & Rutland provides a basic footcare service to help older people with nail cutting. This service has proved to be 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. During the year, we introduced home visits for our Footcare Service following Government guidelines.





## Fundraising & Marketing

The Income Generation and Marketing department had a successful year with a 19% increase in social media and online engagement to marketing initiatives, as well as raising over £230,000 through successful bids, fundraising events, and activities.

In autumn and winter 2021, the team also grew with the new addition of a Marketing Assistant to take a lead on social media content and new leadership through two part-time posts: Head of Marketing & Business Development and Head of Fundraising & Income Generation.

Fundraising was affected by the pandemic again during the early part of the year, with national restrictions affecting the ability to fundraise to groups in public but this didn't stop us from using our initiative to drive an online fundraiser where we hosted our very first virtual and international wine tasting event! We were joined by Wine Expert, Phil Humphries, and the owner of the vineyard, Juan Diez, live from the winery in Spain, showcasing an array of delicious wines to our online audience who all received wines to taste. Needless to say, the event went down a treat!



Other highlights included the Age UK Grand Christmas Raffle which was supported through sales in our charity shops and proved popular again raising £11,380.



Also, during winter 2021, we launched our 'Heating or Eating' campaign, raising funds and awareness about services that local older people can access to make sure that they are coping with the cost of food and fuel.

Eventually, as restrictions began to ease, the first post-pandemic public events were held and there was no better event to start with than our Annual Charity Golf Tournament at Lingdale Golf Club. Nineteen teams competed for the Charity Golf shield, taking part in an evening auction, raising a whopping £11,448 on the day.



Overall, despite the challenges encountered during 2021-2022, our fundraising team and amazing volunteers did exceptionally well to generate the following income for the charity:

- Trust, foundation, and grant awards of £93,200
- £58,381 in legacy income
- £25,427 from fundraising appeals and campaigns
- £8,962 from the sale of lottery/scratch cards
- £36,807 from corporate fundraising
- £12,032 from fundraising events
- £3,301 as a result of promoting the business directory
- £25,225 miscellaneous cash income



As always, we are indebted to all our supporters for their commitment, enthusiasm, and financial support during what has been a very difficult period for everyone. For example, we were very honoured to be chosen as the **Leicester Curry Awards** charity partner of the year for 2021 and delighted to receive a cheque for £3,000.



We would also like to thank our staff and volunteers across the organisation who contributed to our fundraising activities, ensuring we continued to support local older people.

## Social Media & Digital Marketing

Social media has increasingly become an effective and valuable tool in our marketing strategy for activity including raising awareness of the charity, promoting our services, recruiting staff, advertising events, and raising funds. It is imperative that we keep up to date with current and future audiences and donors and to do this, social media is playing a greater and greater role in every charity and business.

Over the year, Age UK Leicester Shire & Rutland's presence continued to grow across all major social media platforms (Facebook, Instagram, Twitter, and LinkedIn).

Combined, across all platforms, the charity has over **6,800** followers and this is set to rise again over the next 12 months as we continue to post engaging content and actively encourage people to follow us.

In a six-month period (Oct '21 - Mar '22), our social media following increased by **18%**, with LinkedIn seeing the most growth from 384 followers to 553, an increase of **31%**.



Using strong creative visuals alongside creative copy, we are actively posting each week across all our social media platforms. We have also been utilising the ever-growing and highly engaged community groups on Facebook (i.e., Spotted Syston and Events in Leicestershire) to share our posts, increasing the reach of the posts and targeting the local community.

In a six-month period (Oct '21 - Mar '22), our social media combined reach (the total number of people who saw our post content) totalled **243,455** from **408** posts. with Facebook taking up 75% of this reach, making it our most engaged and effective social media channel.



## Staff

We recruited 93 individuals across the charity.

In our mix of new recruits, we have onboarded a younger and diverse group of people who have started to make a difference with the organisation, who are driven to deliver the results, bringing a boost of enthusiasm, positivity, and energy which has been fantastic to see.

We have experienced a downturn on staff retention with a total of 64 leaving the organisation, however a number of those were due to retirement.

Recruitment into care roles proved difficult during the last year primarily because of the impact Covid has had on the care sector.

As a result, we have started trialing different ways to recruit using LinkedIn, job boards such as Indeed and Social Media platforms to advertise vacancies.

The Kickstart program which was formed to create new jobs for 16 to 24 year-olds on Universal Credit who were at risk of long-term unemployment proved to be successful and generated £18k for the charity, with 12 individuals appointed for 6 months paid work experience. A huge effort was put in place to supporting these people to gain key skills.

We were delighted to be able to offer several of these individuals full time employment with Age UK Leicester Shire & Rutland once their placements ended, whilst others wished to continue their journey as volunteers with the charity.



## Learning & Development

With the continuing presence of Covid-19, face-to-face training was difficult from March 2021 onwards, and the ability to access on-line training. Furloughed staff returned to work at various intervals according to the needs of the department.

Learning & Development resumed slowly from May 2021 (via Zoom) and from June 2021, in-house (face-to-face) training was gradually reinstated.

## Volunteers

As of 31 March 2022, the charity had a dedicated 739 active volunteers across our projects and services provided in Leicester, Leicestershire, and Rutland. We recruited 244 volunteers from 1 April 2021 to 31 March 2022.

With the presence of Covid-19 still ongoing, many of our older volunteers, totalling 208, unfortunately left their roles in the last year.

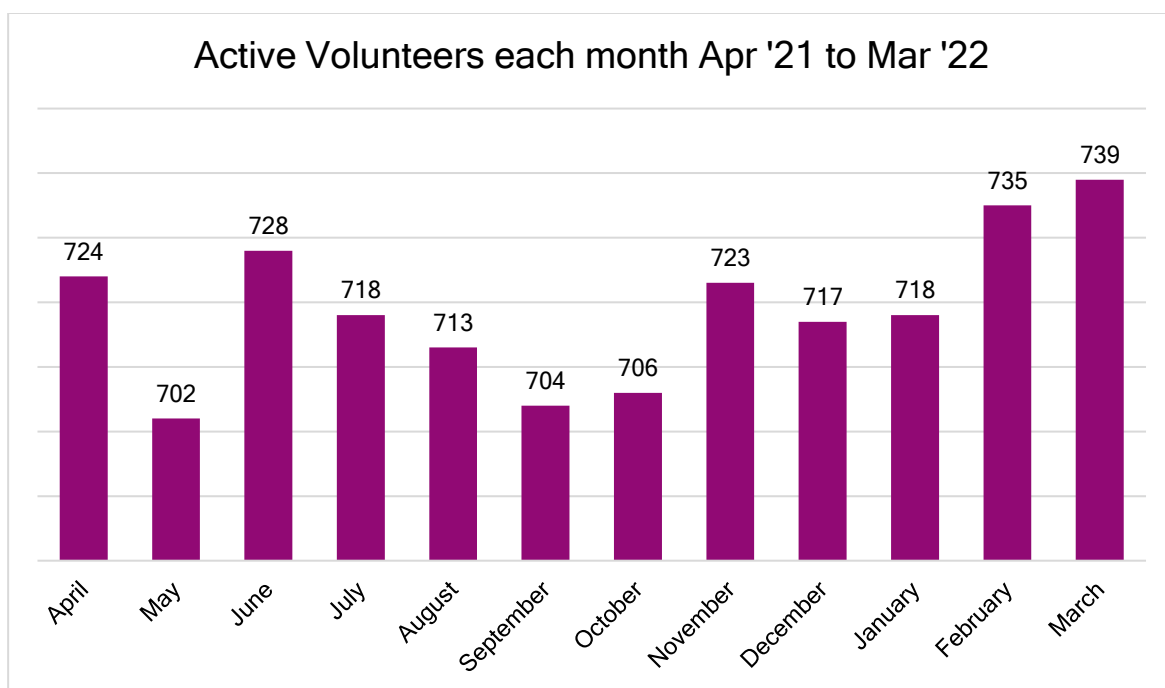
However, since January 2022, we managed to organise and secure work placements for 47 young students from local schools and colleges in several of our charity shops and day care centres.

Although short-term, the work placements have provided an opportunity to market our charity's work and services and attract a younger and more diverse volunteer workforce.

We have managed to recruit a higher percentage of students in the last year who continue to volunteer during non-term-time on a permanent basis.

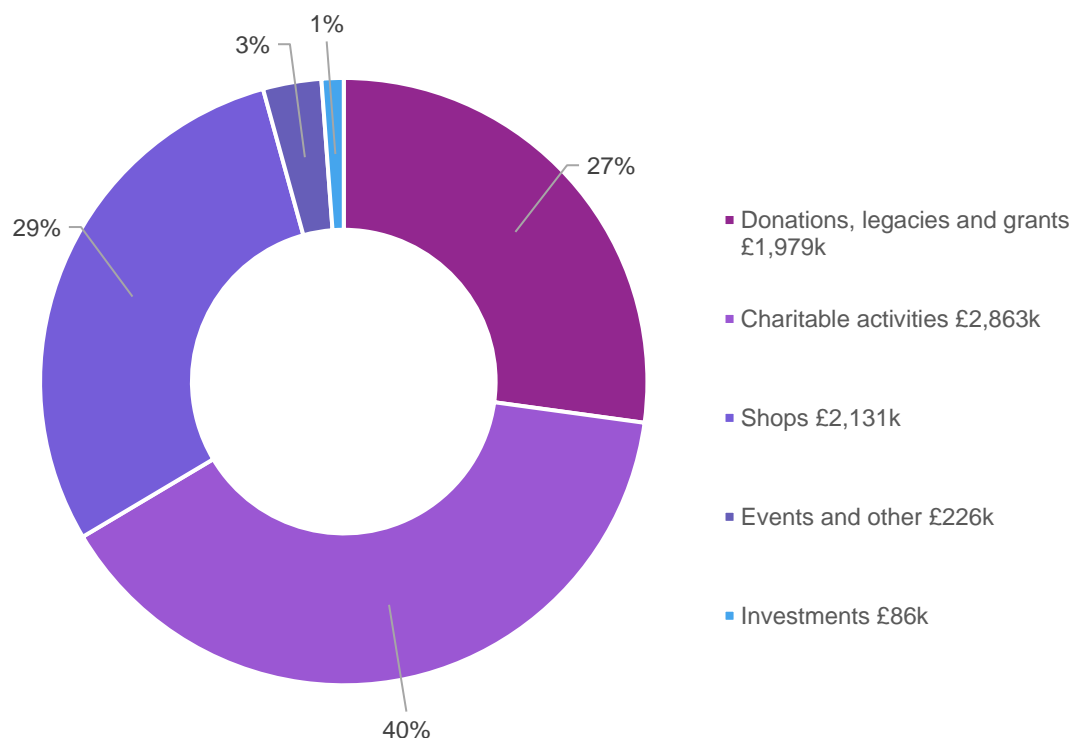
We have made efforts to focus on engaging more with our volunteers, which has resulted in the Volunteer Newsletter being re-introduced in December 2021 post-lockdown and taking advantage of Volunteers' Week to distribute long service certificates, appreciation certificates, and put together small celebration events for volunteers.

The volunteer handbook is now digital, as well as the volunteer newsletter, volunteer files, and all documents relating to the volunteer recruitment process.

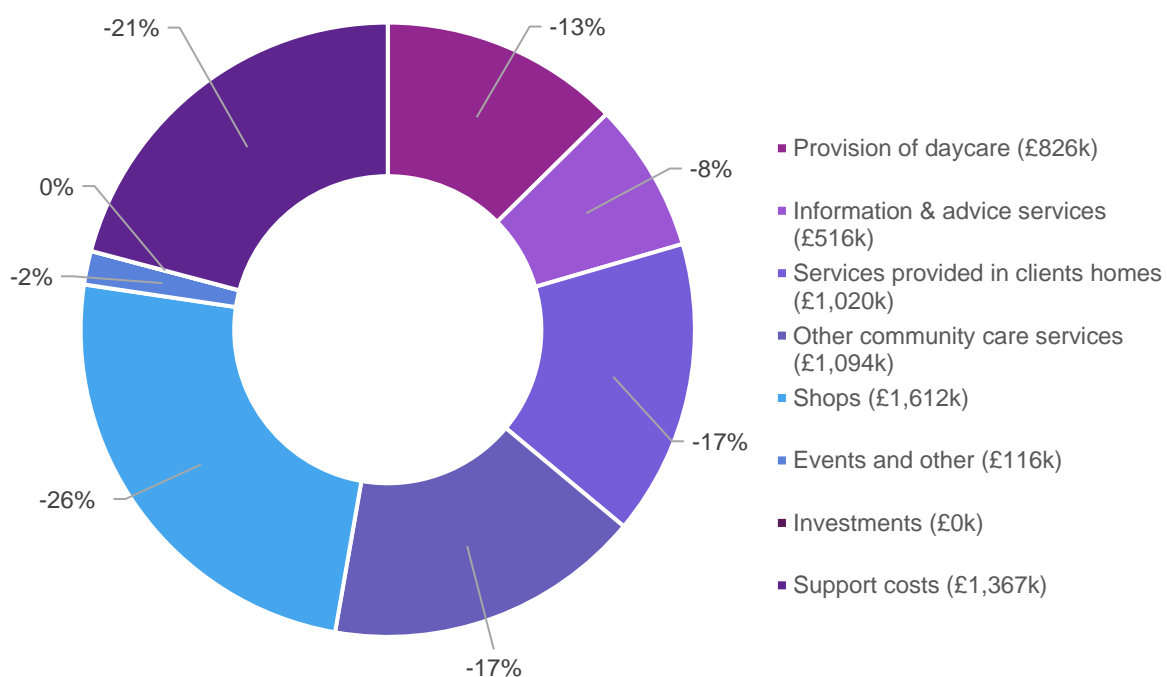


## Income & Expenditure

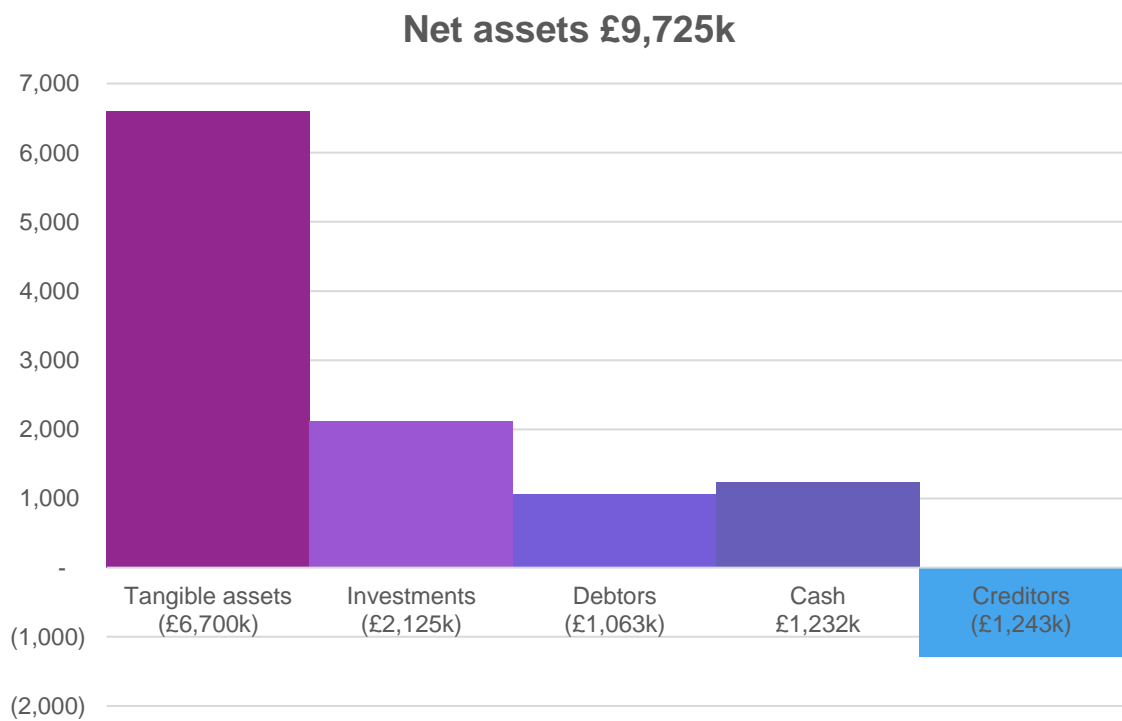
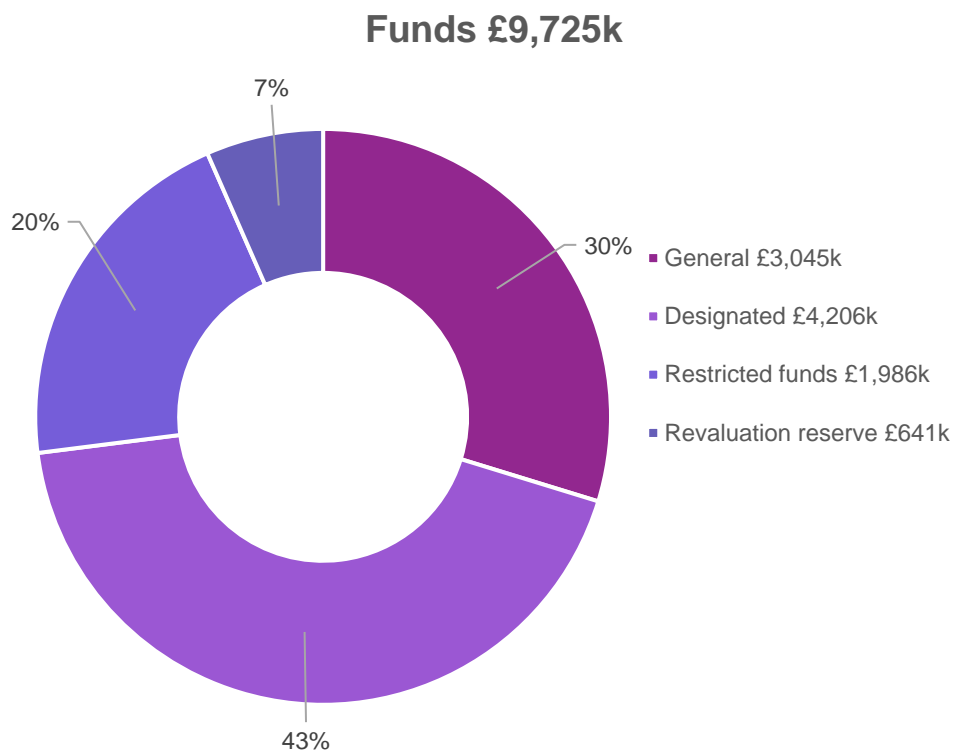
### Income £7,286k



### Expenditure (£6,552k)



Breakdown of Income





**Group Statement of Financial Activities**  
**For the year ended 31 March 2022 - £000**

	<b>FY22</b>	<b>FY21</b>
<b>Income</b>		
Donations, legacies and grants	1,979	3,910
Charitable activities	2,863	2,158
Other trading activities	2,358	571
Investment income	86	93
	<b>7,286</b>	<b>6,733</b>
<b>Expenditure</b>		
Raising funds	2,412	2,167
Charitable activities	4,141	3,919
	<b>6,552</b>	<b>6,086</b>
<b>Net gains on investment asset</b>	<b>51</b>	<b>234</b>
<b>Net movement in funds</b>	<b>784</b>	<b>882</b>
<b>Fund balances brought forward</b>	<b>8,941</b>	<b>8,059</b>
<b>Fund balances carried forward</b>	<b>9,725</b>	<b>8,941</b>

**Group Balance Sheet**  
**As at 31 March 2022 - £000**

	<b>FY22</b>	<b>FY21</b>
<b>Fixed assets</b>		
Tangible assets	6,600	5,882
Investments	2,125	2,072
	<b>8,724</b>	<b>7,954</b>
<b>Current assets</b>		
Stock	-	10
Debtors	1,063	885
Cash at bank and in hand	1,232	1,265
	<b>2,296</b>	<b>2,161</b>
<b>Liabilities</b>		
Creditors within one year	785	639
<b>Net current assets</b>	<b>1,511</b>	<b>1,523</b>
<b>Total assets less current liabilities</b>	<b>10,235</b>	<b>9,477</b>
Creditors more than one year	510	536
<b>Net assets</b>	<b>9,725</b>	<b>8,941</b>
<b>Funds</b>		
Unrestricted funds		
General	2,892	2,334
Designated	4,206	4,195
	<b>7,098</b>	<b>6,529</b>
Restricted funds	1,986	1,735
Revaluation reserve	641	677
<b>Total funds</b>	<b>9,725</b>	<b>8,941</b>

*The figures within this section are draft and subject to final audit adjustments. The final Trustees Report and Financial Statements can be found on Companies House (<https://find-and-update.company-information.service.gov.uk/company/07844309>).*

# The Year in Pictures



## APRIL

Louis, age 5, from Leicestershire took part in his school's "The 101 Challenge", where pupils complete an activity in honour of Captain Sir Tom Moore who would have turned 101 at the end of April



## MAY

In May we took on the Jerusalema Dance Challenge! A total of just over £900.00 was raised



## JUNE

We were treated to a complimentary dementia friendly performance of "The songs of Andrew Lloyd Webber" at The Curve Theatre



## JULY

Jane Hunt MP, Member of Parliament for Loughborough, and Councillor Margaret Smidowicz, Charnwood Borough Council, came along to visit our Charnwood Men & Women in Sheds Project.

## AUGUST

David Wood, High Sheriff of Rutland, visited our Time in Nature Project, held at the Lyndon Nature Reserve



## SEPTEMBER

As one of the 2021 official charity partners, we're thrilled to have been presented with a cheque for £3,000 at the Leicester Curry Awards





### OCTOBER

We had a fantastic afternoon hosting our Clarence House Afternoon Tea. Guests were treated to a delicious afternoon tea, freshly cooked and prepared by our Seasons Café team, and entertained by the talented Kerry Jean.



### NOVEMBER

At our Charnwood Men & Women in Sheds session, this time our members enjoyed an afternoon of hand building with clay, led by ceramic artist Emily Hett Art.

### DECEMBER

The season of goodwill and we said a big thank you to the staff at Dunelm's Syston based Store Support Centre who donated gifts for our day care users as part of their Delivering Joy at Christmas campaign.



### JANUARY

We were interviewed by BBC East Midlands about the opening of our new Reuse shop at Gypsum Close Recycling Centre.

### FEBRUARY

We launched our year-long 70<sup>th</sup> birthday celebrations – plans included family fun day events and even a Guinness World Record attempt across 2022!



### MARCH

To mark the 70th day of our 70th anniversary year, on Friday 11th March, Earl Shilton Community Centre celebrated accordingly by holding one of their much-loved quiz nights!



Age UK Leicester Shire & Rutland  
Registered Charity No. 1146649



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