

Financial statements  
Age UK Northamptonshire  
(Limited by Guarantee) and its  
subsidiary undertaking

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**For the year ended 31 March 2015**

**Company No. 03294424**

**Registered Charity No. 1059995**

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## Legal and administrative details

Age UK Northamptonshire is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The members of the charitable company are the original subscribers and others subsequently appointed by the Trustees. Each member's guarantee is limited to an amount not exceeding £1. The directors of the charitable company are its Trustees for the purposes of charity law and throughout this report are collectively referred to as the Trustees.

<b>Company registration number:</b>	03294424
<b>Charity registration number:</b>	1059995
<b>Registered office:</b>	31 Billing Road Northampton NN1 5DQ
<b>Trustees:</b>	A A Goodman (Hon. President) D J Taylor (Hon. Chairman) A D Lainsbury C R Dobbs L Mason P Newham J Robinson A Rees (Hon. Treasurer) J Haynes J Faulkner R Wootton B Lilley
<b>Company Secretary and Chief Officer:</b>	L P Condron
<b>Bankers:</b>	Bank of Scotland Edinburgh  Santander Bootle  Nationwide Building Society Northampton
<b>Solicitors:</b>	DW Solicitors Northampton
<b>Auditor:</b>	Grant Thornton UK LLP Chartered Accountants Statutory Auditor 300 Pavilion Drive Northampton Business Park Northampton NN4 7YE
<b>Investment advisers:</b>	Principal Investment Management Limited London  Rathbone Investment Management Limited London

## Report of the Trustees

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited and The Venton 2000 Settlement), together with the financial statements for the year ended 31 March 2015.

### **Structure, governance and management**

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 3294424) governed by its Memorandum and Articles of Association.

### **Organisation**

The Trustees operate as an Executive Committee ("The Board of Trustees") for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. In their role they are supported by a Chief Officer and other senior staff. The Board of Trustees meet a minimum of four times each year and receives reports from the Chief Officer and two committees: the Finance & Resources committee and the Services committee. The Finance & Resources committee proposes the annual budget and monitors financial performance including investments and asset and risk management and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people, considers older peoples' views about services and their own needs and discusses appropriate service development. Finance & Resources and Services committees each meet four times a year between meetings of the Board of Trustees. The Chief Officer attends meetings of all committees with other Senior Managers attending as required.

### **Connected charities**

Age UK Northamptonshire is a member of Age England Association which includes a large number of connected charities working around the UK. The charitable company and its subsidiary (Age UK Northamptonshire Trading Limited) hold licenses to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the organisations.

The charitable company's subsidiary undertaking, Age UK Northamptonshire Trading Limited, acts as an agent to sell insurance products for older individuals for Age UK Enterprises Limited.

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire which was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

## Report of the Trustees

### Trustees

For the purpose of company law, the Trustees listed on page 2 are the directors of the charitable company.

The membership of the Board in the year is set out below.

#### Board Member

A A Goodman (Hon President)	
D J Taylor (Hon. Chairman)	(resigned 7 October 2014)
A D Lainsbury	
C R Dobbs	
L Mason	
P Newham	
J Robinson	
A Rees (Hon. Treasurer)	
J Haynes	(appointed 22 October 2014)
J Faulkner	(appointed 22 October 2014)
R Wootton	(appointed 22 October 2014)
B Lilley	(appointed 27 March 2015)

### Structure, governance and management (continued)

No director had any beneficial interest in the charitable company.

### Appointment of Trustees

The Trustees constitute the Committee.

The Committee consists of no less than three people, that will include:

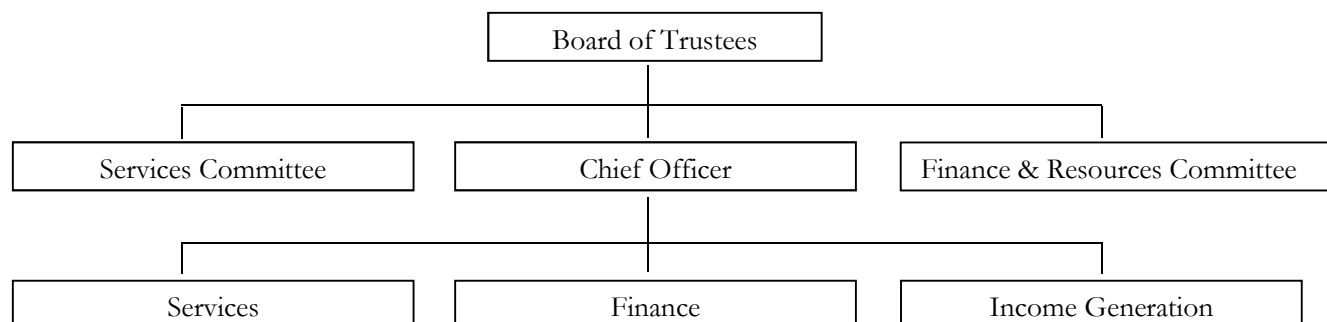
- i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years;
- ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year;
- iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

### Induction and training of Trustees

Newly elected Trustees attend meetings with the Chief Officer and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role and a copy of leaflet CC3 which they are invited to discuss. Trustees are generally expected to engage with one or more areas of the organisation's work in greater detail as volunteers. On a regular basis Trustees meet with other members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people.

# Report of the Trustees

## Structure



## Objectives

In accordance with its Memorandum of Association the charitable company's principal activities are to promote the well being of older people in Northamptonshire by helping to make life fulfilling and enjoyable, and to broaden the range of choice and opportunities open to older people and to make their views known.

There have been no changes in objectives since the last annual report.

## Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities.

## Strategic report

### Introduction

Age UK Northamptonshire cares for older people and we want them to have a secure and dignified old age. We provide a range of services to improve the quality of older people's lives, promote independence and prevent them falling into frailty, poverty and isolation. We are dependable and adaptable, business-like but compassionate. We are recognised as the foremost charity for older people, part of our local community and an organisation that older people can depend on to treat them with dignity and respect.

Our Annual Report is an opportunity to tell the story of our year. It brings together the many reports that come to the Board of Trustees and illustrates the scope and scale of the Charity's activities and the issues it faces as it draws up its plans for the following year.

2014 was a momentous year for Age UK Northamptonshire. With uncertainties about funding we were forced at the beginning of the year, to reduce our investment in our Handyperson service and Lifetime activities which have struggled to maintain themselves financially but we retained those services because of their importance to the developing Wellbeing agenda. The County Council tendered for new locality based Wellbeing services and Age UK Northamptonshire responded by demonstrating the important contribution we make to older people's wellbeing and we ensured that we were central to the many partnerships that were developing to bid for those contracts.

Trustees met in June to discuss our plans for the year ahead. We report on the progress of those plans below. We were able to report to the Board that we had been passed as fully compliant following a CQC inspection and that we had been successfully audited for ISO 9001. We had established a new toenail cutting service which would bring a great benefit to many older people and we had published our new

## Report of the Trustees

charity magazine *Engage*. That meeting, however, was overshadowed by the news that our Chairman, Don Taylor, was suffering from an aggressive cancer and he sadly passed away on 7<sup>th</sup> October.

The winter, though mild found us prepared as ever to offer support to vulnerable older people. The most significant pressures however were being experienced by the County's hospitals and Age UK Northamptonshire was on hand when the Cabinet Office offered resources through Age UK and other charities, to increase the scale of the support we already give on the wards or in A&E in order to speed peoples progress, get them home or help to ensure that they were treated with dignity, care and respect during their stay. Meanwhile, the County Council's Wellbeing Service tendering exercise, which was such a feature of the start of the year, collapsed and consideration began to be given to a new Community Interest Company for the delivery of Wellbeing services county-wide.

### Our Strategy

In a 5 year Strategy, established in 2012, we committed ourselves to meeting the challenge of a growing population of older people with growing needs. We know we must do that in the context of a harsher funding environment in which our organisation must become more independently financially sustainable but we must jealously guard the compassion and humanity which is at the heart of our charity's mission.

Last year the trustees set out a balance of key priorities which gave attention to our commitment to growth, our duty to provide good quality and good value to service users, our need to run our organisation well and our requirement for financial sustainability and independence.

### Developing and Growing

#### Priority: Identify new opportunities in Wellbeing Services and Secure Wellbeing Service Contracts

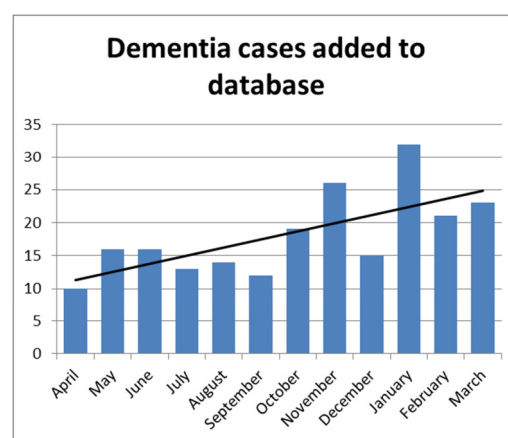
Age UK Northamptonshire contributed to the development of voluntary and public sector consortia in every part of the County to ensure that Age UK was a partner in any bid for wellbeing services. We estimate that we expended around £10,000 over the course of the year maintaining these partnerships and developing bids, it was therefore frustrating that the County Council's procurement process collapsed. Despite this a number of those partnerships have persisted and Age UK remains closely associated. The Council has now partnered with Northamptonshire Healthcare NHS Trust and the University of Northampton to develop a Community Interest Company to take responsibility for wellbeing and community services and we are well positioned to contract with that company or any consortium that it contracts with.

#### Priority: Develop Dementia Services

Following the trustees' encouragement to develop this area of our work, we established Dementia Awareness Training and delivered Dementia Friends sessions to over 1000 people in public, private and voluntary sector organisations across the County. The activity promoted the Charity's status as a key player in relation to dementia and has increased the number of dementia referrals.

Forget me Not services in Lifetime Centres introduced message books to travel with people with dementia to keep carers informed of activities during the day and act as a prompt for discussion and reflection as well as an opportunity to share any anxieties or concerns that may be relevant to our relationship with our client.

During the year we established a team to work on the Naseby Dementia wards in Kettering General Hospital. Although only short-term funded this was a valued support to hospital staff and a vital



## Report of the Trustees

improvement in the patient experience on the wards. During our time there we supported the use of the Alzheimer's Society's "This is Me" leaflet and followed up patients after they left hospital to ensure that their developing needs were met.

### Organisational Development

#### **Priority: Develop Management and Leadership Competency Framework / Establish Management Development programme**

Managers agreed a statement of expectation as part of a Management Competency Framework:

**The Age UK Northamptonshire manager is a champion for our organisation** (championing our strategy internally and externally and helping to shape our policies and plans), **leads by example** (adhering to the principles of conduct in public life, showing commitment and self-improvement), **communicates effectively** (listening respectfully, being clear, objective, open and honest, and working collaboratively) **and takes responsibility** (taking ownership of their team and its work, delegating appropriately managing risk and solving problems)

20 managers from all parts of the Charity benefited from four days of training over a six month period focussing on Leadership, Strategy and Change. A final session drew this training together, setting an agenda for further development.

#### **Priority: Service Redesign**

Uncertainty in the funding environment, particularly in relation to wellbeing services, has meant that this was a difficult priority to deliver, nevertheless managers have made significant strides in shaping new more flexible and responsive services within agreed parameters which include: Demonstrable benefit for older people, effective partnership with other organisations, an appropriate fit with the interests of funders, sustainability, uses our strengths, addresses our weaknesses and is in line with our mission to increase the number of older people we serve, add to the things we do for them, be business-like and commercially sound while preserving our special relationship with older people.

### Service Quality

#### **Priority: Data quality, outcomes reporting and using data for service improvement and planning**

Data Quality reports were developed and are now a regular feature on the agenda of our Quality Review Group. Those reports continue to evolve as new issues are raised and they have informed the training programme devised by the Team Leader of the Service Advice Team. Meetings also take place periodically to discuss developments to improve the functionality of the database and enable us to capture more meaningful data. Examples include changes to improve waiting times and transport allocation and new scheduling which has an impact on home visit planning. Training has improved the level of recording so that client contacts are more timely and effective.

#### **Priority: Build on improvements in Care Planning**

The Charity depended for some years on a presumption that our relationship with older people was such that we would automatically respond to their needs in a personalised manner and that we would respond appropriately as those needs changed. As we seek to become more professional, business-like, consistent and conscientious in our approach, we need to be able to demonstrate for ourselves and to funders and the public, that this presumption is correct. We have therefore introduced a new assessment process and we are conducting reassessments, both to ensure that we are meeting needs appropriately but increasingly to demonstrate that the services we offer are leading to the outcomes for older people that we intend and often that we are funded for.



# Report of the Trustees

## Financial Sustainability

### Priority: Developments in Insurance Trading

Age UK Northamptonshire Trading Ltd is a trading company and subsidiary of Age UK Northamptonshire and donates its net profits to the Charity. Age UK Northamptonshire Trading Ltd is an appointed representative of Age UK Enterprises Limited which is authorised and regulated by the Financial Conduct Authority.

The potential for mergers between Age UK trading companies led to a consideration of a possible merger with Age UK Milton Keynes who took the view that Enterprises Trading was proving a distraction from core activities. They were happy to invite Age UK Northamptonshire Trading Ltd to manage the operation in their area enabling us to import our more profitable model and generate additional income over time. We expect to see an increase in profit from this arrangement in the coming years. All profits from our trading activities are gift-aided by the Trading Company to the Charity.

Along with all other Age UK Trading Alliance Members Age UK Northamptonshire Trading adopted the TAM in a Box system which centralises all trading transactions through a common communications network. Age UK Northamptonshire has experienced an uncommonly high level of disruption of service and we are discussing appropriate compensation for lost business with support from others in the TAM network.

### Our Services

Age UK Northamptonshire is best known for the practical impact it has on the lives of older people in the County. Last year the Charity performed some kind of service to 13743 people. 3559 people were new service users approaching the organisation for the first time. We helped people to tackle loneliness, we improved their health and wellbeing, we advised them and helped with their finances, we supported them in hospital and looked after them at home.

At any one time there are around 650 older people attending our Day Centres. The centres exist for older people who want to meet new people and take part in activities in a relaxed environment. Many older people have complex needs including physical, sensory and memory impairments. Above all, we strive to combat the loneliness felt by 7000 older people in our County and we promote independence, health and well-being for our clients.

- Last Year 351 people made their first visit one of our Lifetime centres
- 937 people attended Day Centres during the year
- around 750 people in a network of Age UK supported Lunch clubs
- Our minibuses travelled around 160,000 miles in the course of the year
- Fuel costs alone amounted to over £40,000

Age UK Northamptonshire has, for many years, also provided a much wider range of activities focused on preventing people from becoming isolated and vulnerable in the first place.

Every month around 600 people participate in a range of classes including: Keep Fit and Aquafit, Nordic Walking, Horse Riding, Tai Chi, Get Set Go, Art, Photography, Bridge and Whist, Family History and Computing at various levels. During the year there were over 7500 attendances on and over 200 new participants joined our courses.

### Help at Home

Older people trying to cope on their own suffer more falls and appear more regularly at A&E. They go

## Report of the Trustees

into residential or nursing care more quickly, use more medication and take up more GP time. Nearly 39,000 older people live alone in the County and over 23,000 older people have a severe disability which makes it hard for them to cope on their own.

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, Ironing and changing beds.

- Last year, that service supported 1,135 older people
- 357 people started the Home Care service for the first time
- The service gave 10900 hours of support

Around 80 people regularly use our dedicated Shopping Delivery Service.

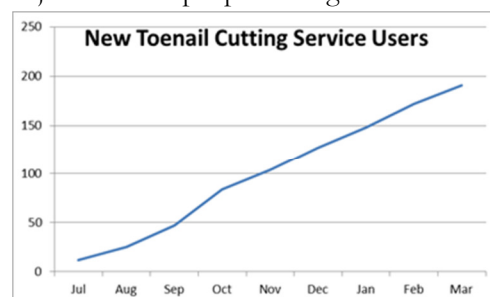
- 37 people joined that service
- overall there were 124 users during the year

Our Carers service supports people who care for other people who may be relatives, neighbours or friends. We offer support and advice and provide a care worker to stay with a loved one to enable the carer to take a break. In addition we offer information on benefits and allowances, aids and adaptations and help to find other services and support.

- More than, 200 people joined our Carers Register last year
- 160 carers were helped throughout the year and over 70 each month
- Over 5,000 hours of care were delivered

The Age UK Northamptonshire Handyperson service performed 1300 jobs for 874 people during the year: fitting smoke detectors and grab rails, replacing light bulbs, fuses and plugs, performing small carpentry work and a range of other tasks. 447 people used the service for the first time.

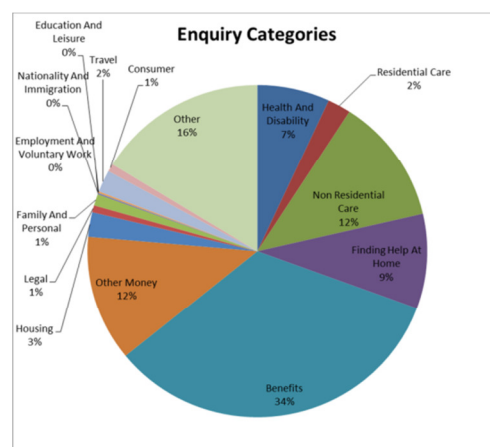
The withdrawal of basic foot-care services in the North of Northamptonshire prompted us to start work on the development of a Toenail Cutting Service which would improve older peoples' foot-care, and benefit their mobility and quality of life. Starting in July, we were serving 223 clients by the end of the year.



### Information & Advice

Access to good quality, targeted advice from trained and committed people is essential to the well-being of older people and a common offering for any Age UK organisation. Most of the people who approached Age UK Northamptonshire for a variety of services last year will have spoken to one of our trained advisors. From the Enquiry codes entered by Advisors it is clear that people come to Age UK for a wide range of support but the importance of money related advice and specifically benefits is qually clear.

- 1,665 people contacted us specifically for Information and Advice



## Report of the Trustees

- We dealt with around 6,000 different enquiries.
- 1,339 of those enquiries were for benefits advice and half of those were specifically for Attendance Allowance
- An additional 1793 people called Age UK's national information line
- We put around £2M into the pockets of older people in the County
- We helped 132 people with advice on finding a residential care home
- and nearly 1300 people to find personal care or other support at home.
- The Money Management and Support Service helped 58 clients with managing their bills, collecting cash and occasionally dealing with cases of financial abuse.

During the winter we made calls to 129 vulnerable older people.

- "Warm packs" and 1137 Winter Wrapped Up booklets were given out
- 240 Winter recipe books and 5000 thermometers were distributed

### Helping with Health

As the health community becomes more aware of the impact that social care needs have on peoples' health and as the economics of health in the context of an ageing population become ever more difficult, so the capacity for organisations like Age UK Northamptonshire to address those social care needs and benefit peoples' health becomes increasingly important. 2014-15 saw us continuing to provide services designed to help those most at risk of admission to hospital or care: helping them to cope at home, helping them to leave hospital and helping them to stay at home once they have returned.

### A Little Help

Small problems can threaten someone's ability to remain independent, problems that cannot be tackled by a doctor. We support older people to regain their independence by finding simple solutions to reduce the need for a hospital or residential care admission.

- A Little Help supported 692 people over 6000 times during the year.

The **Hospital Aftercare service** provides practical and emotional support to older people who have been discharged from hospital, to re-adjust and return to independence by assisting with household tasks, advice and encouragement and helping people to get back in charge of their life.

- The team helped to support around 600 people back to independence during the year.

In 2013 we started an **Accident and Emergency Project** at Northampton General Hospital, providing 30 hours of support in the NGH, A&E Department each week. Staff take the part of a 'concerned and competent relative' for older people who do not have that type of support available to them.

- We supported 688 patients in the A&E department during the year.
- We also helped 25 people who were only in hospital waiting for appropriate care in the community, to move out and find the right care in the right place.

In **Kettering General Hospital** we provided a service, working across two wards supporting over 400 patients with Dementia. During the winter, the Cabinet Office called on a number of voluntary organisations to step up their efforts to deal with hospital winter pressures. We were able to employ a further 9 members of staff and volunteers to support over 700 people at Northampton General Hospital during the period.

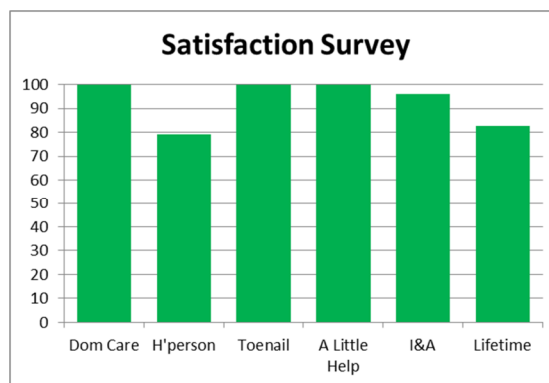
## Report of the Trustees

At the end of their lives, the majority of people state a preference to die at home but only a small number are allowed to do that. This was the reason we established our End of Life Service called Extra Help, which provides care to people in the last weeks of their life and enables them to remain at home with their loved ones. The service, funded by the NHS and running under a contract with private healthcare provider PrimeCare, worked with 365 people last year helping the majority to die at home.

### User Satisfaction

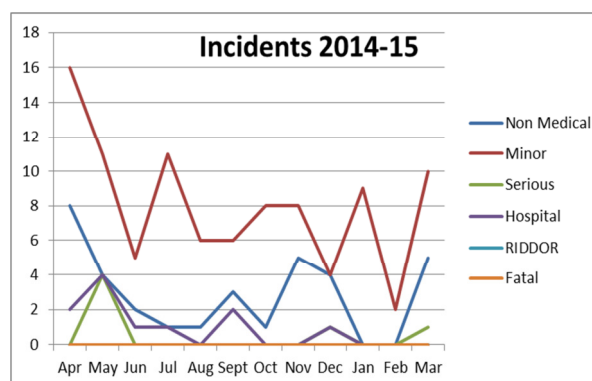
Over the course of the year we sampled the views of a number of service users.

The graph here represents the results in a survey of 138 users of a variety of services responding to the question “Would you recommend this service to a friend?” The exception is the Lifetime survey which considered value for money. It is likely that price increases during the year affected responses to that service and to the Handyperson scheme which achieved a higher score (83%) in relation to satisfaction with work completed.



### Health and Safety

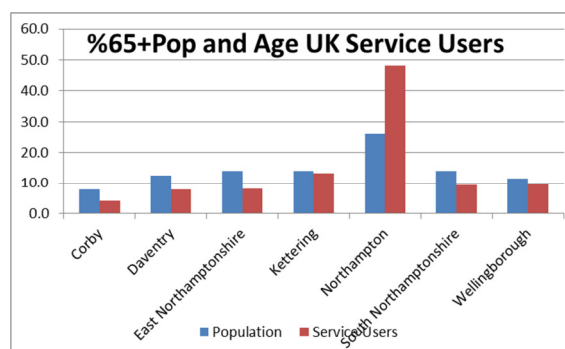
When caring for increasingly vulnerable older people, it is important that we ensure that they are protected and that when accidents or incidents occur, we record these and learn from our experience. During the year we have recorded when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. These reports are regularly shared with Trustees. The incident log this year shows that the vast majority are minor incidents and that there was a steady decline in these as the year progressed.



### Accessible to all older people

It is important to us that we are seen to be meeting the needs of all older people in the County no matter who they are or where they live. We have monitored the spread of service provision across the County and the graphs below compare that spread to the distribution of the older population.

The gender balance of our clients continues to be around two thirds female to one third male.



An exercise for the last trustee Away day indicated that our ethnic profile, while not matching the profile of the overall population, did match the profile of the older population from whom clients are drawn.

# Report of the Trustees

## Staff and Volunteers

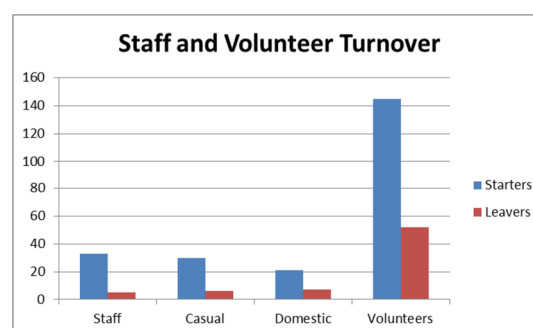
Roughly 1000 people work for Age UK Northamptonshire either paid or unpaid. This table gives a breakdown of numbers in each category. A feature this year is the growth in the numbers of staff and in particular of casually paid staff. The arrangements enable us to respond at short notice to emerging opportunities and changing needs. Our approach to casual staff is to ensure that we

	Staff	Casual	Domestic	Volunteers	Total
Starters	33	30	21	145	229
Leavers	5	6	7	52	70
Active	170	61	115	571	917

are not adopting restrictive or unfair practices. These arrangements are genuinely casual on both sides and staff in that category are at liberty to take other employment without damaging their relationship with us.

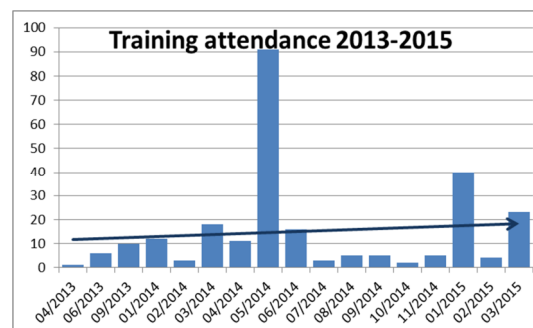
## Volunteers

It is a well worn axiom which is nonetheless true, that we could not do what we do for older people without the support of an army of volunteers. That army numbered over 600 people by the end of the financial year but included closer to 900 over the course of the whole year. Volunteer recruitment and retention was particularly successful in a year which saw increasing numbers in all categories joining and staying with Age UK.



## Training

In addition to regular induction and on the job training, the Charity is seeking to approach skills development in a more systematic way. The overall upward trend in training available in the organisation was boosted significantly by the introduction of Dementia Friends awareness training during the year. The course was not only delivered to a wide cross-section of staff in our organisation but to over 1000 people in public, private and voluntary organisations county-wide.



## Campaigning & Influencing

Our everyday caring activities help over 13,000 older people every year but our contribution to campaigning and influencing locally and nationally has the capacity to make a life changing difference to a whole generation of older people. During the Course of the year, we represented issues of importance to older people in the media on 33 separate occasions, appearing on local Television on 5 of those occasions and on the local radio roughly every other week. The range of issues we discussed was impressive. Top among those issues were peoples struggle to pay for care and their concerns about quality of that care. We spoke a number of time about the issue of loneliness and about the pressures on hospitals and the impact this has on older people and the care system as a whole.

All Lifetime centres participated in Dementia Awareness Week, in conjunction with the Alzheimer's Society, Carers Week, in conjunction with Northamptonshire Carers and the Community Law Society, and Falls Prevention Week in conjunction with Age UK, the national charity.

We used the interest in cold weather and its impact on seasonal mortality rates to raise awareness of the issue of fuel poverty and the pressures on older people at that time. There was regular media activity relating to Bobble Day, the Warm Homes campaign and our winter activities supporting vulnerable

## Report of the Trustees

people. While we were careful to observe the restrictions of the recently passed Lobbying Act, during the 2015 General Election campaign, we held debates with a number of service users and communicated the results of those debates to Prospective Parliamentary Candidates.

We contribute to the work of Healthwatch Northamptonshire as we did for its predecessor organisation and we maintain a positive working relationship with key figures who have an influence over policy that impacts on the lives of older people, including: Director of Public Health, colleagues in Northamptonshire Healthcare Foundation Trust, both of the County's General Hospitals and County Council cabinet members and the Health & Well-being Board.

Our promotional material helps to spread messages to a wider audience and reach out to people in rural areas. Our new magazine, called Engage, launched in the summer of 2014. Meanwhile the Charity has become much more sensitive to the possibilities of the Internet and Social Media. Over 8000 people visited our website 12000 times during the year, roughly a third visiting for the first time. Our Twitter page has over 630 followers and posts were seen by between 400 and 1500 people each month. Our Facebook page reaches over 1500 local people each month, the largest group being in the 35 – 44 age bracket and while only 7% are over 65 years old this group makes up 19% of those who “liked”, commented on or shared our page.

### Financial Independence and Income Generation

Uncertainties persist in relation to the **NCC Contract** which is confirmed only for 9 months of 2015/6 and at a 17.5% reduction on the previous contract value. The Council intends that the contract should be on the same general terms for that period and we are hopeful that it will transfer to a new Community Interest Company which will be established between the County Council, Northamptonshire Healthcare and the University. Following public consultation, it is evident that Day Opportunities (for which we are currently contracted) are valued as a wellbeing service. Northampton Borough Council funding for our **I&A service** reduced this year and the CEFAP panel which awarded the funding has been reformed. The service continues to be popular with the Borough.

The sustainability of our longstanding services continues to command our attention. The **Handyperson** scheme has reduced its costs and is increasing its income. The **Lifetime** Team which has increased courses and classes and health promotion activities also significantly reduced staffing levels while retaining capacity to respond to new opportunities. That capacity will be important as the wellbeing agenda develops.

The scale of our dependence on any one funder has been tackled progressively over many years by diversifying our funding streams, developing new sources of unrestricted income and more recently by developing a Social Enterprise approach to many services and products. The establishment of the Toenail cutting service was a promising development and our 12 charity shops continue to make a valuable contribution as does the gift-aided income we receive from Age UK Northamptonshire Trading Ltd.

The fastest growing source of funding for the Charity in recent years has been NHS funding through the **Clinical Commissioning Groups** (CCGs). Our contracts for A Little Help and the Hospital Aftercare Service terminate in March 2016. We are hopeful in the current climate that admission and re-admission avoidance will continue to be sufficiently important to commissioners and the contracts will be renewed in some form. That form may be dictated by the results of our **Service Re-design** exercise. Meanwhile our End of Life Contract has been extended to the end of this financial year.

And finally, having secured the CCG contract for the new Collaborative Care Teams in Kettering and Wellingborough, those contracts run only as pilots for one year and it will be important for us to demonstrate that Age UK Northamptonshire is the right choice of partner to deliver Integrated Care Closer To Home.

# Report of the Trustees

## Issues for 2015/6

A range of other issues will be the focus of attention during the coming year.

There is a growing expectation that the Voluntary sector will reduce duplication and competition through a range of **Partnerships**. During the County Council's wellbeing services tender exercise we established ourselves at the heart of a number of consortia and have tried to develop a reputation for partnership working.

While the **Localism** agenda has retreated from the forefront of political debate in the County as financial pressures in health and social care grow, it is still a feature of Government policy and although our focus will remain to deliver effective services consistently to all older people across the County, we will ensure that it is evident that we continue to be sensitive to the needs of the communities we serve and engage as a local organisation in those communities.

**Personalisation** also continues to be a central feature of central and local government policy but the numbers of people supported by the Local Authority Social Care budget have fallen as those budgets have decreased and the numbers of older people with Personal Budgets are very small. The Council has introduced the Breeze-e website to enable people searching services to compare providers. People using Personal Budgets will be directed to that site. We have registered on the site and we will continue to offer support with identifying personalised services and delivering them.

**Dementia** will continue to be a significant and growing issue for older people and for Age UK so we will be building on the developments that started last year. The County Council's Commissioning Intentions include a commitment to driving up low diagnosis rates and it is accepted that there is poor access to information and practical support. Our trusted relationship with large numbers of older people should be viewed as an advantage as a provider of that information and support.

Having established **Loneliness** as a national campaigning issue, we will contribute fully to any national campaign activity. We will engage more effectively with the Campaign to End Loneliness and demonstrate the value of our activities in combating loneliness locally. A key feature of the wellbeing agenda will be connections with family, friends and community, our adoption of quality of life measurements will help us to evidence our effectiveness in this area.

The pressure on **Hospitals** will continue to be a major issue over the coming year. Having established ourselves as trusted voluntary sector providers to hospital trusts we will build on this important work and seek to address the issue of serial short term funding in this area.

We acknowledged that, as funding reduces and we must look more to older people and the community for support, our weaknesses in **Communications and Marketing** become ever more important. New arrangements for Marketing and Communications show some promise but we will avail of the support of friends in local business as we develop a workable Marketing Strategy.

## Plans for Future Periods

Mindful of the issues expressed above, Trustees have established **Annual Plan Priorities** for 2015/16 balancing activity in the same four broad areas as last year's plan.

**Developing and Growing** To securing and extend our activity under a new End of life contract

- To ensure the effective delivery of Collaborative Care Teams and explore additional areas of the County where the model can be employed

# Report of the Trustees

## Organisational Development

- To implement a robust, sustainable and affordable business plan following our Service Redesign exercise.
- To ensure that the Charity's training function supports our ambition for organisational change and growth.

## Service Quality

- To implement Communications and Technical improvements including the installation of new telephony and build on improvements to our client database
- To establish an organisation-wide training programme increasing skills and awareness including: Loneliness, dementia and wellbeing

## Financial Sustainability

- To review the allocations model for Day Care services, improve availability and increase attendances
- To review charging policies including differential charging and charges for additional higher value services

## Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide six months cover in the event of delays in receipt of unrestricted grants or accrued legacies, together with a sum required to meet any capital commitments. As at 31 March 2015, this would equate to £169,924. The definition of free reserves for these purposes excludes fixed assets and investments so represents net current assets on all funds, excluding the defined pension scheme liability, and on this basis there is a surplus at the balance sheet date of £376,171.

## Investment policy

Age UK Northamptonshire's Constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers must be mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

## Risk assessment

The Trustees, having taken advice, have introduced risk management processes some years ago to assess risks and implement risk management strategies. These include regular risk assessments by appropriately trained members of staff and an exercise involving Trustees and senior managers in the development of a risk management framework. This identifies the types of risks the charitable company faces, prioritises them in terms of the likelihood of their occurrence and their potential impact and identifies the means of mitigating these risks. The most significant risk facing the charity at present is the cessation of the NCC Prevention Contract.



# Report of the Trustees

## Statement of Trustees' responsibilities

The Trustees (who are also directors of Age UK Northamptonshire for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm that:

- in so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Auditor

Grant Thornton UK LLP, having expressed their willingness to continue in office, will be deemed reappointed for the next financial year in accordance with section 487(2) of the Companies Act 2006 unless the company receives notice under section 488(1) of the Companies Act 2006.

The Trustees' report, including a strategic report, has been approved by the board of Trustees, as the company directors, on \_\_\_\_\_ and signed on their behalf.

P Newham  
Trustee



## Independent auditor's report to the members of Age UK Northamptonshire

We have audited the financial statements of Age UK Northamptonshire for the year ended 31 March 2015 which comprise the Charitable Group Statement of Financial Activities, Group Charitable Company Summary Income and Expenditure Account, the Group and Parent Charitable Company Balance Sheets, the Group Charitable Company Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement set out on page 16, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### **Scope of the audit of the financial statements**

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at [www.frc.org.uk/auditscopeukprivate](http://www.frc.org.uk/auditscopeukprivate).

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2015 and of the group's and the parent charitable company's incoming resources and application of resources, including the group's and the parent income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Strategic Report and Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.



## Independent auditor's report to the members of Age UK Northamptonshire

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records or returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

*Grant Thornton UK LLP*

**William Devitt**

Senior Statutory Auditor  
for and on behalf of Grant Thornton UK LLP  
Statutory Auditor, Chartered Accountants  
**Northampton**

*5 October 2015*

## Principal account policies

### **Basis of preparation**

The financial statements have been prepared in accordance with applicable UK Accounting Standards and the Companies Act 2006 and follow the recommendations in the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005). They have been prepared under the historical cost convention except for investments which are stated at market value.

The principal accounting policies of the charitable group have remained unchanged from the previous year and are set out below.

### **Basis of consolidation**

The group financial statements consolidate those of the charitable company and of its subsidiary undertaking. Acquisitions are accounted for under the acquisition method. The results of the charitable company's subsidiary has been incorporated on a line by line basis. Surpluses or deficits on intra group transactions are eliminated in full. On acquisition of a subsidiary, all of the subsidiary's assets and liabilities which exist at the date of acquisition are recorded at their fair values reflecting their condition at that date.

### **Incoming resources**

#### **Provision of services**

Revenue from services provided by the charitable group is recognised when the charitable group has performed its obligations and in exchange obtained the right to consideration.

#### **Donations and gifts**

All monetary donations and gifts are included in full in the statement of financial activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Legacies to which the charitable group are entitled are included in the statement of financial activities unless they are incapable of measurement.

Gifts-in-kind are accounted for at the Trustees' estimate of value to the charitable group or sale value as follows:

- goods for resale are accounted for when sold
- gifts of fixed assets for charity use are accounted for immediately on receipt.

Intangible income, which comprises donated services, is included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Donations under Gift Aid, together with the associated income tax recoveries, are credited as income when donations are received.

#### **Grants receivable**

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless they relate to a specified future period, in which case they are deferred.

#### **Investment income**

Investment income, including associated income tax recoveries, is recognised when receivable.

## Incoming resources (continued)

### Rent receivable

Rental income is accounted for when receivable.

## Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charitable group's shops.
- Charitable activities comprises those costs incurred by the charitable group in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charitable group and include the audit fees and costs linked to the strategic management of the charitable group.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly. Indirect staff costs are apportioned on the basis of relative payroll costs and other costs are apportioned as appropriate.

## Fund accounting

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charitable group.

Designated funds are unrestricted funds which have been designated for specific purposes by the Trustees.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

## Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost and net of depreciation. Tangible fixed assets are capitalised where the cost is in excess of £100.

Depreciation is calculated to write down the cost less estimated residual value of all tangible fixed assets held for charity use, other than freehold land, by equal annual instalments over their expected useful lives. The periods generally applicable are:

Freehold buildings	10 - 50 years
Furniture, fittings and equipment excluding computers	5 - 10 years
Computers	3 years
Motor vehicles	3 - 6 years

## **Investments**

Assets held for investment purposes are valued at mid offer price, being readily available market value, at the balance sheet date.

Net gains and losses arising on revaluations and disposals during the year are included in the statement of financial activities.

## **Stocks**

Stocks are stated at the lower of cost and net realisable value.

## **Leased assets**

All leases are regarded as operating leases and the payments made under them are charged to the statement of financial activities on a straight line basis over the lease term.

## **Retirement benefits**

### **Defined Contribution Pension Scheme**

The pension costs charged to the Statement of Financial Activities represent the amount of the contributions payable to the scheme in respect of the accounting period.

### **Defined Benefit Pension Scheme**

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at the appropriate high quality corporate bond rates. The net surplus or deficit is presented separately from other net assets on the balance sheet. A net surplus is recognised only to the extent that it is recoverable by the charitable group.

The charitable group has applied the amendment to FRS 17 'Retirement Benefits' which is effective for accounting periods commencing on or after 6 April 2007. The amendment to FRS 17 primarily affects disclosures in relation to defined benefit pension schemes. However for quoted securities the fair value is now taken to be the current bid price rather than the mid-market value.

The current service cost and costs from settlements and curtailments are charged to resources expended. Past service costs are spread over the period until the benefit increases vest. Interest charged on the scheme liabilities and the expected return on scheme assets are included in other finance costs. Actuarial gains and losses are reported in the Statement of Financial Activities.

## Consolidated statement of financial activities

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2015 £	Total 2014 £
<b>INCOMING RESOURCES</b>							
<b>Incoming resources from generated funds</b>							
<b>Voluntary income</b>							
Gifts and donations		38,838	-	-	-	38,838	59,397
Legacies		5,537	-	-	-	5,537	190,366
<b>Activities for generating funds</b>							
Shop income from donated and bought in products		721,314	-	-	-	721,314	694,046
Fundraising		11,500	-	-	-	11,500	18,532
Insurance commission		125,355	-	-	-	125,355	122,774
Provision of other services		-	-	-	-	-	32,187
<b>Investment income</b>	3	15,431	-	-	14,720	30,151	28,766
<b>Incoming resources from charitable activities</b>							
Provision of home care services		841,237	-	303,524	-	1,144,761	1,111,269
Provision of active ageing services		55,696	-	-	-	55,696	47,642
Provision of advisory services		42,613	-	75,000	-	117,613	115,375
Provision of day care services		1,128,362	-	-	-	1,128,362	1,035,644
Rents receivable		29,677	10,556	-	-	40,233	38,341
Provision of other services		19,672	-	-	-	19,672	31,393
<b>Other incoming resources</b>							
Profit on disposal of tangible fixed asset		-	-	-	-	-	1,250
<b>Total incoming resources</b>	1	<u>3,035,232</u>	<u>10,556</u>	<u>378,524</u>	<u>14,720</u>	<u>3,439,032</u>	<u>3,526,982</u>

## Consolidated statement of financial activities

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2015 £	Total 2014 £
<b>RESOURCES EXPENDED</b>							
<b>Costs of generating funds</b>							
Cost of generated funds – excluding shops		84,055	-	-	-	84,055	90,166
Cost of generated funds - shops		685,003	-	-	-	685,003	627,749
Investment management fees		-	-	-	3,358	3,358	4,391
<b>Charitable activities</b>							
Home care services		866,717	-	332,196	-	1,198,913	1,167,957
Active ageing services		205,933	-	-	-	205,933	227,508
Advisory services		197,790	-	75,000	-	272,790	278,182
Day care services		1,032,828	-	-	18,482	1,051,310	1,013,650
Cottages		979	2,173	-	-	3,152	3,760
<b>Governance costs</b>		9,535	-	-	-	9,535	10,025
<b>Total resources expended</b>	4	<u>3,082,840</u>	<u>2,173</u>	<u>407,196</u>	<u>21,840</u>	<u>3,514,049</u>	<u>3,423,388</u>
<b>Net incoming/(outgoing) resources before transfers and other recognised gains/(losses)</b>							
		(47,608)	8,383	(28,672)	(7,120)	(75,017)	103,594
Transfers between funds		(4,036)	(10,556)	28,672	(14,080)	-	-
<b>Net incoming/(outgoing) resources for the year</b>		<u>(51,644)</u>	<u>(2,173)</u>	<u>-</u>	<u>(21,200)</u>	<u>(75,017)</u>	<u>103,594</u>
Gains on investments		-	-	-	54,010	54,010	28,554
<b>Other recognised gains and losses</b>							
Actuarial (losses) on defined benefit pension scheme	22	(25,000)	-	-	-	(25,000)	(21,000)
<b>Net movements in funds</b>		<u>(76,644)</u>	<u>(2,173)</u>	<u>-</u>	<u>32,810</u>	<u>(46,007)</u>	<u>111,148</u>
Fund balances at 1 April 2014		<u>1,906,664</u>	<u>102,902</u>	<u>-</u>	<u>1,736,878</u>	<u>3,746,444</u>	<u>3,635,296</u>
<b>Fund balances at 31 March 2015</b>		<u><u>1,830,020</u></u>	<u><u>100,729</u></u>	<u><u>-</u></u>	<u><u>1,769,688</u></u>	<u><u>3,700,437</u></u>	<u><u>3,746,444</u></u>

The financial activities above represent the incoming and outgoing resources relating to the charitable group. All incoming resources and resources expended derive from continuing activities.

The accompanying accounting policies and notes form an integral part of these financial statements.



## Consolidated income and expenditure account

	2015 £	2014 £
Total income	3,424,312	3,484,632
Total expenditure	<u>3,492,209</u>	<u>3,372,244</u>
<b>Net (expenditure) / income for the year</b>	<u><b>(67,897)</b></u>	<u>112,388</u>

Total income comprises £3,035,232 for unrestricted funds, £378,524 for restricted funds and £10,556 for designated funds. A detailed analysis of income by source is provided in the statement of financial activities.

Detailed analyses of expenditure are provided in the statement of financial activities.

Total expenditure for the year of £3,492,209 comprises £3,082,840 of net expenditure of unrestricted funds, £407,196 of net expenditure of restricted funds and £2,173 of net expenditure of designated funds, as shown in the statement of financial activities.

The summary income and expenditure account is derived from the statement of financial activities on pages 23 and 24 which, together with the notes on pages 29 to 42, provides full information on the movements during the year and on all the funds of the charitable group.

The accompanying accounting policies and notes form an integral part of these financial statements.

## Consolidated balance sheet

	Note	2015 £	2014 £
<b>Fixed assets</b>			
Tangible assets	7	2,330,197	2,405,851
Investments	8	994,067	942,775
		<u>3,324,264</u>	<u>3,348,626</u>
<b>Current assets</b>			
Stocks	9	19,267	12,752
Debtors	10	312,722	324,336
Cash at bank and in hand		361,103	343,215
		<u>693,092</u>	<u>680,303</u>
<b>Creditors: amounts falling due within one year</b>	11	<u>(160,919)</u>	<u>(133,485)</u>
<b>Net current assets</b>		<u>532,173</u>	<u>546,818</u>
<b>Total assets less current liabilities before pension liability</b>		<u>3,856,437</u>	<u>3,895,444</u>
<b>Defined benefit liability</b>			
Pension liability	22	<u>(156,000)</u>	<u>(149,000)</u>
		<u>3,700,437</u>	<u>3,746,444</u>
<b>Capital funds</b>			
Permanent endowment fund	12	1,769,688	1,736,878
<b>Income funds</b>			
Restricted funds	13	-	-
Unrestricted funds:			
Designated funds	14	100,729	102,902
General fund	15	1,986,020	2,055,664
Pension deficit	22	<u>(156,000)</u>	<u>(149,000)</u>
<b>Total funds</b>	16	<u>3,700,437</u>	<u>3,746,444</u>

These financial statements were approved by the directors and authorised for issue on 25 September 2015 and are signed on their behalf by:



J Robinson  
Trustee



P Newham (Trustee)  
Trustee

Company number: 03294424

The accompanying accounting policies and notes form an integral part of these financial statements.

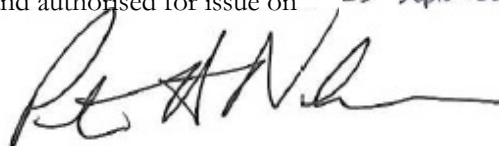
## Balance sheet

	Note	2015	2014
		£	£
<b>Fixed assets</b>			
Tangible assets	7	2,330,197	2,405,851
Investments	8	994,069	942,777
		<u>3,324,266</u>	<u>3,348,628</u>
<b>Current assets</b>			
Stocks	9	563	563
Debtors	10	380,994	373,226
Cash at bank and in hand		307,018	306,566
		<u>688,575</u>	<u>680,355</u>
<b>Creditors: amounts falling due within one year</b>	11	<u>(156,404)</u>	<u>(133,485)</u>
<b>Net current assets</b>		<u>532,171</u>	<u>546,870</u>
<b>Total assets less current liabilities before pension liability</b>		<u>3,856,437</u>	<u>3,895,498</u>
<b>Defined benefit liability</b>			
Pension liability	22	<u>(156,000)</u>	<u>(149,000)</u>
		<u>3,700,437</u>	<u>3,746,498</u>
<b>Capital funds</b>			
Permanent endowment fund	12	1,769,688	1,736,878
<b>Income funds</b>			
Restricted funds	13	-	-
Unrestricted funds:			
Designated funds	14	100,729	102,902
General fund	15	1,986,020	2,055,718
Pension deficit	22	<u>(156,000)</u>	<u>(149,000)</u>
<b>Total funds</b>	16	<u>3,700,437</u>	<u>3,746,498</u>

These financial statements were approved by the directors and authorised for issue on 25 September 2015 and are signed on their behalf by:



J Robinson  
Trustee



P Newham (Trustee)  
Trustee

Company number: 03294424

The accompanying accounting policies and notes form an integral part of these financial statements.

## Consolidated cash flow statement

	Note	2015 £	2014 £
<b>Net cash inflow from operating activities</b>	17	<u>25,719</u>	<u>56,905</u>
<b>Returns on investment and servicing of finance</b>			
Interest received		<u>30,151</u>	<u>28,766</u>
<b>Capital expenditure and financial investment</b>			
Purchase of tangible fixed assets		(45,953)	(154,079)
Sale of tangible fixed assets		-	3,203
Purchase of investments		(84,048)	(67,566)
Sale of investments		<u>92,019</u>	<u>70,217</u>
<b>Net cash outflow from capital expenditure and financial investment</b>		<u>(37,982)</u>	<u>(148,225)</u>
<b>Increase/(decrease) in cash</b>	18	<u><u>17,888</u></u>	<u><u>(62,554)</u></u>

The accompanying accounting policies and notes form an integral part of these financial statements.

## Notes to the financial statements

### 1 Analysis of total incoming resources

	Incoming resources from generated funds £	Incoming resources from charitable activities £	Other incoming resources £	2015 £	2014 £
Grants (note 2)	-	944,011	-	944,011	858,842
Provision of services	-	1,371,769	-	1,371,769	1,348,054
Donations	39,272	-	-	39,272	59,397
Legacies	5,537	-	-	5,537	190,366
Fundraising	11,500	-	-	11,500	18,532
Shop sales and commissions	790,564	-	-	790,564	778,338
Other sales	55,671	22,789	-	78,460	73,301
Rents received	-	40,238	-	40,238	38,341
Interest and investment income received	30,151	-	-	30,151	28,766
Shopping service	-	87,264	-	87,264	86,770
Other income	-	40,266	-	40,266	45,025
Sale of tangible fixed assets	-	-	-	-	1,250
<b>Total</b>	<b>932,695</b>	<b>2,506,337</b>	<b>-</b>	<b>3,439,032</b>	<b>3,526,982</b>

#### Donated facilities

Shop sales represents the amount received for goods donated to the charitable company free of charge.

### 2 Grants

Grants receivable during the year were as follows:

	2015 £	2014 £
Northamptonshire County Council	411,936	411,936
Northamptonshire NHS	218,299	218,304
Kettering Borough Council	28,000	28,000
Department for Transport	10,000	5,114
Northampton Borough Council (NBC)	75,000	73,750
Age UK	72,579	23,129
Department of Health	-	20,000
A & E Pilot	61,026	18,278
Northamptonshire Health Care	-	17,325
Big Lottery	54,671	43,006
Other	12,500	-
<b>Total</b>	<b>944,011</b>	<b>858,842</b>

### 3 Investment income

Investment income comprises income from:

	2015 £	2014 £
Listed investments	29,439	28,158
Bank interest receivable	712	608
	<u>30,151</u>	<u>28,766</u>

### 4 Analysis of total resources expended

	Cost of generating funds £	Charitable activities £	Governance costs £	2015 Total £	2014 Total £
Salaries	421,882	1,926,517	-	2,348,399	2,330,148
Training	364	6,096	-	6,460	8,959
Travel	7,311	128,117	-	135,428	139,780
Recruitment	1,090	1,698	-	2,788	1,054
Subscriptions and donations	1,901	9,014	-	10,915	4,018
Volunteer expenses	3,095	11,861	-	14,956	16,954
Accommodation	205,379	137,811	-	343,190	313,061
Printing, stationery and advertising	6,348	11,640	-	17,988	28,423
Postage	2,729	13,905	-	16,634	15,451
Repairs and maintenance	14,495	29,836	-	44,331	19,816
Telephone	4,716	20,838	-	25,554	28,840
Legal and professional	6,559	39,366	9,535	55,460	51,577
Vehicle costs	8,373	95,376	-	103,749	103,256
Food for lunches/coffee bar	-	85,649	-	85,649	89,066
Depreciation	30,743	90,864	-	121,607	121,342
IT costs	5,054	27,705	-	32,759	27,411
Shopping service	-	67,615	-	67,615	67,372
Bank charges	137	3,088	-	3,225	2,829
Shop expenses	28,884	-	-	28,884	28,271
Donations paid	17,956	-	-	17,956	-
Sundry expenses	5,400	25,102	-	30,502	25,760
	<u>772,416</u>	<u>2,732,098</u>	<u>9,535</u>	<u>3,514,049</u>	<u>3,423,388</u>

#### 4 Analysis of total resources expended (continued)

Support costs are included as follows:

	Cost of generating funds £	Charitable activities £	Governance costs £	2015 Total £	2014 Total £
Salaries of general management, finance and central services staff	60,100	348,744	-	408,844	389,955
Other costs	26,892	156,044	-	182,936	158,788
	<u>86,992</u>	<u>504,788</u>	<u>-</u>	<u>591,780</u>	<u>548,743</u>

Total resources expended include:

	2015 £	2014 £
Auditor's remuneration	9,394	9,600
Hire of plant and machinery	12,484	3,813
Other operating lease rentals	<u>159,395</u>	<u>121,669</u>

#### 5 Employees

	2015 £	2014 £
Wages and salaries	2,222,304	2,203,174
Social security costs	91,311	95,587
Other pension costs	<u>34,784</u>	<u>31,387</u>
	<u>2,348,399</u>	<u>2,330,148</u>

The average number of employees calculated on a full time equivalent basis during the year, analysed by function, was as follows:

	2015 Number	2014 Number
Direct charitable purposes	81	98
Fundraising and publicity	21	19
Management and administration	<u>16</u>	<u>17</u>
	<u>118</u>	<u>134</u>

No employee earned £60,000 per annum or more in the accounting year in the current or preceding period.

## 6 Payments to Trustees and connected persons

No Trustee or person with a family or business connection with a Trustee, received remuneration in the year, directly or indirectly, from either the charitable group or an institution or company controlled by the charitable group.

Costs are incurred by the Trustees personally in pursuance of the charitable group's objectives. There were no (2014: no) expense reimbursements paid to Trustees during the year.

Transactions with related parties and connected charities are disclosed in note 24.

## 7 Tangible fixed assets

### The group and charitable company

	Total £	Freehold land and buildings £	Charles Watts Cottages (freehold) £	Fixtures, fittings, equipment and computers £	Motor vehicles £
At 1 April 2014	3,714,777	2,549,559	136,400	650,267	378,551
Additions	45,953	-	-	29,453	16,500
Disposals	-	-	-	-	-
At 31 March 2015	<u>3,760,730</u>	<u>2,549,559</u>	<u>136,400</u>	<u>679,720</u>	<u>395,051</u>
Depreciation					
At 1 April 2014	1,308,926	494,636	33,498	478,543	302,249
Provided in the year	121,607	42,749	2,173	53,826	22,859
Disposals	-	-	-	-	-
At 31 March 2015	<u>1,430,533</u>	<u>537,385</u>	<u>35,671</u>	<u>532,369</u>	<u>325,108</u>
Net book amount at 31 March 2015	<u><u>2,330,197</u></u>	<u><u>2,012,174</u></u>	<u><u>100,729</u></u>	<u><u>147,351</u></u>	<u><u>69,943</u></u>
Net book amount at 31 March 2014	<u><u>2,405,851</u></u>	<u><u>2,054,923</u></u>	<u><u>102,902</u></u>	<u><u>171,724</u></u>	<u><u>76,302</u></u>



## 7 Tangible fixed assets(continued)

	Total £	Freehold land and buildings £	Charles Watts Cottages (freehold) £	Fixtures, fittings and equipment £	Motor vehicles £
Direct charitable purposes					
Day care and other services	975,460	775,621	-	129,896	69,943
Cottages	100,729	-	100,729	-	-
	<b>1,076,189</b>	775,621	100,729	129,896	69,943
Other purposes					
Management and administration	1,254,008	1,236,553	-	17,455	-
	<b>2,330,197</b>	2,012,174	100,729	147,351	69,943

The amount of freehold buildings on which depreciation is being provided is £2,308,039

## 8 Fixed asset investments

### The charitable group

	Listed Investments £	Total £
Cost or valuation and net book amount		
At 1 April 2014	942,775	942,775
Additions	84,048	84,048
Disposals	(92,019)	(92,019)
Surplus on revaluation	59,263	59,263
	<b>994,067</b>	<b>994,067</b>
At 31 March 2015		

### The charitable company

	Shares in group undertakings £	Listed Investments £	Total £
Cost or valuation and net book amount			
At 1 April 2014	2	942,775	942,777
Additions	-	84,048	84,048
Disposals	-	(92,019)	(92,019)
Surplus on revaluation	-	59,263	59,263
	<b>2</b>	<b>994,067</b>	<b>994,069</b>
At 31 March 2015			

Listed investments are stated at their mid market value as at the balance sheet date.

## 8 Fixed asset investments (continued)

If listed investments had not been revalued they would have been included on the historical cost basis at the following amounts:

	<b>Listed Investments £</b>
Cost and net book amount at 31 March 2015	<u><u>698,550</u></u>
Cost and net book amount at 31 March 2014	<u><u>663,249</u></u>
An analysis of the location of investments is as follows:	
	<b>Listed Investments £</b>
UK	<u>682,939</u>
Non UK	<u>311,128</u>
	<u><u>994,067</u></u>

At 31 March 2015 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trading Limited. At 31 March 2015, the aggregate capital and reserves was £2 (2014 - £(52)) and the profit for the financial year ended on that date was £54 (2014 - £nil).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as agent for an insurance broker.

A summary of the results of the trading subsidiary is set out below:

	<b>Age UK Northamptonshire Trading Limited</b>	
	<b>Total 2015 £</b>	Total 2014 £
Turnover	<b>169,612</b>	162,045
Cost of sales	<u><b>(25,431)</b></u>	<u>(24,635)</u>
Gross profit	<b>144,181</b>	137,410
Other operating income and costs	<u><b>(40,755)</b></u>	<u>(48,452)</u>
Net profit	<b>103,426</b>	88,958
Gift Aid payment to Age UK Northamptonshire	<u><b>103,372</b></u>	<u>88,958</u>
Retained in subsidiary	<u><u><b>54</b></u></u>	<u><u>-</u></u>

**8 Fixed asset investments (continued)**

The net assets and liabilities of the subsidiary are:

	2015 £	2014 £
Current assets	92,367	68,326
Creditors: amounts falling due within one year	<u>(92,365)</u>	<u>(63,678)</u>
	<u>2</u>	<u>(52)</u>
Aggregate share of capital and reserves	<u>2</u>	<u>(52)</u>

**9 Stocks**

	The group		The charitable company	
	2015 £	2014 £	2015 £	2014 £
Goods for resale	<u>19,267</u>	<u>12,752</u>	<u>563</u>	<u>563</u>

**10 Debtors**

	The group		The charitable company	
	2015 £	2014 £	2015 £	2014 £
Amounts owed by subsidiary undertaking	-	-	87,850	68,378
Prepayments and accrued income	<u>312,722</u>	<u>324,336</u>	<u>293,144</u>	<u>304,848</u>
	<u>312,722</u>	<u>324,336</u>	<u>380,994</u>	<u>373,226</u>

**11 Creditors: amounts falling due within one year**

	The group		The charitable company	
	2015	2014	2015	2014
	£	£	£	£
Trade creditors	39,211	39,068	34,696	39,068
Social security and other taxes	26,602	28,189	26,602	28,189
Accruals and deferred income	95,106	66,228	95,106	66,228
	<u>160,919</u>	<u>133,485</u>	<u>156,404</u>	<u>133,485</u>

**12 Endowment funds**

**The group and charitable company**

Permanent Endowment Funds:

	The Venton 2000 Settlement Endowment Fund £
At 1 April 2014	1,736,878
Incoming resources	14,720
Expenditure	(21,840)
Transfers	(14,080)
Unrealised gains	54,010
	<u>1,769,688</u>
At 31 March 2015	

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a subsidiary of Age UK Northamptonshire. The object of the charity is the promotion of the relief of elderly people in Northamptonshire.

The charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

### 13 Restricted funds

#### The group and charitable company

	At 1 April 2014 £	Incoming resources £	Expenditure £	Transfers £	At 31 March 2015 £
Carers Response project	-	51,300	(90,350)	39,050	-
Service Advice Team	-	75,000	(75,000)	-	-
Sitting Service	-	74,000	(86,726)	12,726	-
A Little Help	-	93,000	(111,160)	18,160	-
A & E Pilot	-	61,027	(26,716)	(34,311)	-
Winter Pressures	-	24,197	(8,947)	(15,250)	-
GP Project	-	-	(8,297)	8,297	-
<b>Total</b>	<u>-</u>	<u>378,524</u>	<u>(407,196)</u>	<u>28,672</u>	<u>-</u>

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted.

The Carers Response project was set up to provide support to persons aged over 55 years with particular caring needs.

The Service Advice Team is part funded by NBC to provide information and advice on many subjects and assist with benefit checks and claims.

The Sitting Service offers a respite service for informal carers to access on an ad-hoc or regular basis in their own home.

A Little Help is funded by Northamptonshire County Council for the provision of low level support services to enable older people to remain independent in their communities.

The A & E pilot is managed by Northampton General Hospital NHS Trust working in partnership with Age UK Northamptonshire to provide an A&E support service to provide practical and emotional support to older people admitted to the A&E department and to support the professionals in the hospital by attending to patients non- medical needs.

Winter Pressures is a project to co-ordinate a response from existing A&E and Dementia projects to address pressures on hospital trusts through preventing admissions, readmissions and delayed discharge.

GP Project is a Department of Health funded project to recruit and place trained volunteers in individual GP surgeries one day a week to make 'Welcome Home' welfare telephone calls to any older person who has had an emergency hospital admission or attended A&E during the previous two weeks.

## 14 Designated funds

### The group and charitable company

	At 1 April 2014 £	Incoming resources £	Expenditure £	Transfers £	At 31 March 2015 £
Capital provision	102,902	10,556	(2,173)	(10,556)	<b>100,729</b>

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity. The fund is represented by freehold properties.

## 15 Unrestricted funds

### The group

	Designated Funds (see note 14) £	General Fund £	Pension Deficit £	Total £
At 1 April 2014	102,902	2,055,664	(149,000)	2,009,566
Incoming resources	10,556	3,035,232	-	3,045,788
Resources expended	(2,173)	(3,100,840)	18,000	(3,085,013)
Transfers	(10,556)	(4,036)	-	(14,592)
Actuarial losses	-	-	(25,000)	(25,000)
At 31 March 2015	<b>100,729</b>	<b>1,986,020</b>	<b>(156,000)</b>	<b>1,930,749</b>

### The charitable company

	Designated Funds (see note 14) £	General Fund £	Pension Deficit £	Total £
At 1 April 2014	102,902	2,055,718	(149,000)	2,009,620
Incoming resources	10,556	3,006,294	-	3,016,850
Resources expended	(2,173)	(3,071,956)	18,000	(3,056,129)
Transfers	(10,556)	(4,036)	-	(14,592)
Actuarial losses	-	-	(25,000)	(25,000)
At 31 March 2015	<b>100,729</b>	<b>1,986,020</b>	<b>(156,000)</b>	<b>1,930,749</b>

## 16 Analysis of net assets between funds

### The group

	Restricted Funds £	Unrestricted Funds £	Endowment Funds £	Total £
Tangible fixed assets	-	1,554,576	775,621	<b>2,330,197</b>
Investments	-	-	994,067	<b>994,067</b>
Net current assets	-	532,173	-	<b>532,173</b>
Pension liability	-	(156,000)	-	<b>(156,000)</b>
	-	1,930,749	1,769,688	<b>3,700,437</b>

### The charitable company

	Restricted Funds £	Unrestricted Funds £	Endowment Funds £	Total £
Tangible fixed assets	-	1,554,576	775,621	<b>2,330,197</b>
Investments	-	2	994,067	<b>994,069</b>
Net current assets	-	532,171	-	<b>532,171</b>
Pension liability	-	(156,000)	-	<b>(156,000)</b>
	-	1,930,749	1,769,688	<b>3,700,437</b>

## 17 Reconciliation of changes in resources to net cash inflow/(outflow) from operating activities

	2015 £	2014 £
Changes in operating resources before revaluations	<b>(75,017)</b>	103,594
Depreciation	<b>121,607</b>	121,342
Profit on sale of tangible fixed assets	-	(1,250)
Profit on sale of investments	<b>(5,253)</b>	-
Interest received	<b>(30,151)</b>	(28,766)
(Increase) in stock	<b>(6,515)</b>	(3,874)
(Decrease) / Increase in debtors	<b>11,614</b>	(111,851)
Increase / (Decrease) in creditors	<b>27,434</b>	(17,290)
FRS17 adjustment	<b>(18,000)</b>	(5,000)
Net cash inflow/(outflow) from operating activities	<b>25,719</b>	56,905

## 18 Reconciliation of net cash outflow to movement in net cash funds

	2015 £	2014 £
Increase/(decrease) in cash and movement in net cash funds	17,888	(62,554)
Net cash funds at 1 April 2014	<u>343,215</u>	<u>405,769</u>
Net cash funds at 31 March 2015	<u><u>361,103</u></u>	<u><u>343,215</u></u>

## 19 Analysis of changes in net cash funds

	At 1 April 2014 £	Cash flows £	At 31 March 2015 £
Cash at bank and in hand	<u>343,215</u>	<u>17,888</u>	<u><u>361,103</u></u>

## 20 Capital commitments

The charitable group had contracted capital commitments at 31 March 2015 amounting to £nil (2014 - £nil).

## 21 Contingent liabilities

There were no contingent liabilities at 31 March 2015 or at 31 March 2014.

## 22 Retirement benefits

### Defined Contribution Scheme

Contributions by the employer to the defined contribution scheme established in 2005/06 have been made at 3%. The scheme also provides a death in service benefit of two times salary, the premium for which is paid by the employer.

The charitable group also contributes to certain employees' individual pension plans

### Defined Benefit Scheme

The charitable group operates a funded defined benefit pension scheme for the benefit of the employees in conjunction with a local government defined benefit pension scheme. The assets of the scheme are administered by Trustees in a fund independent from those of the charitable group. In 2014/2015 the Trust paid an employer's contribution of £23,000 into Northamptonshire County Council's Superannuation Fund, which provides members with defined benefits related to pay and service.

The valuation has been provided to 31 March 2015 by a qualified independent actuary using revised assumptions that are consistent with the requirements of FRS 17.



## 22 Pensions (continued)

### Defined Benefit Scheme (continued)

The principal actuarial assumptions used by the actuary were as follows:

	2015 %	2014 %
Discount rate	3.1	4.1
Expected return on plan assets at 31 March	3.1	5.9
Rate of increase in pensionable salaries	4.0	4.4
Rate of increase in pensions in payment	2.1	2.6
Inflation assumption	2.8	2.9

The expected return on plan assets is 4.6% which is based on trustees best estimate of overall rate of return and the effect of major categories of plan assets were as under:

	2015 %	2014 %
Equities	6.7	6.7
Bonds	3.5	3.5
Property	4.8	4.8
Cash	3.7	3.7

Mortality assumptions: In relation to life expectancy it is assumed that for a man who has reached pensionable age that life expectancy is age 87 and for females, age 89. For scheme members who have not reached pensionable age, the rates are adjusted to reflect changes in mortality rates that are expected to arise over the year to pensionable age.

The amounts charged or (credited) in Statement of Financial Activities are as follows:

	2015 £'000	2014 £'000
Current service cost less employee contribution	16	15
Interest on obligation	28	28
Expected return on plan assets	(32)	(25)
Total	<u>12</u>	<u>18</u>

The amounts charged or credited in the wages and salaries charge were £(10,000) and finance costs £3,000.

The amounts recognised in the balance sheet are as follow:

	2015 £'000	2014 £'000
Fair value of plan assets	632	541
Present value of funded retirement benefit obligations	<u>(788)</u>	<u>(690)</u>
	<u>(156)</u>	<u>(149)</u>

## 22 Pensions (continued)

### Defined Benefit Scheme (continued)

The major categories of plan assets as a percentage of the total plan assets, are as follows:

	2015 %	2014 %
Equities	72	73
Bonds	18	19
Property	8	6
Cash	2	2

Changes in the present value of the defined benefit obligation are as follows:

	2015 £'000	2014 £'000
Opening defined benefit liabilities at 1 April 2014	690	616
Current service cost	16	15
Interest cost	28	28
Contributions by plan participant	4	4
Actuarial losses	62	39
Benefits paid	(12)	(12)
	<u>788</u>	<u>690</u>
Closing defined benefit liabilities at 31 March 2015		

Changes in the fair value of plan assets are as follows:

	2015 £'000	2014 £'000
Opening fair value of plan assets at 1 April 2014	541	483
Expected return	32	25
Actuarial gains	37	18
Contributions by employer	30	23
Contributions by plan participants	4	4
Benefits paid	(12)	(12)
	<u>632</u>	<u>541</u>
Closing fair value of plan assets at 31 March 2015		

Amounts for the current and previous are as follows:

	2015 £'000	2014 £'000
Fair value of plan assets at 31 March 2015	632	541
Present value of defined benefit obligation	(788)	(690)
	<u>(156)</u>	<u>(149)</u>
Experience gains on assets	37	18
Experience gains on losses	2	29

## 23 Leasing commitments

Operating lease payments amounting to £102,831 (2014 - £96,396) are due within one year. The leases to which these amounts relate expire are as follows:

	2015		2014	
	Land and buildings £	Other £	Land and Buildings £	Other £
In one year or less	21,945	-	18,195	-
Between one and five years	34,500	12,486	23,750	12,051
After more than five years	33,900	-	42,400	-
	<u>90,345</u>	<u>12,486</u>	<u>84,345</u>	<u>12,051</u>

## 24 Transactions with related parties and connected charities

The charitable group has taken advantage of the exemption under the terms of FRS 8 "Related Party Disclosure" from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.