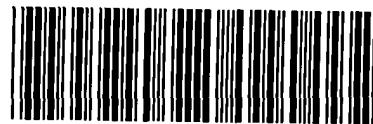


REGISTERED COMPANY NUMBER: 07609423  
REGISTERED CHARITY NUMBER: 1141867

**Report of the Trustees and  
Unaudited Financial Statements for the Year Ended 31 March 2018  
for  
AGE UK NORTH CRAVEN**

WEDNESDAY



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**AGE UK NORTH CRAVEN**

**Contents of the Financial Statements  
for the Year Ended 31 March 2018**

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## AGE UK NORTH CRAVEN

### Report of the Trustees for the Year Ended 31 March 2018

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2018. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

#### OBJECTIVES AND ACTIVITIES

##### Objectives

The object of the charity as stated in its Articles of Association, is to promote the relief of elderly people in and around North Craven ("the area of benefit") in any manner which now is or hereafter may be deemed to be charitable in law.

##### Activities and performance

Through a combination of funds raised through the Age UK North Craven shop in Settle, contracts, and through grants received to support specific services, we are able to offer the activities listed below, all of which are undertaken in pursuance of the charity's mission to make later life in North Craven a fulfilling and enjoyable experience, reducing isolation and loneliness, and providing the right support at the right time for older people.

##### Information and Advice includes:-

Welfare benefits checks and support with applications, housing options, care choices, provided face to face, and through a wide library of booklets and fact sheets.

Care navigation to support access to statutory, private and community resources to promote independent living and choice.

Signposting and referral to specialist services, and providing local information about voluntary and community resources available.

Care and Prevention helps to maintain confidence and connections to address loneliness and the impact of significant life changes in later life by providing:-

Independence support and care navigation - coping with life changes, staying healthy and building confidence.

Befriending and peer support - side by side help to provide companionship and connection.

Promoting recovery after a stay in hospital with practical support and advice.

Day activities: a network of luncheon clubs, social opportunities, situated in community settings to reduce loneliness, support companionship and a sense of value and purpose and provide opportunities for physical exercise and new interests.

##### Transport:

Two minibuses improving access to shops and amenities and a programme of outings.

Two voluntary car schemes based in Settle and Bentham and the surrounding areas, providing transport to appointments which help older people to maintain their health and well-being.

Paid for services: social enterprises to respond to need through the provision of self-sustaining services, which also support our aim to maintain the independence of older people. In 2017/2018 Age UK North Craven decided to invest in a pilot project called Help at Home to explore the potential for paid for services supplied by a standalone project. The outcome was that whilst helpful to a small number of clients, the project was not successful in attracting the numbers of customers required for financial self-sustainability and the charity brought this model to an end in March 2018. Work is now continuing to test other services better suited to a financially sustainable business model.

Volunteer Management: The charity is heavily dependent upon the services of its volunteer force. We ensure good standards in the recruitment training and ongoing support of volunteers involved in delivering our services and activities.

An extensive review of highlights during the last year is set out in a separately published annual report, and is available upon request from the charity.

## AGE UK NORTH CRAVEN

### Report of the Trustees for the Year Ended 31 March 2018

#### ACHIEVEMENT AND PERFORMANCE

##### Achievements

The charity has been successful in continuing to broaden its capacity to reach older people to benefit from its services. Last year the charity continued to monitor the impact of our one to one services on reducing feelings of loneliness as part of the Age UK Positive Approaches to Loneliness project. We also organised a project we called County Connect, enabling older people to access the countryside and rural activities and outings in partnership with the National Trust and the Yorkshire Dales National Park.

Age UK North Craven also hosted the Craven Dementia Friendly Communities project and its development worker to support small communities throughout Craven District to become more dementia friendly.

The charity enjoys positive partnerships with North Yorkshire County Council, Airedale, Wharfedale and Craven Clinical Care Group, and Craven District Council to improve services for older people - enabling people to get the right help at the right time.

The charity's fundraising shop continues to thrive as a positive public space, and hub in Settle supported by welcome donations from members of the public.

The charity ensures it reaches high standards in relation to its charitable work through the Age UK Charity Quality Standards, and as an organisation which respects and values older people, working to support the network of other Age UKs, Age Concerns and associated groups across North Yorkshire and North Craven.

The general fund represents the accumulated funds of the charity which have not been designated for a specific purpose and which are therefore expendable in the furtherance of the objects of the charity.

Information and Advice includes funding from NYCC to provide one to one support to increase income maximisation, care choices and housing option. This year it was funded by Age UK to undertake a benefits take-up campaign aiming to reduce fuel poverty.

Care and Prevention includes Independence Support providing navigation and befriending services, and is support by North Yorkshire County Council as well as funds from Age UK.

Day Activities includes support from NYCC to provide a network and social opportunities throughout North Craven. This year it also included the Country Connect project.

Transport includes support from Bentham Medical Practice for the scheme where volunteer drivers provide lifts for patients to surgery and hospital appointments in the Bentham and Ingleton areas. NYCC Community Transport Fund provides funding to support voluntary car scheme based in Bentham and Settle.

#### FINANCIAL REVIEW

##### Investment policy and objectives

The Board of Trustees has the power to invest in such assets as they see fit, with appropriate professional advice.

##### Reserves policy

The results of the charity for the year are set out in the accompanying statement of financial activities and the notes to the accounts. During the year the charity had an overall income of £326,734 of which £244,861 was attributable to unrestricted funds and £81,873 to restricted funds.

The Board of Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets (the "free reserves") should be held at a level of approximately £190,000, which is estimated to cover planned exceptional expenditure and the probable costs which would arise in the event of closure. This figure is being reviewed currently to take account of the economic climate with uncertainties as to future funding. The trustees will ensure that they can maintain their aim to retain such funds as would enable them to continue the activities of the charity in the event of a significant drop in funding, though it would be necessary to consider how funding could be replaced or activities changed. At the year end, the free reserves of the charity are £312,776 which is considered to be acceptable in the circumstances.

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

AGE UK NORTH CRAVEN

Report of the Trustees  
for the Year Ended 31 March 2018

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Recruitment and appointment of new trustees**

Trustees are appointed at the Annual General Meeting, following nomination, or may be co-opted by the Board of Trustees during the year, in accordance with the constitution.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

07609423

**Registered Charity number**

1141867

**Registered office**

Cheapside  
Settle  
North Yorkshire  
BD24 9EW

**Trustees**

Mrs R A Rees	- appointed 4.12.17
Reverend I F Greenhalgh	- resigned 24.7.17
Mrs M E Holgate	
Mrs W V Hull	- resigned 23.9.17
Mrs M Bridgman	- resigned 4.12.17
Mrs J Sudgen	
Mrs P Wright	- resigned 24.4.17
J B Ogden	- appointed 15.1.18
Mrs J M Carr	- appointed 4.12.17
I Tennant	- appointed 15.1.18

**Independent examiner**

Haworths Limited  
Chartered Accountants  
The Old Tannery  
Eastgate  
Accrington  
Lancashire  
BB5 6PW

**Solicitors**

The charity's Solicitors are Goad & Butcher, Midland Bank Chambers, Market Place, Settle, North Yorkshire BD24 9DR.

Approved by order of the board of trustees on 18<sup>th</sup> October 2018 and signed on its behalf by:

  
Mrs M E Holgate - Trustee

**Independent Examiner's Report to the Trustees of  
Age UK North Craven**

**Independent examiner's report to the trustees of Age UK North Craven ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

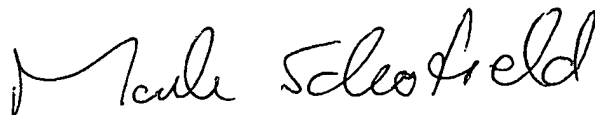
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England & Wales which is one of the listed bodies

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Mark Schofield BA (Hons) FCA  
Institute of Chartered Accountants in England & Wales  
Haworths Limited  
Chartered Accountants  
The Old Tannery  
Eastgate  
Accrington  
Lancashire  
BB5 6PW



Date: 16th October 2018

AGE UK NORTH CRAVEN

Statement of Financial Activities  
for the Year Ended 31 March 2018

	Notes	Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		79,447	81,873	161,320	197,484
Other trading activities	2	163,840	-	163,840	178,494
Investment income	3	1,574	-	1,574	4,101
<b>Total</b>		<b>244,861</b>	<b>81,873</b>	<b>326,734</b>	<b>380,079</b>
<b>EXPENDITURE ON</b>					
Raising funds		73,201	-	73,201	68,098
<b>Charitable activities</b>					
Transport services		49,349	-	49,349	47,981
Care and prevention services		-	8,988	8,988	25,400
Information and advice services		-	58,805	58,805	53,052
REACT		-	16,961	16,961	18,576
Help at home		-	12,829	12,829	-
Other		124,112	-	124,112	108,540
<b>Total</b>		<b>246,662</b>	<b>97,583</b>	<b>344,245</b>	<b>321,647</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>(1,801)</b>	<b>(15,710)</b>	<b>(17,511)</b>	<b>58,432</b>
Transfers between funds	11	7,343	(7,343)	-	-
<b>Net movement in funds</b>		<b>5,542</b>	<b>(23,053)</b>	<b>(17,511)</b>	<b>58,432</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>307,235</b>	<b>74,785</b>	<b>382,020</b>	<b>323,588</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>312,777</b>	<b>51,732</b>	<b>364,509</b>	<b>382,020</b>

The notes form part of these financial statements

AGE UK NORTH CRAVEN

Balance Sheet  
At 31 March 2018

	Notes	Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	8	51,831	308	52,139	25,588
<b>CURRENT ASSETS</b>					
Debtors	9	10,879	-	10,879	28,862
Cash at bank and in hand		252,711	54,063	306,774	335,055
		<u>263,590</u>	<u>54,063</u>	<u>317,653</u>	<u>363,917</u>
<b>CREDITORS</b>					
Amounts falling due within one year	10	(2,645)	(2,638)	(5,283)	(7,485)
<b>NET CURRENT ASSETS</b>		<u>260,945</u>	<u>51,425</u>	<u>312,370</u>	<u>356,432</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>312,776</u>	<u>51,733</u>	<u>364,509</u>	<u>382,020</u>
<b>NET ASSETS</b>		<u><u>312,776</u></u>	<u><u>51,733</u></u>	<u><u>364,509</u></u>	<u><u>382,020</u></u>
<b>FUNDS</b>	11				
Unrestricted funds				312,776	307,235
Restricted funds				51,733	74,785
<b>TOTAL FUNDS</b>				<u><u>364,509</u></u>	<u><u>382,020</u></u>

The notes form part of these financial statements



AGE UK NORTH CRAVEN

Balance Sheet - continued  
At 31 March 2018

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2018.

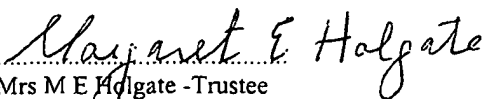
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2018 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 18<sup>th</sup> October 2018 and were signed on its behalf by:

  
Mrs M E Holgate - Trustee

## AGE UK NORTH CRAVEN

### Notes to the Financial Statements for the Year Ended 31 March 2018

#### 1. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on reducing balance
Motor vehicles	- 25% on reducing balance
Computer equipment	- 25% on reducing balance

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

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

##### **Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

##### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

#### 2. OTHER TRADING ACTIVITIES

	2018	2017
	£	£
Fundraising events	2,000	1,000
Sale of donated goods	161,840	177,494
	<u>163,840</u>	<u>178,494</u>

AGE UK NORTH CRAVEN

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2018

3. INVESTMENT INCOME

	2018	2017
	£	£
Deposit account interest	<u>1,574</u>	<u>4,101</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2018	2017
	£	£
Depreciation - owned assets	13,860	8,536
Hire of plant and machinery	1,483	1,220
Other operating leases	23,330	26,989
Deficit on disposal of fixed asset	<u>1,270</u>	<u>-</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2018 nor for the year ended 31 March 2017.

6. STAFF COSTS

The average monthly number of employees during the year was 14 (in 2017 the figure was 12), of which the average full time equivalent was 7 (in 2017 the figure was 7).

No employees received emoluments in excess of £60,000.

7. FUNDS RECEIVED AS AGENTS

During the year the charity received £9,430.00 from Age UK National funds and £5,000.00 from NYCC Stronger Communities as an agent for Age UK North Yorkshire and Darlington.

These funds are not with the control of the trustees and consequently are not included in the SOFA.

There were no funds held as agent at the balance sheet date.

**AGE UK NORTH CRAVEN**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2018**

**8. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
<b>COST</b>				
At 1 April 2017	9,057	47,197	17,192	73,446
Additions	-	41,747	534	42,281
Disposals	-	(9,011)	-	(9,011)
	<u>9,057</u>	<u>79,933</u>	<u>17,726</u>	<u>106,716</u>
At 31 March 2018	9,057	79,933	17,726	106,716
<b>DEPRECIATION</b>				
At 1 April 2017	4,131	36,266	7,461	47,858
Charge for year	1,232	10,093	2,535	13,860
Eliminated on disposal	-	(7,141)	-	(7,141)
	<u>5,363</u>	<u>39,218</u>	<u>9,996</u>	<u>54,577</u>
At 31 March 2018	5,363	39,218	9,996	54,577
<b>NET BOOK VALUE</b>				
At 31 March 2018	<u>3,694</u>	<u>40,715</u>	<u>7,730</u>	<u>52,139</u>
At 31 March 2017	<u>4,926</u>	<u>10,931</u>	<u>9,731</u>	<u>25,588</u>

**9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2018 £	2017 £
Trade debtors	4,150	-
Other debtors	1,086	-
Prepayments	5,643	28,862
	<u>10,879</u>	<u>28,862</u>

**10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2018 £	2017 £
Social security and other taxes	-	2,818
Other creditors	3,142	-
Barclays VISA	-	288
Accrued expenses	2,141	4,379
	<u>5,283</u>	<u>7,485</u>

AGE UK NORTH CRAVEN

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2018

11. MOVEMENT IN FUNDS

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.18 £
<b>Unrestricted funds</b>				
General fund	307,235	(1,802)	7,343	312,776
<b>Restricted funds</b>				
NYCC Core Contract - Information & Advice	9,424	(11,047)	4,009	2,386
Minibus fund	30,058	-	(30,058)	-
NYCC Core Contract - Care & Prevention Services	25,841	15,730	-	41,571
NYCC Core Contract - Day Activities	7,587	(12,456)	6,980	2,111
REACT	1,875	3,790	-	5,665
Help at home	-	(11,726)	11,726	-
	<u>74,785</u>	<u>(15,709)</u>	<u>(7,343)</u>	<u>51,733</u>
<b>TOTAL FUNDS</b>	<u>382,020</u>	<u>(17,511)</u>	<u>-</u>	<u>364,509</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	244,861	(246,663)	(1,802)
<b>Restricted funds</b>			
NYCC Core Contract - Information & Advice	11,080	(22,127)	(11,047)
NYCC Core Contract - Care & Prevention Services	24,716	(8,986)	15,730
NYCC Core Contract - Day Activities	24,223	(36,679)	(12,456)
REACT	20,751	(16,961)	3,790
Help at home	1,103	(12,829)	(11,726)
	<u>81,873</u>	<u>(97,582)</u>	<u>(15,709)</u>
<b>TOTAL FUNDS</b>	<u>326,734</u>	<u>(344,245)</u>	<u>(17,511)</u>

AGE UK NORTH CRAVEN

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2018

11. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.16 £	Net movement in funds £	Transfers between funds £	At 31.3.17 £
<b>Unrestricted Funds</b>				
General fund	286,755	32,411	(11,931)	307,235
<b>Restricted Funds</b>				
NYCC Core Contract - Information & Advice	-	9,424	-	9,424
Minibus fund	-	30,058	-	30,058
NYCC Core Contract - Care & Prevention Services	36,833	(10,992)	-	25,841
NYCC Core Contract - Day Activities	-	(4,344)	11,931	7,587
REACT	-	1,875	-	1,875
	<u>36,833</u>	<u>26,021</u>	<u>11,931</u>	<u>74,785</u>
<b>TOTAL FUNDS</b>	<u>323,588</u>	<u>58,432</u>	<u>-</u>	<u>382,020</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	257,031	(224,620)	32,411
<b>Restricted funds</b>			
NYCC Core Contract - Information & Advice	28,893	(19,469)	9,424
Minibus fund	30,058	-	30,058
NYCC Core Contract - Care & Prevention Services	14,408	(25,400)	(10,992)
NYCC Core Contract - Day Activities	29,238	(33,582)	(4,344)
REACT	20,451	(18,576)	1,875
	<u>123,048</u>	<u>(97,027)</u>	<u>26,021</u>
<b>TOTAL FUNDS</b>	<u>380,079</u>	<u>(321,647)</u>	<u>58,432</u>

## AGE UK NORTH CRAVEN

### Notes to the Financial Statements - continued for the Year Ended 31 March 2018

#### 11. MOVEMENT IN FUNDS - continued

The charity ensures it works within a framework of good practice and in close partnership with other Age UKs and the Age Concerns across North Yorkshire.

The general fund represents the accumulated funds of the charity which have not been designated for a specific purpose and which are therefore expendable in the furtherance of the objects of the charity.

Information and Advice includes funding from NYCC to provide one to one support for income maximisation, care choices and housing options. It also includes Age UK funding to provide a welfare benefits uptake campaign.

Care and Prevention Services include Independence Support providing navigation and befriending services, and is support by North Yorkshire County Council as well as funds from national Age UK.

Day Activities includes support from NYCC for a network of social opportunities thought North Craven.

Transport includes support from, Bentham Medical Practice for volunteer drivers who provide lifts for patients to appointments in the Bentham and Ingleton area. NYCC Community Transport Fund represents funding to support voluntary care scheme based in Bentham and Settle.

Following the purchase of the minibus grant has been transferred from restricted to unrestricted funds as the original restriction on use of the funds has been satisfied.

#### 12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2018.

#### 13. CONTINGENT ASSET

The Trustees have become aware Age UK North Craven should have registered for VAT in a prior period. Working with a professional consultant, the Trustees have been advised that the outcome of registration could be favourable to the charity, contingent upon the agreement of HM Revenue and Customs.

AGE UK NORTH CRAVEN

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2018

	2018 £	2017 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations and legacies	39,958	26,413
Gift aid	5,661	2,669
Grants and services	115,701	168,402
	<u>161,320</u>	<u>197,484</u>
<b>Other trading activities</b>		
Fundraising events	2,000	1,000
Sale of donated goods	161,840	177,494
	<u>163,840</u>	<u>178,494</u>
<b>Investment income</b>		
Deposit account interest	1,574	4,101
	<u>1,574</u>	<u>4,101</u>
<b>Total incoming resources</b>	<b>326,734</b>	<b>380,079</b>
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Purchases	-	778
Salaries	36,700	35,570
Social security	2,035	2,411
Pensions	1,421	1,027
Rent	15,000	15,000
Insurance	1,312	879
Rates and water	2,815	1,625
Lighting and heating	1,806	1,986
Sundries	2,776	3,452
Printing, postage and stationery	976	261
Telephone	2,449	367
Repairs and maintenance	2,365	2,847
Computer consumables	2,276	1,895
Loss on sale of tangible fixed assets	1,270	-
	<u>73,201</u>	<u>68,098</u>
<b>Charitable activities</b>		
Salaries	86,932	81,944
Social security	4,568	3,198
Pensions	2,998	4,159
Hire of plant and machinery	815	732
Rent	8,330	11,989
Rates and water	258	681
Insurance	750	1,552
Lighting and heating	926	1,144
Telephone	1,361	2,981
Carried forward	106,938	108,380

This page does not form part of the statutory financial statements



AGE UK NORTH CRAVEN

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2018

	2018 £	2017 £
<b>Charitable activities</b>		
Brought forward	106,938	108,380
Printing, postage and stationery	1,167	2,246
Sundries	240	1,208
Car and minibus expenses	6,201	5,749
Travelling and subsistence	1,239	4,204
Computer costs	803	2,452
Volunteers expenses	5,588	6,615
Training	205	-
Recruitment	258	-
Club expenses	10,679	5,932
Fixtures and fittings depreciation	986	1,332
Motor vehicle depreciation	10,093	3,645
Computer equipment depreciation	2,535	3,246
	<hr/>	<hr/>
	146,932	145,009
<b>Support costs</b>		
<b>Governance costs</b>		
Salaries	51,192	55,971
Social security	2,887	3,578
Pensions	2,227	1,785
Hire of plant and machinery	668	488
Rates and water	580	606
Insurance	1,687	1,036
Light and heat	2,082	763
Telephone	2,234	1,652
Postage and stationery	1,255	1,385
Sundries	501	1,819
Rent	9,900	8,460
Accountancy fees	1,603	3,918
Professional consultancy	2,038	-
Computer costs	1,123	1,274
Training	730	2,326
Subscriptions	552	204
Repairs and renewals	8,359	480
Travel costs	112	764
Advertising	-	3,799
Volunteer expenses	408	319
REACT	1,000	2,347
LSF Expenditure	9,446	15,253
Book keeping	7,132	-
Craven DFC Network	14,912	-
Recruitment	1,238	-
Depreciation of tangible fixed assets	246	313
	<hr/>	<hr/>
	124,112	108,540
<b>Total resources expended</b>	<hr/>	<hr/>
	344,245	321,647
	<hr/>	<hr/>
<b>Net (expenditure)/income</b>	<hr/>	<hr/>
	(17,511)	58,432
	<hr/>	<hr/>

This page does not form part of the statutory financial statements

# Age UK North Craven Annual Report

## A message from Margaret Holgate,

Chair of Trustees

*On behalf of the Trustees of Age UK North Craven, I would like to extend a big thank you to the staff and volunteers for their sterling dedication to the work of the charity.*

In 2017, Age UK North Craven volunteer team was very proud to receive a Silver Award from the Yorkshire Dales Millennium Trust for their work to support Sustainable Communities.



It was a real boost get their recognition for the work undertaken by the volunteer team!

Every year we face new challenges and opportunities. We are therefore grateful for the many nearby agencies with whom we partner, working with us to deliver projects which ensure the best possible experiences for the people, including the Yorkshire Dales National Park, and Carers Resource.

Whilst the income from our charity shop provides crucial infrastructure for the charity, we are also supported by North Yorkshire County Council and Stronger Communities. This strengthens our connection with those who need and benefit from our services.

We look forward to the coming year and in anticipation send a big thank you for your continuing support.

*Margaret*

## Staff and Trustees 2017/2018

**Chief Officer:** Sue Bradley

**Administrative Officer:**  
Sheenagh Stapleton

**Information and Advice Manager:**  
Sara Robinson

**Independence Support Officer:** Julie Davies

**Transport Manager:** Sandra Kay

**Volunteer Co-ordinator:** Barbara Harrison

**Day Activities Development including  
Rathmell Club, Settle Friday Club  
and Long Preston Club :** Richard Daniels

**Lunch Club Cook :** Ruth O'Brien

**Shop Manager :** Debbie Hall

**Deputy Shop Manager:** Carolyn Otway

## Board of Trustees

**Chair :** M E Holgate (appointed 12.2.2014)

Mrs M Bridgman (resigned 4.12.2017)

Mrs J M Carr (appointed 4.12.2017)

Reverend I F Greenhalgh (resigned 24.7.2018)

Mrs W V Hull (resigned 23.09.2017)

Mr J B Ogden (appointed 15.1.2018)

Mrs Rosemary Rees (appointed 4.12.2017)

Mrs Judith Sugden (appointed 23.2.16)

Mr I Tennant (appointed 15.1.2018)

Age UK North Craven is an independent charitable company, limited by guarantee.

# Transforming older people's lives for the better in North Craven

*Age UK North Craven has a mission to make later life in North Craven a fulfilling and enjoyable experience, reducing isolation and loneliness, and providing the right support at the right time for older people.*

To achieve this Age UK North Craven :

- Celebrates the strength of our communities, and the energy of volunteers and other community groups
- Works side by side with older people, valuing and respecting older people by putting them at the heart of all that we do
- Provides services designed to prevent, delay and reduce downturns in health and well-being, often in partnership with other organisations
- Demonstrates quality and impact in all that we undertake. When things go wrong, we ensure we learn from experience.



## Information and Advice

*Up to date information and advice provided at the right time, can make all the difference to being able to enjoy independence in later life and improve the lives of older and vulnerable people.*

Our Information and Advice Manager can assist older people get the specialist help and support they require in areas such as Benefits and Money, Social Care, Housing Options and Local Services and Support throughout all of North Craven. In 2017 – 2018, we provided detailed information and advice on 450 occasions. This included 1-1 outreach support in Ingleton and Settle and in people's homes.

We assisted individuals seeking advice in relation to welfare benefits totalling £77,416.00 within North Craven by increasing access to benefits. We also continued to build on our work to support people to avoid "fuel poverty" by maximising income, supporting them to switch energy suppliers when appropriate and change energy use to reduce energy bills whilst remaining warm and safe in their own homes.



Referrals to our service can be made by the person themselves, a family member or agency. We work with a wide range of specialist advice organisations to access the best advice whatever the enquiry.

## Community Connections

*Age UK North Craven provides a centred person approach for people with the aim of supporting and enabling our clients to reduce the risk of isolation and loneliness.*

We provide support and information for people and their families especially when they are facing significant changes in their lives e.g. a new diagnosis, bereavement, moving to a new area and many more.

Listening, understanding and building trust takes careful skills. We are lucky to have a team of befriending volunteers willing to take time to work side by side with people, responding to their interests and supporting through introducing new activities, lunch clubs and events, as well as providing ongoing contact.

GP Surgeries, Airedale Hospital, Community Mental Health Team, NYCC Living Well and Health and Adult Services teams and local churches who identify people who may benefit from this service

## Getting out in North Craven

***Our Transport team is made up of 55 volunteer drivers, couriers and administration assistants from all over North Craven.***

Transport to essential health related appointments at doctors' surgeries, hospitals, dentists, opticians etc. is provided by volunteers operating from all over North Craven to destinations across the north of England.

In 2017 2018, the team made 1837 journeys, picking people up from their doors, get to appointments on time and ensuring a safe return home.

In August 2017, we purchased a new minibus designed with input from service users and volunteers, with the help of a generous donation from North Yorkshire County Council. Last year the buses provided 227 journeys providing 2169 door to door lifts supported by 13 MiDAS trained drivers and 11 couriers.

We have ventured out on 43 day trips providing lasting memories for 518 people.

## Social opportunities

The Pie Club, our men's social activity club, has found a new home at The Royal Oak in Settle and now offers the bonus of a varied menu - pie included, of course! The club is designed for chaps who may not feel confident about attending other clubs and interest groups. Membership is now in double figures, and, we can welcome more!

During the year our Country-Connect trips included a visit to Airton greeted by celebrity chef Tom Kerridge, the Ribbleshead Station Visitor Centre and two memorable farm visits. Looking ahead, the focus is on enabling people to stay fit. Our Get Going Together project will strengthen the links between community groups who encourage access to physical exercise.

Eight social clubs meet regularly in village locations all over North Craven. Volunteer leaders swap ideas, learn safety tips and find out about other projects and opportunities.

## Successful shopping

This year our popular charity shop raised a total income of £168,840.

We are working hard to maintain its position as one of the most popular and friendly destinations in Settle. Its success is only possible because the high standard of goods donated to the shop and the hard work of our teams of fantastic volunteers who sort, price, display and sell our goods.

The development of E bay account has made the most of the more specialised and valuable donated goods.

The antique and collectable items donated to successful Grannies Attic auctions interest collectors from all over the UK.

Income from Gift Aid is increasing, and we are keen to remind our tax-paying donors that for every £1 of donated we can receive an extra 25p as long as we have a name and address. We only use this information to enable us to reclaim the tax.

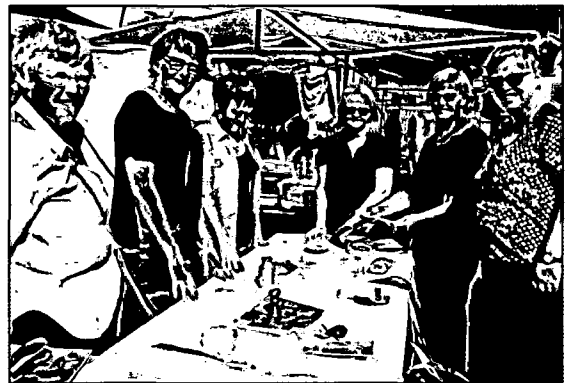
## Community contributions

Without our team of dedicated volunteers, Age UK North Craven would not be able to offer its wide variety of services.

During the last year, we recruited 29 volunteers and another 7 will be ready to start soon. They are volunteering in roles such as PAT testing donated small electrical goods, driving clients to appointments, or befriending. New volunteer roles include an Ebay Co-ordinator as well as volunteer roles within our administrative office.

To help ensure the safety of our volunteers and clients we offer training in basic food hygiene, moving and handling and safeguarding.

We have made contact with Giggleswick School to enable their pupils to complete their Duke of Edinburgh Award. From people still working to retired people looking to perhaps give something back to the community, we welcome all comers.



# Finance

Through the hard work of our staff and volunteers we have enjoyed another excellent year. Our much-loved shop in Settle continues to generate sales, greatly assisted by our growing band of volunteers.

We are also very grateful for the ongoing support of our community both purchasing from the shop, with their extensive donations and with associated gift aid received from the government. The way this works is that for every £1 we get from the sale of a donated item that is 'gift aided' the government gives us 25p.

Our main income is from shop sales supplemented some of the exciting initiatives outlined elsewhere in this report. Our other income comes from grants and contracts. These are gained by the team working diligently and conscientiously to submit applications. When all combined, the monies we receive enable us to provide services for the older people and their carers living locally.

One of our services that has been particularly enhanced this year is our transport service with the introduction of our new minibus which is purpose built to enable ease of use for those not so able bodied.

Age UK North Craven recognises the hard work and commitment, not just of its staff, but also of all the very dedicated volunteers, without whom all this would not be possible.

The statement below is a summary of our financial accounts for the last five years. The yearend figures go up & down, this is mainly because of the timing of when we receive grants or make large payments.

In 2016-17 we received grant funding toward the end of the year and then in 2017-18 we bought the new mini bus so we see a surplus in one year and a deficit in the next. Therefore by reviewing the five year performance we can demonstrate that overall we continue in a good position.

A full set can be obtained from the office in Settle.

## Statement of Financial Activities 2013 - 2018

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
<b><u>Income</u></b>						
Charitable Activities (incl grants)	132,340	163,426	171,545	126,386	201,585	162,894
Shop Trading	141,348	154,920	176,368	178,577	178,494	163,840
<b><u>Total</u></b>	<b>273,688</b>	<b>318,346</b>	<b>347,913</b>	<b>304,963</b>	<b>380,079</b>	<b>326,734</b>
<b><u>Expenditure on</u></b>						
Transport Services	39,824	42,160	53,662	42,608	47,981	49,349
Care & Prevention	81,552	79,511	73,788	24,519	25,400	8,988
Info & Advice	0	0	20,400	55,914	53,051	58,805
Paid for Practical Support	24,567	36,289	24,622	3,033	0	12,829
Management & Other	45,841	54,533	66,043	110,632	127,117	141,073
Shop Running Costs	61,929	69,747	65,051	68,990	68,098	73,201
<b><u>Total</u></b>	<b>253,713</b>	<b>282,240</b>	<b>303,566</b>	<b>305,696</b>	<b>321,647</b>	<b>344,245</b>
Net Movement in Funds	19,975	36,106	44,347	-733	58,432	-17,511
		<u>bfwd</u>	<u>223,893</u>			
Funds Carried Forward	243,868	279,974	324,321	323,588	382,020	364,509

It is important to bear in mind there many cost centres, staff and grant allocations have changed over the years. These are reflected in the split of these figures.

### Age UK North Craven

Cheapside, Settle, North Yorkshire, BD24 9EW

01729 823 066

[www.ageuk.org.uk/northcraven](http://www.ageuk.org.uk/northcraven)

Registered Charity No. 1141867. Registered Company No. 7609423.

Photos courtesy of Age UK Brand Bank, and the Age UK North Craven staff team and volunteer team.

