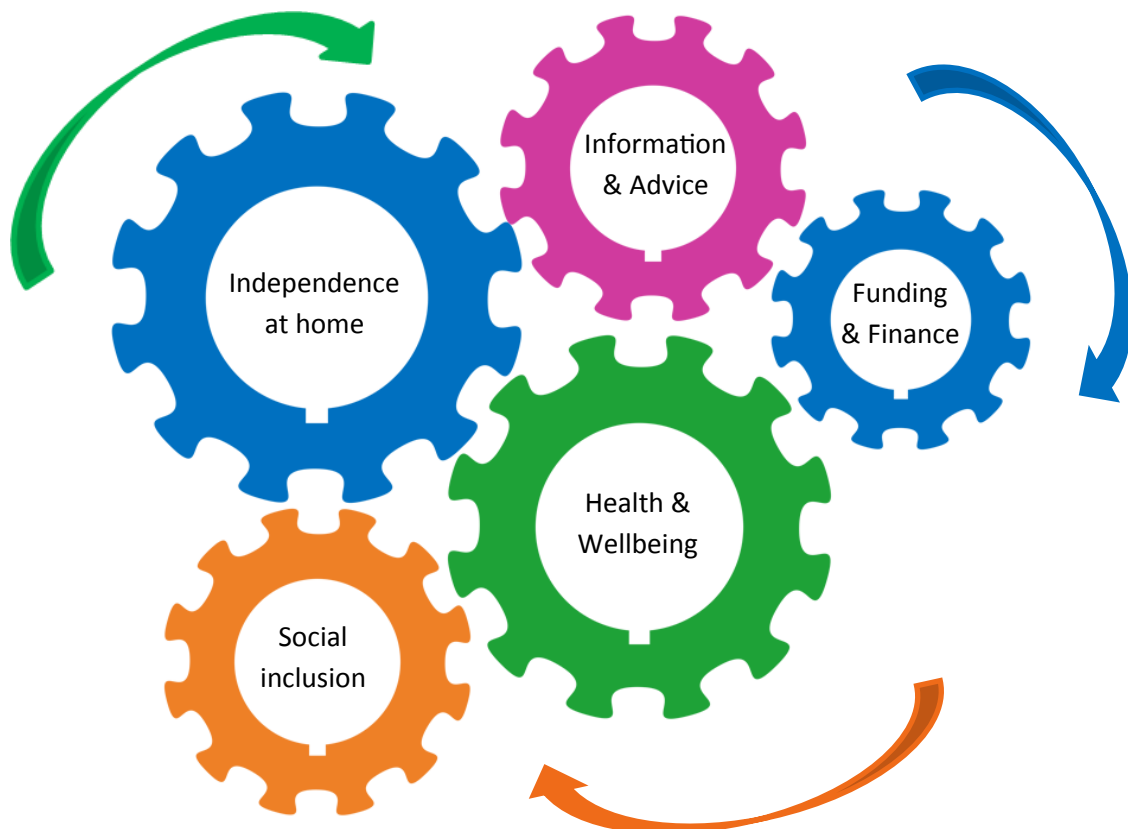


Annual Report and Accounts 2017-18



LOVE LATER LIFE WITH AGE UK MID MERSEY



Report from the Chief Executive Officer - Mark Lunney, CMgr

"2017/18 has been one of our most difficult years for a variety of reasons. Despite this we seem to maintain huge strength and resilience all so often seen in the voluntary sector, particularly when times are tough.

During this year we have had a high reduction in staffing with some critical contracts coming to an end and funding proving even more difficult than ever to secure. Towards the end of the year we had to say farewell to one of our longest serving staff members after over 30 years from our finance team and at the same time face losing one of our senior management team to long term sickness. Both roles took huge experience and commitment from our team and of course were hard to replace. However on a more positive note we rose to the challenge and have made new appointments to our staff team including substantial changes to our volunteers and Board of Trustees.

It's a time of great change for us as an organisation but one we welcome. We have a new Chair and exciting new trustees going forward with a wealth of diversity, skills and knowledge to support our future and deliver our work.

Looking ahead may still mean we face challenging times – despite austerity allegedly coming to an end, a new green paper on social care and all the uncertainty over Brexit or even a General election. Whatever we face I am convinced Age UK Mid Mersey will sustain and deliver our very best work across Merseyside. We look to work on new projects collaboratively with local universities, hospitals and new community partnerships

The national picture shows over 1.2 million people aged 65 plus not receiving the care or support they desperately need, cuts in local authority care services placing increasing pressure on unpaid carers and all at a time when £160 million has been cut in total public spending on older people's social care we still have a rapidly increasing demand because of our ageing population. This national picture is no different if not worse in the North of England. Our key campaigns on social care funding, loneliness and carers will continue as we remain committed to securing the very best for those who use our services. We should respect our ageing population and so next year we will raise awareness of respect as part of our mission to improve later life.

We hope you and all who support us, share and support our efforts next year and beyond".

Report from the Chair - Professor Nigel Harrison

This is my first-year reporting as Chair having assumed the role as chair designate in May 2018 from Mr Alf Murphy, who has competently led the governance of Age UK Mid-Mersey over the past two years. I have come into the organisation at a time of great change. I would like to thank the trustees and Directors for welcoming me and supporting me in my new role. The board has the benefit of some long standing trustees whose devotion and continuity of service and experience is to be admired and very much appreciated. It is also an exciting time having welcomed new trustees who bring energy and a wealth of experience and local knowledge from work and volunteering experience in the community in which we provide a service. I would particularly like to acknowledge the forthcoming departure of Professor Mike Thomas from the role of Vice Chair and previously as Chair, whose valuable commitment over many years will be a great loss to the organisation. I recognise the importance of continuing to strengthen our board membership and improve our stakeholder engagement.



Age UK Mid Mersey charity continues to operate during a very challenging period with funding cuts and lost income, making demands on our services that are unparalleled in our long successful history. I would therefore like to recognise the dedication and loyalty of staff and volunteers. I have quickly developed a huge respect for our Chief Executive and Senior Management Team for the passion and resilience they have demonstrated. There has been a change of staff and roles within the charity, ensuring staff focus activity on core business within an enhanced integrated structure and a model of continued improvement. There are particular challenges to the income and financial support available to the charity which will require rationalising of services and implementation and monitoring of strategies agreed to manage finances over the coming year.

Despite this I have been particularly impressed by the huge achievements which are evident in board reports over the past year. Staff, trustees and volunteers have worked collaboratively to raise additional funds through a range of charity events which are recognised as annual events in calendar of the local community. New contracts which have been won are successfully being implemented in partnership with hospitals and community services and evidence of the impact of this work being captured and evaluated. I would like to offer my congratulations to all the staff at Age UK Mid-Mersey who contributed to the successful quality review report in the summer or 2018.

I look forward to working with every one over the coming year to build on the achievements of the last year and to address the challenges and achieve our goals and implementation of the strategic plan.

Charter for Later Life

Our commitment to those in later life:

WE ARE INCLUSIVE

Our focus will be always be on our local community in later life regardless of their circumstances. We will be proactive in seeking out individuals who are marginalised, isolated and underrepresented. We will not discriminate and we will never be judgmental. We will respect and embrace the individuality of those in later life. We will challenge negative attitudes and discriminatory views.

WE WILL LISTEN

We will actively listen to the voices of our ageing population, work in collaboration and ensure that they influence our Charity. We will seek out views from across society and challenge ourselves to ask questions which matter. We seek and act on feedback, which will make a difference. Individuals will recognise our brand and feel that they know, trust and understand us as we know and understand them.

ALWAYS RECOGNISE OUR LIMITATIONS

We know our limitations and communicate these openly. We will not make promises we cannot keep and we will always respond.

WE WILL BE RELEVANT

We will engage with those in later life to influence and design services which meet their needs and what they want. Their voices will have impact.

WE WILL DEVELOP AND IMPROVE

We will always offer high quality services consistently across our communities. We will ensure that our beneficiaries know how to access them. Should things go wrong we will learn and improve. We will listen to the views of our customers and their families to drive improvements. We will be open and transparent if we ever make mistakes.

WE WILL MAINTAIN HIGH STANDARDS

We will work to the highest standards ensuring that our workforce remain suitably skilled and trained to deliver customer quality at all times. We will apply these standards across the whole organisation. We will never compromise ourselves in this aim and we are proud of it.

WE WILL BE ACCESSIBLE

We will work closely within our communities to ensure we are accessible in our buildings, on the telephone, through our website, media and our printed materials. We will respond quickly to those who contact us through these routes. We will always be aware of the differences some individuals and communities present and we will strive to work alongside them.

WE WILL WORK IN PARTNERSHIP

We will strive not to duplicate high quality services and support being offered by other charities and organisations. We will work with the willing, to ensure they can direct their services towards our beneficiaries and support others to improve their services for the benefit of those in later life wherever possible.

WE WILL CAMPAIGN

We will use the strength and reach of our network. We will work for and with all those who love later life and wish to improve it by legitimate campaigning about things which matter to the most to them.

INFORMATION AND ADVICE

We will provide information and advice free of charge wherever possible. We will always be independent and support those in later life to make informed choices. If we cannot assist we will help find others that can.

OUR SERVICES...

We are dedicated to working locally to help everyone make the most of later life...

Welfare and Benefits



Our Information and Advice team supported people to claim additional benefits to the sum of **£1.1 million**

Health and Wellbeing

600 people supported through our Active Ageing classes



Campaigning and Engagement

We will work for and with all those who love later life and wish to improve it by campaigning...

Campaigning to support better care for the most vulnerable in society **10,000 people** nationally engaged with Age UK **Care in Crisis campaign**. Locally a regional assembly held at The Mansion House in **partnership with UNISON and BMA** attracted over **100 local stakeholders**. The ask was for local councils to sign up to UNIONS Ethical Care Charter and to also consider how we might best work together to support older informal carers who provide nearly 54 million hours of care a week in England

Warm & Well

Supporting St Helens Council's Winter Warmer Campaign – **6000 packs**



were distributed to those most vulnerable older people who are in or at risk of fuel poverty.

Over 400 people were supported

to maximise their benefits and stay safe and warm during the winter

through the **E.O.N Warm Homes Programme**.



Staying Independent

Over 300 people were supported locally to maintain independence and reduce social isolation. This has been achieved through a variety of activities such as face to face befriending, social inclusion groups and Positive Living Community Day Care.



... 2017 / 2018 HIGHLIGHTS

Those in later life will always be at the heart of everything we do...



Our team of specialist **Information Officer's** work with older people and their families on a wide range of issues.

In 2017/18 we helped **5000** individuals. The top 3 enquiry issues raised during the year were:

- ◆ Benefit Maximisation
- ◆ Health & Social Care enquiries
- ◆ Aids & Adaptations



"I've lived here all my life and I don't want to leave my home."

Tackling Loneliness

Our Positive Living Community Day Service operating at the Mansion House and at venues out in the community of St Helens provides a 'home from home' environment. Kym, the coordinator of the service and her friendly team of volunteers pride themselves on providing older people with care and support tailored to suit them including:

- ◆ Activities and friendship
- ◆ Home cooked food
- ◆ Information & access to wider support



"Mum loves attending the Mansion House. It gives us peace of mind knowing she is happy and cared for."

Volunteers supporting people to love later life

We could not do what we do without our wonderful volunteers, who over the course of the year provided in excess of **37,000 voluntary hours!**

We have seen a significant increase (20%) in younger volunteers joining our befriending service.



"I can not express the enjoyment I get out of volunteering. I have met lots of new people and feel part of a big family."

Positive Living

Community Day Care for older people

“On behalf of my dad and our family I would like to say a big thank you. Dad loves attending the Positive Living Community Day Care sessions and the peace of mind we have knowing he is happy and cared for is priceless to us all.”

Positive Living sessions provide a much needed break and can help you look after the person you care for with useful and up to date information, ideas and access to wider support.

We pride ourselves on providing your family member with care and support tailored to suit them including:

- Activities and friendship
- Lunch and refreshments
- Affordable transport

For more information, to arrange a free visit or to book a place please contact Kym Smith:

t: 01744 414 438

e: kymsmith@aukmm.org.uk

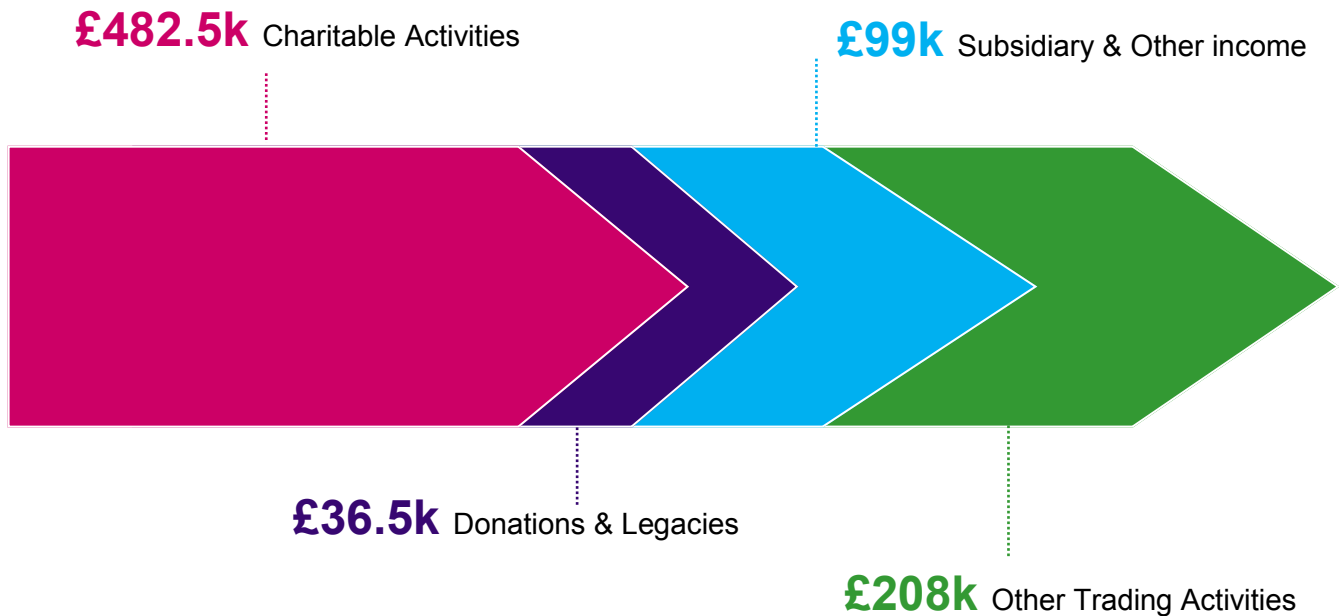


FINANCIAL REVIEW:

Income and Expenditure Highlights

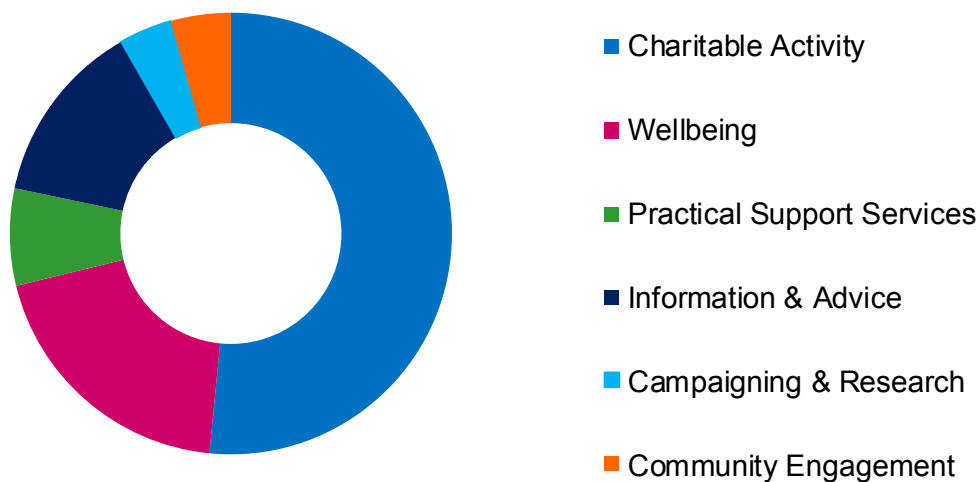
Where our funds came from in 2017/18...

Our net incoming resources were **£826 thousand** including the profit share from our Associate Company



How we spent our money in 2017/18...

We spent **£775 thousand** on our charitable work



The above extracts are taken from the Statement of Financial Activities and Consolidated Balance Sheet contained within consolidated accounts for the year ended 31st March 2018 which were approved on 25th September 2018.

The full audited statutory accounts can be obtained from the Charity commission website.

AGE CONCERN MID MERSEY

**SUMMARISED CONSOLIDATED STATEMENT OF FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

<u>Extract from statement of Financial Activities</u>	2018	2017
	Total	Total
	£	£
Income:		
Donations and Legacies	36,504	22,072
Other Trading Activities	208,789	304,180
Income from Investments	3,050	3,293
Income from charitable Activities	482,551	720,874
Other Income	14,942	87,084
	<hr/>	<hr/>
Total Income	745,836	1,137,503
	<hr/>	<hr/>
Expenditure:		
Expenditure on Raising Funds	155,656	210,624
Expenditure on Charitable activities	774,189	975,330
	<hr/>	<hr/>
Total Expenditure	929,845	1,185,954
	<hr/>	<hr/>
Share of operating profit in Associate	81,137	68,973
	<hr/>	<hr/>
Net Income/(Expenditure) and net movement in funds for the year	(102,872)	20,522
	<hr/>	<hr/>
Write Back of / (Provision for) deficit on defined benefit scheme	-	-
	<hr/>	<hr/>
	(102,872)	20,522
	<hr/>	<hr/>
Reconciliation of funds		
Total funds brought forward 1 April 2017	2,907,956	2,887,434
	<hr/>	<hr/>
Total funds arrried forward 31 March 2018	2,805,084	2,907,956
	<hr/>	<hr/>
<u>Extract from Balance Sheet</u>	2018	2017
	£	£
Fixed Assets	2,241,803	2,282,795
Current Assets	665,953	765,561
Current Lisabilities	(102,672)	(140,400)
	<hr/>	<hr/>
Net Assets	2,805,084	2,907,956
	<hr/>	<hr/>
Funds		
Restricted Funds	71,322	69,052
Unrestricted funds held in fixed assets	2,223,382	2,259,933
Unrestricted general funds	527,901	581,435
Non Charitable Trading Funds	(17,521)	(2,464)
	<hr/>	<hr/>
	2,805,084	2,907,956
	<hr/>	<hr/>

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COMMUNITY ACTIVITY:

We have had some really good fun this year in our community...

Volunteers and local businesses came together to help paint our community hub in Roby



Magnificence of Lord Mayors, Sheriff and Lord Lieutenants visited our Mansion House in January 2018



Afternoon Tea & Tours

Weekdays (11am - 3pm)



Glass of Prosecco ,Selection of sandwiches with assorted fillings

Homemade scones with cream

Tea / coffee & mints followed by guided Tour of the House

£17.95 per person (Min of 4)

Booked in advance by reservation

Contact: 01744 752 644

www.themansionhouse.org.uk

The Mansion House, Victoria Park, City Road, St Helens WA10 2UE

THANK YOU

To all our wonderful supporters and stakeholders - without your help, we could not do the work we do or reach those who need us most.

“Its great to grow old across Merseyside”

Age UK Mid Mersey (Head Office)

The Mansion House
Victoria Park
City Road
St Helens
WA10 2UE

t 01744 752 644

e enquiries@aukmm.org.uk
www.ageuk.org.uk/midmersey



@AgeUKMidMersey
@MansionHs

For Information and Advice please contact:

0300 003 1992

Age UK Mid Mersey registered charity number **1003476**
Company Registration number **02625647**
Trading Company number **2913799**

Have you been inspired by what we do?

You can support Age UK Mid Mersey in a number of ways...



- ♦ **You can become a volunteer** and provide much needed support for one of our many services.
- ♦ **You can make a donation.** We rely on your support to keep helping older people in Halton, Knowsley, St Helens and Warrington. Any donation, no matter how much, is greatly appreciated. Visit our website to see the various ways in which you can donate: www.ageuk.org.uk/midmersey/get-involved/donate/
- ♦ **Get your organisation involved** There's plenty of ways your organisation can support the organisation, whether its practical help with a project like our kitchen garden or attending an event at the Mansion House.

We are proud of our work and who we are...

Age UK Mid Mersey was re-assessed for the [Age UK Charity Quality Standard \(CQS\)](#) by external quality assessment experts, SGS, and we are delighted to have excelled in the required standards.



NOTES:

