

Finance

Our much-loved shop in Settle continues to be popular with both shoppers and donors. Sales exceeded those of last year at over £178,000 (excluding interest). We are now able to collect Gift Aid on all donations from those registered as tax payers so that Age UK North Craven can receive government funds of 25% on all sales of such donations. As always, a massive thank you to everyone ... and please remember to sign up (if you can) for Gift Aid!

After deducting running costs, the shop contributed almost £110,000 towards the costs of the various services described in this Annual Report. In addition, the team successfully bid for and won grant funding of almost £200,000 to provide our services to older people and their carers living

locally. Excitingly, this included £31,000 towards the cost of a replacement minibus, better adapted to the needs of our users.

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!

Overall, we achieved a surplus of over £58,000 at the year-end. This includes funds received in 2016 – 2017 for projects taking place in the new financial year, 2017/2018.

The statement below is a summary of the 2016/17 accounts compared with 2015/16 for Age UK North Craven. A full set can be obtained from the office in Settle.

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 MARCH 2017

	2017	2016
	£	£
INCOME FROM:		
Charitable Activities including grants	197484	126386
Shop Trading	182595	178577
TOTAL	380079	304963
EXPENDITURE ON:		
Charitable Activities		
Transport Services	47981	42608
Care & Prevention	25400	24519
Info & Advice	53051	55914
Innovation		
Management & Other	127115	113665
Shop Running Costs	68098	68990
TOTAL	321645	305696
NET MOVEMENT IN FUNDS- (surplus+/- deficit-)	58433	-733
FUNDS CARRIED FORWARD	382021	323588

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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.



2016 -2017



Age UK North Craven Annual Report



A message from Margaret Holgate,
Chair of Trustees

As Chair to Age UK North Craven's Board of Trustees, it gives me great pleasure to introduce our annual report.

This year our team of staff and volunteers have worked together to change challenges into opportunities.

With reconfirmed support from North Yorkshire County Council, we are enabling our clients to be as independent as possible in their own homes. We are helping to combat loneliness and respond to daily living needs.

Our well used information and advice service is available to ensure that older people can make informed decisions about their lives.

Age UK North Craven is proud of its wide range of services. But we could not respond to need and opportunities in the way we do, without the income from our much loved shop.

The success of this is possible because of your generous donations of goods for us to sell - thank you for your continuing support. Working with other volunteers continues to be a joy. If you have time to spare and would like to spend time with people, undertaking practical tasks, giving a lift, or simply listening please contact us for more information.

Finally a big thanks from the Trustees goes out to our staff. They work tirelessly towards improving the lives of older people.

Margaret

Staff and Trustees 2016/2017

Chief Officer : Sue Bradley

Administration & Finance :
Sheenagh Stapleton

Information and Advice :
Kath Burden & Gaynor BROWN (to November 2016)

Independence Support : Julie Davies

Transport Manager : Sandra Kay

Village Agent : Gaynor Brown (to November 2016)

Home from Hospital Locality Manager for Craven : 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 : Lucy Kay

Board of Trustees

Chair : Margaret Holgate

Vice Chair : Margaret Bridgman

Treasurer : Wendy Hull

Trustees

Ian Greenhalgh

John Lockwood (resigned October 2016)

Mrs P J Reas (resigned January 2016)

Mrs J Sudgen (from April 2016)

Mrs P Wright (appointed October 2016)

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

Making a real difference to the lives of older people 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.

In order to achieve this mission Age UK North Craven has identified key priorities:

- To provide excellent support through a responsive and person-centred service
- To achieve financial resilience, ensuring our fund-raising enterprises are as effective as possible
- To demonstrate we are an effective charity delivering good quality services to high standards
- To deliver services in partnership at community, district, county, regional and national levels.



One to one support Information and Advice



We provide expertise on information that makes all the difference to being able to enjoy independence.

Our experienced guide can check eligibility for benefits and complete complex forms. We have the know-how to help older people get specialist help, or a helpful response from a public body.

Last winter we concentrated on addressing fuel poverty, energy supplier checks and changes, and continued to support the development of better co-ordinated services in winter through 85 sessions.

Overall, we provided 310 information and advice sessions, mainly in people's homes, but also through outreach sessions in Ingleton through Village Agent, Gaynor Brown.

At the end of the year, we said goodbye to Kath Burden who has been with Age UK North Craven since 2000. Thanks are due to her development of information and advice as an expert resource in the area as well as her co-ordination of the Big Knit

Addressing loneliness and isolation

For the last two years, Age UK North Craven has focused on identifying people at risk of loneliness, and offering side-by-side support to rebuild confidence, and recover from life changing events such as bereavement or changes in health.

Our Independence Support service provides customised knowledge of local services and resources to help people enjoy living in their own homes and avoid downturns in health and happiness. Last year we supported 103 older people intensively. Referrals to this service come from a variety of sources i.e. self, family members, GP, Community Mental Health Team, Health & Adult Services and local Churches are just a few to mention.

During the year, we reviewed and relaunched our befriending service. Several volunteers have come forward, meeting regularly to develop training and peer support in order to provide a safe and reliable service. We now have over 15 ongoing matches, where well-supported volunteers visit older people regularly.

Help at Home - In 2016/2017, we have explored how best to develop a consistent service providing practical small tasks such as shopping, to complement our aims to build confidence, address loneliness and access to information. The new service was launched at end of this financial year.

Out & about in North Craven Getting there & back

Our team of over 60 volunteer drivers and couriers based throughout North Craven, are the backbone of our transport service.



Volunteer car drivers supply a passenger seat and a friendly face to doctor's appointments, specialist clinics in hospitals or check-ups at the dentist or optician. Last year, we delivered 1190 journeys around Bentham and 806 journeys around Settle, with the help of 33 volunteers. Age UK North Craven has two minibuses staffed by 13 volunteer MIDAS trained drivers and 11 volunteer couriers.

Last year our minibus shuttle delivered 219 journeys providing 2001 door to door lifts for people to enable them to shop for themselves, or get to a lunch club to see friends and stay active. Visiting places further afield, whether they are old-favourites or new adventures is one of our most popular services. Last year our minibus was used for 46 days out by 546 people.

Shopping success

This year our popular charity shop achieved fund-raising targets bringing in an income of £177,500, whilst remaining 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 volunteers who sort, price, display and sell.

Themed shop windows are a hit with our customers. Successful income from Grannies Attic auctions continue to grow – our shop has become a place of interest to collectors from all over the UK. Much of the year was devoted to preparations for the 2017 Fashion Show, which show cased a range of designer and vintage wear. The show at Victoria Hall was a sell-out. Great staging, music, and refreshments made for an enjoyable evening and in addition made £2750 towards a new minibus to enable older people to keep their independence & enjoyment of life.

Social opportunities

Our flagship network of lunch clubs continues to thrive. Run almost entirely by volunteers, they offer crucial support to independent living. Clubs meet regularly in Clapham, Horton, Malham, Ingleton, Rathmell, Langcliffe, Long Preston, as well as Settle, and we work in close association with clubs organised by Bentham Age Concern and Hellifield Age Concern. Settle Pie Club members continue to enjoy tasting a different pie each fortnight in a social setting.

We are delighted to have launched Country-Connect, thanks to an Awards for All Grant. With the help of the National Trust and the Yorkshire Dales National Park, we've seen orchids at Malham Tarn, drawn bluebells at the Strid Wood and strolled at Sizergh Castle and enjoyed a heritage trip to Lower Winskill Farm. It's brought people back into an inspiring countryside setting when they felt they had lost touch. Projects on the horizon including Walking Cricket for 2018.

Volunteers Giving back

The work of Age UK North Craven would not happen without dedicated volunteers whose patience and willingness to help give the whole organisation it's upbeat atmosphere.

During the last year, we attracted over 20 new volunteers to our team to a wide range of roles, such as running and contributing to social activities, providing vital door-to-door transport, keeping friendly contact with someone who has lost family or friends or sorting old vinyl and CDs.

We decided to recruit to the role of Volunteer Co-ordinator this year. This underlines our commitment to reach people with time and skills, support them to learn about the organisation and then provide the knowledge and confidence to help in providing safe and effective range of services in conjunction with our staff. We hope this equips our volunteers to enjoy their role, and stay with us for as long as they want.

