

Finance

Age UK North Craven has a financial strategy that guides its financial planning. We are dependent on income to enable us to deliver our services.

Our aim is to achieve a balanced approach where there are a range of sources of income; this will help us to be resilient and financially sustainable in the face of any uncertainties.

One of the main targets of the financial strategy, is to be as self-sufficient as possible. This reduces the Charity's reliance on funding from third parties.

Age UK North Craven achieves over half of its income from the operation of its shops. Selling donated goods has been an integral part of the Charity since we were formed.

The contribution of our volunteers is absolutely essential to enable this success. We have over 60 volunteers supporting the retail operations both front of house and behind the scenes.

The Charity has broadened its retail offer and has opened

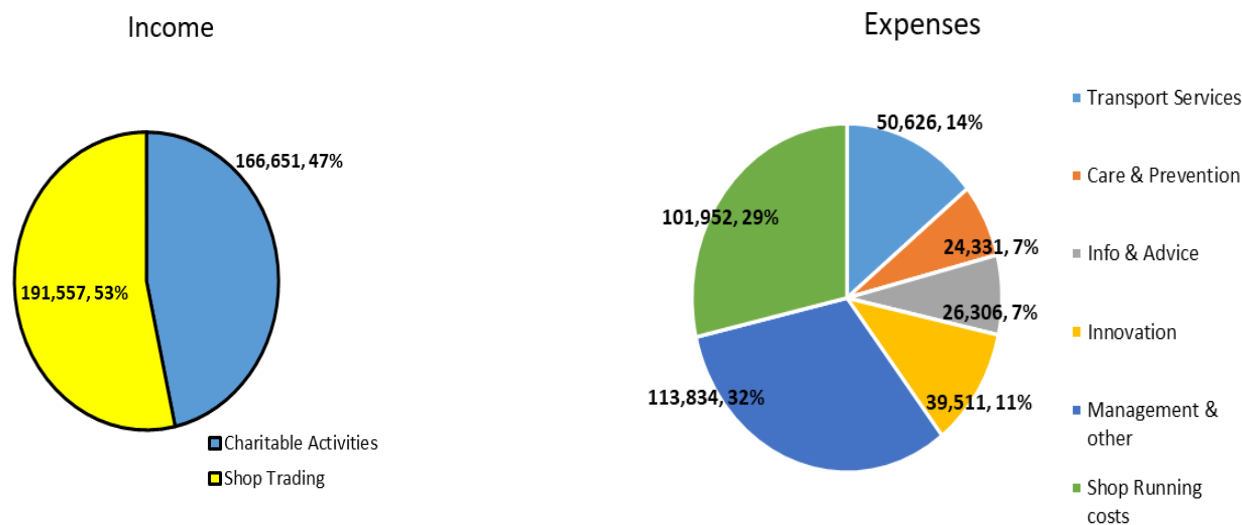
an additional shop in Settle. This complements and supports the existing retail offer and is helping the Charity to become even more financially sustainable and stable.

We are now formalising and developing our digital sales, to help us increase our income by reaching more customers and helping to spread our income source.

The remaining income that enables the Charity to deliver its services comes from contract income for services from North Yorkshire County Council and from Age UK nationally. We also get grant funding from different trusts, charities and statutory bodies. Another important regular source is from our clients paying for services that they receive; this includes our club network and our transport services.

A pie chart summary of this year's accounts are set out below, but if you would like to view a full detailed set of accounts, these can be obtained on our Website or please call into the office and we can show you them there.

Summary of Financial Activities 2019 to 2020



It is important to bear in mind, there are many departments, staff and grant allocations that reflect in the split of these figures.

2019 - 2020

Age UK North Craven ANNUAL REPORT

Age UK North Craven has had another busy and successful year, helping and supporting older people and their families throughout North Craven.

We have continued to offer all of our services and expanded our support to include digital support, an allotment, dementia support and a helpline befriending service. Then there has been the awful pandemic, which has caused us to change lots that we did, to focus on supporting people in their homes and on helping people with their physical and mental health and ability to get daily necessities such as shopping and prescriptions.

We have opened our new furniture shop on Settle High Street, this has been really popular and successful and I would like to thank all of our new customers, volunteers and staff.

I am passionate about making sure people know that all monies we raise in our shops is used to support local services for North Craven older people and their families, it doesn't go anywhere else!

We are now consumed by the pandemic and all of our operations are dictated by the needs and interventions allowed within responding to the crisis.

We will continue to do all we can to help and support our users, volunteers, partners and colleagues through the crisis.

Please get in touch if you need our help or think you could help us to support our local community.

Chair of Trustees

Rosemary A. Rees

Staff and Trustees 2019 – 2020

Board of Trustees:

Chair 2019 -2020: Rosemary Rees
Treasurer : Judith Sugden
Margaret Holgate
Chris Fowler
Bernard Ogden

CHIEF OFFICER : Jonathan Kerr

Admin Officer : Sheenagh Stapleton

Admin Office Assistant : Nicola Hodges

Information &
Advice Manager : Sara Robinson

Independence Support Officer : Julie Davies

Transport Manager: Sandra Kay

Volunteer Co-ordinator: Barbara Harrison

Day Activities
Development: Richard Daniels.

Lunch Club Cook: Ruth O'Brien

Shop Manager: Debbie Hall

Deputy Shop Manager: Kevin McNeice

Community Development: Alison Webb

Second Time Around Shop
Manager : Clare Tither

Age UK North Craven is a registered charity
1141867 an independent charitable company,
limited by guarantee. Registered in England

How Age UK works

We are an independent, local charity which has been supporting older people in Settle & North Craven for over 30 years. We have five local trustees; all the money we raise is invested back into supporting older people locally.

We partner with Age UK, the National Charity, by working together and receiving support from them.

Age UK is a national charity that is based in London and focuses on campaigning and influencing national policy.



Information and Advice

Age UK North Craven offers a confidential Information and Advice service — nothing is shared with any other organisation or individual without the person's permission.

We can:

Check your income and entitlement to extra benefits.

Help complete complicated application forms.

Help keep yourself and your home warm.

Advise on issues about housing and property

If we aren't able to help, we will always try to direct you to someone who can.

We can provide quick answers by phone on **01729 823066**

You can contact us at the Age UK offices on weekdays from 9am - 1pm or leave a message on our answerphone service. We will get back to you at the first opportunity.

Befriending

Age UK North Craven provides a befriending service with the aim of reducing isolation and loneliness.

We have a team of befriending volunteers who take time to work side by side with people, supporting their interests. This is currently all being done by phone and other remote means.

If you would like to discuss how you can get involved as a Befriender and help us make a difference to the lives of older people in North Craven, please contact us.

Independence Support

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.

Our support worker can provide on-going help for people in need, to help them solve problems and move forward within the difficult circumstances that they are facing.

Getting out in North Craven

We provide transport to health related appointments at doctors' surgeries, hospitals, dentists, opticians etc. This is provided by volunteers operating from all over North Craven to local destinations.

The administration required to ensure everyone gets to the right place at the right time is significant and we are pleased to welcome volunteers to support our operation by driving for us or by helping the planning and organisation of the service.

Social opportunities

Our **Blokes at the Oak men's club**, at The Royal Oak in Settle it gives a chance to get together, have a nice lunch, catch up with friends and get together.

The club is designed for chaps that prefer to meet in a pub setting, membership is now around 12 men and we can welcome more!

Thirteen social clubs met regularly in village locations all over North Craven.

They were in Hellifield, Austwick, High Bentham, Low Bentham, Horton-in-Ribblesdale, Malham, Rathmell, Settle Coffee and Chat, Settle Friday Club, Settle Monday Lunch Club, two in Long Preston and Blokes at the Oak, also in Settle.



Our Clubs are all currently on hold and we are now keeping in touch virtually.

Strong and Steady is a friendly and fun exercise group specifically designed for people who have had a fall or are at risk of falling, taking place at St Johns' in Settle on Friday mornings, before lockdown.

Please check our website for all of the clubs and group updated details.

Our Volunteers

We have over 200 wonderful volunteers and we could achieve very little without them.

We appreciate and value our volunteers and they all seem to enjoy and get lots of benefits from volunteering with us.



During the last year we recruited over 40 new volunteers and a number are ready to start with us soon.

If you want to help in any way then we can ensure that you can make a real difference to help people in need. If you have a skill, a gift, experiences that you think could be useful then get in touch.

There are always volunteering opportunities available; we have lots of regular roles including driving, befriending, working in our shops, supporting our clubs, helping with our E-bay shop, helping behind the scenes and many others. We are equally very happy to meet with you to discuss and develop an individual, bespoke volunteering opportunity for you based on your interests and experience.

We are making sure all is carried out as safely as possible.

Our Shops

Age UK North Craven is working hard on reducing the waste in the area, enabling the recycling of goods, providing great value and great pre-loved clothes, books, toys, household items, pictures and traditional and quirky pieces of furniture.

The money we raise from our charity shop is vital to our work and is used to support our local services. We could not provide the range of services and help without the constant supply of good quality donations.

We accept clothing, shoes, bric-a-brac, books, toys, linen and now furniture— everything helps.

We have gained our new **Second Time Around Furniture Shop** which is situated on the High Street in Settle.

In both shops we use the Gift Aid scheme, where every £1 that your donations achieves means that we can make an extra 25p, as we reclaim the tax from the government. To get this we need you to fill in a simple form once. If you come back with further donations, we then only need to take your name and postcode, or you can put it with your donations.

Please continue to support our shops by visiting, buying, donating and maybe even volunteering there.

This year our shop has raised over £200,000 to help fund our services. We are an independent, local charity, so everything raised in our shop gets invested locally in the services that we offer.

Looking Forward

Next year will see us continuing to serve North Craven. It will provide great items for sale and opportunities at our new allotment, friendship groups, walking and walking football and cricket.

Despite the problems facing us all on a national and local scale, we will be there for you. Together we can look forward to a positive future.

