

# 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.

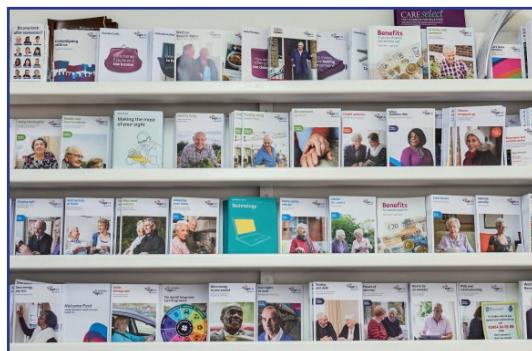
In 2017 – 2018, we provided detailed information and advice on 450 occasions. This included 1-1 outreach support in Ingleton and Settle and in people's homes.

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 of 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 an eBay 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

	2013	2014	2015	2016	2017	2018
<b>Income</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>Total</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>Expenditure on</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>Total</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
		bfwd	223,893			
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

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[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.

