

# Financial statements

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

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**For the year ended 31 March 2017**

**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) A D Lainsbury C R Dobbs L Mason P Newham J Robinson A Rees (Hon. Treasurer) J Haynes J Faulkner (Chairman) R Wootton B Lilley
<b>Senior management team:</b>	L P Condron N Johnson D Miller S Watts
<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 Victoria House 199 Avebury Boulevard Milton Keynes MK9 1AU
<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 2017.

The financial statements comply with current statutory requirements and have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) (the Charities SORP (FRS102)).

### 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 meets 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 people's 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 (continued)

### Structure, governance and management (continued)

#### 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)

A D Lainsbury

C R Dobbs

L Mason

P Newham

J Robinson

A Rees (Hon. Treasurer)

J Haynes

J Faulkner (Chairman)

R Wootton

B Lilley

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.

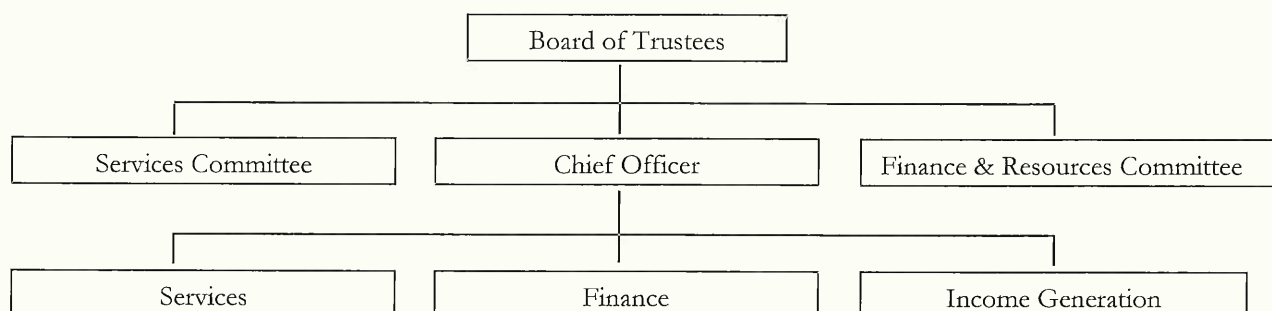
#### Induction and training of Trustees

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 (continued)

### Structure, governance and management (continued)

#### 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.

The Trustees have regard to their duties in respect of Public Benefit under the Charities Act 2011. Our activities, which are detailed elsewhere in this report, support the wellbeing of older people in later life in Northamptonshire and are undertaken to further our charitable purpose for public benefit. Services are available to all older people across northamptonshire.

## Report of the Trustees (continued)

### Strategic report

#### Introduction

2016/17 was an important year in the life of the Charity. The spring threatened the end of some of our most significant contracts with the NHS and the County Council but we saw an unexpected level of success in a range of contract negotiations and funds from Age UK, the National Lottery and the Constance Travis legacy, mentioned in last year's report, put us in a strong position, ameliorating the effects of our persistent operational deficit and providing us with a cushion against impending cost pressures.

A partnership bid with Northamptonshire Healthcare Foundation Trust (NHFT), Northampton General Hospital and the County Council succeeded in securing a place on Age UK's national Integrated Care programme which will attract matched funding into the County to support new ways of putting older people at the centre of their care and addressing the pressures faced by Health and Social Care services.

A CQC inspection in March judged our End of Life service as "Good" in all categories and reported some heart-warming comments from the families of those with whom we worked.

We trialled a Meals with Care service in an effort to address the wider needs of people who may have been affected by the withdrawal of the County Council's Meals on Wheels service.

The year also saw significant developments in our organisational structure and service delivery, which will be outlined in more detail in this report.

We supported a wide range of national campaigns and spoke out on local issues including: older people's access to the internet, the need for age-friendly banking, the crisis in social care and the importance of Meals on Wheels type services. We had a particular focus on the "No one should have no one" campaign and promoted the Jo Cox Commission on Loneliness. We urged the County's MPs to preserve the current arrangements in relation to Attendance Allowance which is so vital to so many older people and we actively participated in a range of themed weeks: Volunteering Week, Dementia Week, Carers Week and Falls Week.

Our Trustee away day on the 22nd June 2016 established objectives for the year ahead. As well as reporting on developments under our broad "balanced scorecard" headings, this report will include a review of those specific objectives.

#### Our Strategy

In 2012 we established a 5 year Strategy in which we committed ourselves to meeting the challenge of a growing population of older people with growing needs. We knew we must do that in the context of a harsher funding environment and our organisation would need to become more independently financially sustainable while jealously guarding the compassion and humanity which is at the heart of our mission.

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 local charity for older people and an organisation that older people can depend on to treat them with dignity and respect.

In June 2017 we developed a new strategy to guide us through the next five years. The trustees set out a balance of new key priority areas which will focus our attention on our commitments to Person Centred Care, Financial Sustainability, Evidence based development and maximising our most important resource, the Age UK Northamptonshire team.



## Report of the Trustees (continued)

### Development and Growth

In May 2016, the national charity Age UK presented an opportunity to participate in a third round of its Integrated Care programme. (Throughout this report we will refer to ourselves as Age UK Northamptonshire; where just Age UK is mentioned, this refers to the national charity, registered charity number 1128267). Age UK colleagues were impressed with the relationship between Age UK Northamptonshire and partners from Northampton General Hospital, NHFT and the County Council. Our application was successful and at a subsequent visit in August, Age UK laid out expectations in terms of the method of delivery of integrated care in Northamptonshire and matched funding from the Northamptonshire health and social care economy. Our local project will be unique in the adoption of Patient Activation Measures as a tool to evaluate the impact we will have on people's willingness and capacity to manage their health independently. Age UK funding enabled the appointment of a Program Manager employed within the CCG and the project was due to start in Northampton in February 2017. Frustratingly, implementation was delayed beyond the end of the financial year and the project will now be reported on in next year's Annual Report.

Despite those difficulties, Age UK encouraged Age UK Northamptonshire to bid for a further Integrated Care Pathfinder project focused on end of life care. We were successful in that bid and a further £100,000 will be secured for that purpose without the requirement for matched funding from the CCG.

The end of the financial year brought the prospect of a funding cliff edge with the termination of almost all of our statutory contracts. Our traditional day care contract with the County Council, then in the hands of the Council's community interest company First for Wellbeing was put up for tender; Age UK responded with a bid in partnership with the Voluntary Sector consortium Commsortia. We represented Commsortia during the bidding process and the organisation was successful in securing the contract. This contract was important for Commsortia and followed the award of the Big Lottery and ESF funded Building Better Opportunities project, which was tendered by Northamptonshire Enterprise Partnership and which is also delivered in partnership with Age UK Northamptonshire.

Our long-standing contracts with the NHS through Nene CCG were among those due to expire in April 2017. A meeting with the Head of Commissioning for Nene CCG discussed the CCG's commitment to the Age UK Integrated Care Programme and the negative impact of the cessation of the current Age UK Northamptonshire contracts on the local Sustainability and Transformation Plan. In the event, the CCG agreed to renew the three contracts, A Little Help, Hospital Aftercare and the Carers Service as one integrated contract and with a £12,300 reduction in funding in the coming year.

Our Collaborative Care Team, also funded by the CCG, was also facing a cessation of funding in April. The experience of running the CCT was crucial to our development of Integrated Care Programme and funding has now transferred to the new GP federation in the north of the County, 360 Care. While PML, the GP federation in the south of Northamptonshire, will not be adopting our Collaborative Care model, they did express an interest in closer working relationships and GPA, the Northampton GP federation will now be involved in multidisciplinary working in the Age UK Integrated Care project.

The County Council decided to terminate its traditional arrangements for Meals on Wheels on the grounds that older people can gain access to meals more efficiently and effectively themselves. We are aware that the provision of meals was only one aspect of this service and we considered how to replace the care and supervision element which is a key benefit for users. We trialled our Meals With Care model involving the use of volunteers but there were inevitably risks in relation to sustaining such a service. It was unlikely that the contract would be funded again but the experience informed the future development of elements of our Domestic Care service.

While there was an understandable sense of unease amongst affected staff and senior managers during this time of uncertainty, we maintained staffing levels across all projects, confident that our model of service delivery is appropriate to the current needs of the health and social care community who will look to the Voluntary Sector as never before for a less expensive, more effective alternative to blocked hospital beds and inadequate care packages.

Other developments during the year included a new project called Moving Moments, funded by Age UK nationally and Sporting Equals, to promote BME involvement in sport and physical activities. We are working with Voluntary Impact Northamptonshire and Clubs for Young People Northamptonshire, with support from Travis Perkins, to set up an allotment scheme that will be open to both our clients and young people. We also developed a partnership



## Report of the Trustees (continued)

with UK Men's Sheds Association, Northampton Borough Council and Royal Voluntary Service to support Northampton Men's Sheds for men to share space, tools and other resources to work together on projects of their own choosing.

### Organisational Development

Managers agreed an implementation timetable for the redesign of our services focused on the principles set out in the "Rosie" paper endorsed by trustees. As part of the necessary changes a new Access team was developed in tandem with the Reception team which now falls within the Services directorate.

Funding for the Meals with Care service from the County Council gave us the opportunity to develop new models of volunteering and strengthen our offering in terms of befriending. Our original befriending service closed to referrals because of the lack of sustainable management for this scheme but managers addressed ways to draw together a range of befriending activity and a new service launched on the 1st June. The same commitment to reshaping our services led to the development of a new wellbeing offering to residential care homes.

Having reviewed the service we get from our HR advisors, we are investigating other providers in the field who would take a more positive and proactive approach when HR issues arise. We have secured the services of Ellis Whittam replacing Mentor as our HR advisors.

A Management Workshop in May discussed issues for managers when faced with disputes or conflicts and evaluated a Training management product in use by another Age UK. Managers felt the product provided only a partial answer to our needs and we took the view that a comprehensive HR software package was required. We were concerned that a proportion of our staff and volunteer data is out of date and we reviewed that information in the lead up to Christmas. We researched a range of HR management systems and purchased a new product from Croner which will allow us to effectively administer training and report more effectively to managers and trustees on the workforce.

Following the receipt of the majority of the Constance Travis legacy, we implemented a number of improvements agreed with trustees, including increased access to technology for staff and resources for our IT team to further develop the client database. We also introduced a new intranet solution called Workplace based on Facebook and providing access for staff and volunteers across the Charity and throughout the County. We have made improvements to our website and use of social media, implemented our outcomes measurement tool and continued our collaboration with the MiraLife diagnostic system where our online reporting was the best in Northamptonshire.

During the year we introduced the Perkbox system which responded to trustees' desire for an affordable means of delivering a range of non-pay rewards. Staff were assured that this is a cost effective measure that will bring benefits to the charity and our work with older people and we encouraged staff and volunteers to use it and enjoy it.

### Service and Quality

The Care Quality Commission conducted an inspection of Extra Help, our end of life service in March 2016. Their report on Age UK Northamptonshire which is now on the CQC website, found our End of Life care to be "Good" in every category. They said: *'People were supported by staff that were passionate about ensuring they supported people to have as dignified and comfortable death as possible. Relatives told us the staff were "Absolutely marvellous"; "We could not do without them." We read cards and letters from families which were all full of gratitude to the staff for their care and support at a difficult time. One read "Thank you for the sensitive and wonderful care which you provided; we are eternally grateful for all the gentle and kind people who came." Health professionals told us that all the staff they had met and observed were kind and caring.'*

In our effort to increase the numbers of people using our Wellbeing Centres, open days were held at Langdale Court in Wellingborough, Chappell House in Moulton and Spring Gardens in Daventry. Members of staff were also at the Swansgate Centre in Wellingborough in May promoting the Wellingborough Centre. Our system of day care allocations were proving a bottleneck in our system and suppressing occupancy levels. Improvements in that system, along with a push on recruitment increased attendances. An issue for the service is that the longest standing clients are the most likely to leave service due to declining health but they are also the most likely to occupy multiple weekly places requiring strenuous efforts to recruit multiple clients to occupy, typically, single weekly places. In light of recent fee increases in Wellbeing Centres, we attempted to improve client experience through a modest investment in client amenity funds, which have been used in the main to provide additional outings. Where possible and

## Report of the Trustees (continued)

necessary we were able to bring together centres, which proved important for efficiency and financial viability but also enhanced the experience for service users who enjoy a more vital and interesting atmosphere.

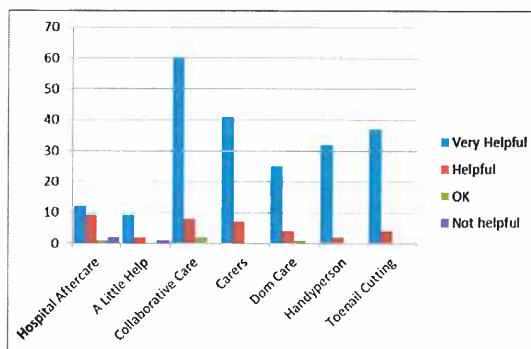
Our partnership with the infection control project, Miralife, improves health and awareness among carers and staff and increases their confidence and competence to undertake regular health monitoring. This monitoring gives early warning signs of infection and enables timely treatment, preventing deterioration and avoiding admission to hospital. In April, staff at the Four Seasons day Centre in Kettering out-performed all other organisations in Northamptonshire using the MiraLife system. Feedback from Four Seasons staff inspired improvements to the MiraLife system and Age UK Northamptonshire staff were praised by the Miralife organisation for whom we are the largest contributor of data in the County.

Having decided that our traditional befriending service was not reaching sufficient older people, managers launched a new Telephone Befriending Service aimed at targeting older people in the community who would benefit from a weekly chat with a volunteer. Volunteers, who make calls to clients from either the office or from home, undergo training to ensure the service delivered is effective and safe.

Regular meetings of the Quality Review Group consider a range of issues including compliance with our ISO 9001 certification, user satisfaction, Health and Safety and data security. A key focus during the year was the Age UK Information and Advice Quality Program which requires the digital storage of documents and new standards of recording. Age UK Northamptonshire prepared to be audited as part of the programme and is well placed to meet the standards. An enquiry into the support needs of Caldicott Guardians identified that Age UK Northamptonshire is one of the few Age UKs with such a role.

Staff assessing clients in the community, implemented our new Outcomes Framework which uses a simple wellbeing measurement tool that can be monitored over the course of time. The use of the Outcomes tool will be reported regularly to the Quality Review Group for monitoring purposes.

We have become much more effective in measuring client satisfaction in recent years but that information is captured in diverse surveys. We started work consolidating those surveys with the support of a volunteer so that we can more effectively compare satisfaction across a number of services. This chart gives an indication of the numbers of people who responded to the survey who found our services to be helpful or very helpful.



### Finance Sustainability

The uncertainty over a number of our contracts and the funding cliff edge that approached with the end of the financial year was a defining feature of our year, highlighting risks to our financial sustainability and the importance of positioning the Charity so that we might hope to negotiate new contracts in the future on more favourable terms than those that currently apply. This is particularly important given the continuing cost pressures associated with staff pay and maintaining the infrastructure that makes Age UK Northamptonshire a favoured Voluntary Sector delivery partner.

In the event, the year ended with some assurance over at least the short term continuation of our County Council funded contract, the development of NHS funded Collaborative Care and continued commitment to contracts for Hospital Aftercare, A Little Help, Carers Services and End of Life care. All impacted positively on the financial sustainability of the Charity, allowing us to develop our infrastructure and shape our services in a way that is in line with developments in the field of health and social care and with the local public service economy.

A key preoccupation for managers and trustees during the year was the gradual overall decline in the performance of our 12 charity shops. Positive action was taken to improve the retail model and opportunities for growth were explored. It was gratifying to observe an upturn in the morale among shops' staff and volunteers as we made some improvements in management and coordination and saw a slight improvement in performance. Our Charity shop in Thrapston celebrated 25 years of trading in the town on 13th April when staff were joined by current and former volunteers and customers and by the Mayor of Thrapston.

## Report of the Trustees (continued)

Trustees were aware of media comment, which was critical of Age UK's national commercial enterprise. Age UK resisted what they viewed as unfair and misleading claims, comparing products that were not the same. The comments echoed similar issues discussed in last year's report. Trustees were concerned by that media coverage and while we were confident that customers were treated fairly and we continue to put older people first, we are nevertheless mindful of the scrutiny that charities are under and will do our utmost to protect our reputation in the light of such media interest.

A number of fundraising activities took place during the year. Our fundraising Companions played an active role: Muriel James raised £290 at her Cheese and Wine evening, Ralph Stahmann did the Earls Barton Run raising £100 and another Companion earned £120 for us at the Leeds Abbey Dash.

To prepare for our Winter Warmth activity, volunteer knitters were invited to join in with The Big Knit in Northampton on 18th June, knitting squares that were used to create a giant knitted house to raise awareness of the impact of cold homes on older people. The Big Knit raised £1,014. Our national Loneliness Campaign included the Big Chinwag which also raised £258, with locally based company, IPSL donating £150.

Local business support also came from Barclaycard, whose raffles and cake sale raised almost £2,000 and Nationwide who raised £86 from their cake sale. The Royal Bengal restaurant held a Curry Evening raising £525 which was match-funded by Santander who also supplied two hampers for Christmas. Our Iceland bag packing day raised £300 through the efforts of volunteers working in the store and we generated £530 from collection at the Gangster Granny performance that toured in the County. We received a donation of £800 from Hackleton Football Club and our Earl Spencer Bowls Competition netted £320. Students raised £310 from a quiz night at Northampton College and Richmond Village held a quiz donating proceeds amounting to £738. We are grateful to the businesses who do so much to support us and the volunteers who find the time to help us to raise funds often alongside other rolls that they have in the Charity.

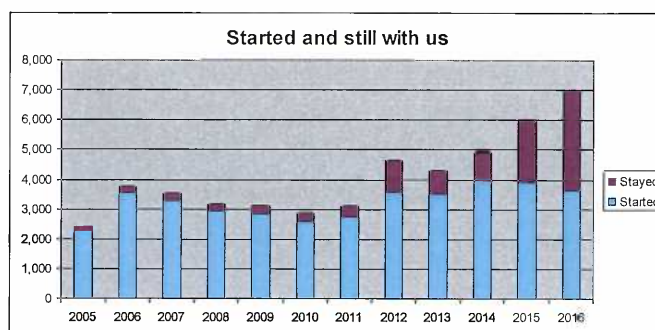
The Constance Travis Legacy, heralded in last years report was largely disbursed during the year and has had a significant impact on our longer term security and allowed us to consider proposals for the use of some of the funds for strategic, one off and capital projects. A further discussion with the Constance Travis Trust resulted in an award to the Charity that has enabled us to fund the replacement of most of our minibus fleet. This generous measure was intended to relieve the Charity of the burden of significant maintenance costs and to allow us freedom in the application of Constance Travis' legacy. In addition, we were delighted to receive a grant from the Venton Trust which has contributed to the cost of a further vehicle.

The impact of these developments is that Age UK Northamptonshire is probably in a better cash position than at any time in its history. The key concern persists however, that the Charity carries a substantial operational deficit which has been particularly exposed by the uncertain funding position during the year. While we start the new financial year with our funding continuing at almost the current levels and we will benefit from the additional funds coming from Age UK for new projects, we are mindful that we still need to secure long term commitments with local statutory funders and we need to convert our pilot projects into sustainable long term services if we are to close the gap between costs and income.

### 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 3,610 people approached the organisation for the first time. We support over 10,000 people each year and many people continue to use our services for a number of years. 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 we looked after them at home.



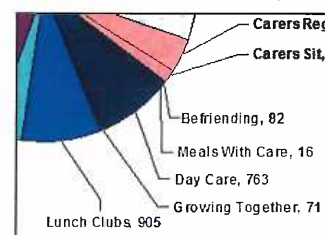


## Report of the Trustees (continued)

### Wellbeing Services

Older people attended our Wellbeing Centres 22,148 times during the year. Many older people have complex needs including physical, sensory and memory impairments which affect their ability to cope at home and socialise in the community. Above all our centres exist to combat the loneliness felt by thousands of older people in our County and promote independence, health and wellbeing for our clients.

- Last Year 279 people made their first visit to one of our Wellbeing centres
- 763 people attended Wellbeing Centres during the year
- Around 900 people use a network of Age UK supported Lunch clubs



We also provide wider activities focused on preventing people from becoming isolated and vulnerable. A range of classes include Keep Fit and Aquafit, Nordic Walking, Tai Chi, Get Set Go, Art, Photography, Bridge and Whist, Family History and Computing at various levels. Attendances average around 900 every month. The majority are involved in a range of exercise classes across the County and various social groups and activities are generated as a result.

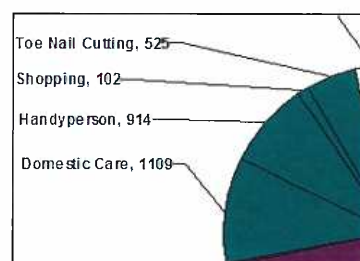
We continue to run Pre retirement seminars and this year the Growing Together partnership which focuses on the development of social groups, craft, exercise, day trips and other activities to promote social integration in the east of Northampton, established two new allotments in partnership with the U3A, Voluntary Impact Northamptonshire and Men in Sheds. The Moving Moments Sporting Equals project introduced people from partnership BME organisations including Dostiyo and the Northampton Pakistani men's Group to a range of sporting activities. We supported the development of Northampton Men's Sheds which now has a regular attendance of around 25 members.

### Help at Home

Age UK figures suggest that the number of older people not getting local authority help has risen by nearly 50% since 2010 and that there are now an estimated 1.2 million over-65s in the UK going without help for care including those who have difficulty with tasks such as dressing, washing and going to the toilet. That suggests up to 12,000 older people in Northamptonshire are lacking essential support.

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. Other services within the home include Carers Respite, Toenail cutting and a Handyperson scheme. This year saw the trial of a new service, Meals with Care.

- Last year, the Domestic Cleaning service supported 1,109 older people and 369 people started the service for the first time
- 102 people used our dedicated Shopping Delivery Service 54 were first time users this year
- 161 people joined our Carers Register last year
- 146 carers used our service for respite at home
- 516 people approached our Handyperson service for the first time this year. 914 people in total used the service
- The Toenail Cutting Service registered 265 new clients bringing the total registered to 525
- The Meals with Care service delivered 381 meals to a small number of clients from October to February 2016 and the Charity continues to provide support to those clients following the withdrawal of funding.

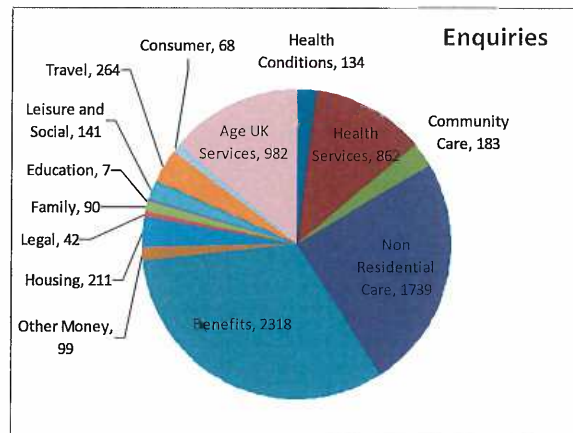


## Report of the Trustees (continued)

### Information & Advice

Our trained and committed Advisors provide access to good quality, targeted advice which is essential to the well-being of older people and a common offering for all Age UK organisations. 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.

- 1,336 people contacted us specifically for Information and Advice
- We dealt with over 7,000 different enquiries leading to nearly 18,000 contacts with clients including 4,675 home visits by the I&A team.
- More than 2,300 of those enquiries were for benefits advice and half of those were specifically for Attendance Allowance
- An additional 1,409 Northamptonshire people called Age UK's national information line
- Last year we put around £2.5M of unclaimed benefits into the pockets of older people in the County
- Over 1,700 people approached us for advice to find personal care or other support at home.
- The Money Management and Support Service helped 56 clients with managing their bills, collecting cash and occasionally dealing with cases of financial abuse.



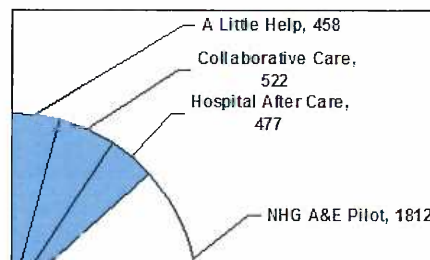
### Working with the NHS

Colleagues in the health community have become much more aware of the impact that social care needs have on people's 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 people's health becomes increasingly important. The support we give to older people most at risk, helps them to regain their independence and reduces the need for a hospital admission or residential care.

Between them, our Hospital Aftercare service and A Little Help, which become the Hospital Discharge and Community Team under our new contract with Nene CCG, supported 935 people through crisis during the year and our Collaborative Care Team worked with 522 people who were at risk of being admitted to hospital.

Staff in our Accident and Emergency service at Northampton General Hospital supported over 1800 patients during the year.

Our End of Life Service 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 317 people last year, helping the majority to die at home.



During the year, with new partners, the GP federation, 360 Care, we developed new models of working for our Collaborative Care Team and we worked with national Age UK colleagues and health and social care partners locally, to establish a new Integrated Care project and an End of Life Pathfinder project to test the applicability of the Integrated model to end of life care.

## Report of the Trustees (continued)

### Our wider role

Our services make a life changing difference to many hundreds of older people in Northamptonshire but the impact we can have on the lives of all older people by influencing the policies and attitudes that affect their rights and how they are viewed in society may be much greater.

We make a direct contribution to national campaigning through our participation in Age UK's national Influencing Committee. The inaugural meeting of that committee took place in June followed by a very successful Influencing Conference on 1st September. We participated in an initiative called Local Age Champions to develop closer working relationships with local councillors. Where we had some success with a number of our MPs, it proved more difficult to secure a similar level of commitment from councillors. We were pleased to have Professor James Goodwin at our AGM on 19th October but a little disappointed that the efforts we made to encourage councillors to attend to discuss the Champions initiative had a limited response.

The succession of themed weeks during the year provides a focus for staff and volunteers to get involved in awareness raising. Dementia Week, which took place from 16th to 20th May, was the opportunity to hold a range of activities including reminiscence sessions, musical exercise, memory games and talks by pharmacists on the management of medicines. During Carers Week, 6th – 12th June, we supported awareness raising about carers in our day centres and we promoted Falls Week from 27th June to 1st July with Arm Chair Exercise, Hazards in the Home sessions, information on healthy feet and shoes and the benefits of a healthy diet.

During the year we were represented at a number of Health and Wellbeing development events discussing topics such as the County's new Joint Strategic Needs Analysis and Sustainability and Transformation Plan (STP). We contributed to the Strategic Workforce Integrated Planning and Evaluation project and shared our thinking on service transformation and integrated personalised care with the Chief Executive of NHFT and the Director and Cabinet member responsible for Public Health and First for Wellbeing. We met with the head of commissioning for Adult Social Care at Northamptonshire County Council, contributed to the Health & Well-Being Scrutiny Committee on the subject of Deprivation of Liberty, home closures and carers' contracts and provided leadership to the Northampton Health & Wellbeing Forum.

We joined with other Age UKs in asking our local hospitals to support "John's Campaign" and both of the County's general hospitals accepted the principal of giving the carers of people with dementia the same flexibility and consideration that they would to the carers of young children in hospital.

Age UK Northamptonshire was well represented in the national Age UK network, chairing the keynote debate at the Age England AGM as well as presenting on our Inspire & Include initiative at a workshop at the same event.

The focus of our website was refreshed regularly: promoting digital inclusion in April, Dementia Week in May, a variety of services and activities for older people during the summer, the Community Foundation awards, Home Energy Checks and Grandparents' Day in the Autumn and campaigns about Winter Warmth and Loneliness promoting national campaigns, The Big Knit and the Big Chinwag over the winter and spring. We also published our Engage magazine twice during the year reaching at least 10,000 people.

We continue to maintain a steady flow of internal news publishing 97 brief "Inside News" articles during the year, promoting campaigns, celebrating successes or highlighting issues such as the need to protect Attendance Allowance. We also held Staff Assemblies each quarter, focusing on changes in services or explaining our finances or introducing new people and new ideas. Finally we worked during the later part of the year to establish a new intranet solution based on Facebook's "Workplace". We were able to invite 444 staff and volunteers to participate in April 2017, 178 took up the invitation and 150 are actively engaged making a significant impact on the quality of communication across the Charity.

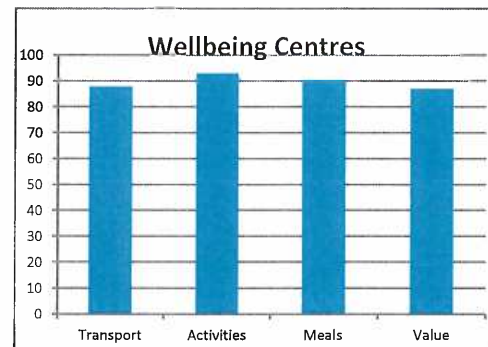


## Report of the Trustees (continued)

### User Satisfaction

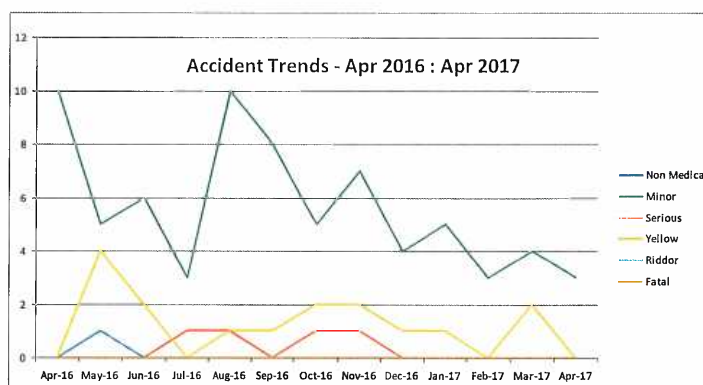
Over the course of the year we regularly sample the views of service users. The graph here represents the results in surveys of 332 users of a variety of services responding to questions about the degree to which the service meets their needs. Users comment on a range of issues including the timeliness of the service, the dignity and respect with which they were treated, the cost of the service and whether they would recommend the service to a friend.

A survey of 100 users of our Wellbeing Centres recorded their views about Transport, Activities Meals and Value for Money. Where users are generally very or fairly satisfied with the quality of the service it is inevitable that concerns about cost emerge as prices rise to sustain this vital service. Trustees continue to maintain a careful watch on this issue.



### 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. This is equally true when it comes to the protection of our staff and volunteers. 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 decrease in such incidents as the year went on.

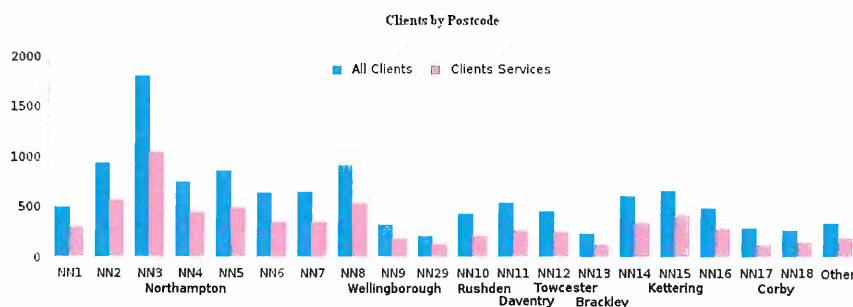


### Accessible to all older people

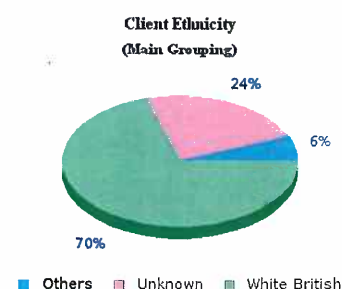
It is important to us that we are seen to be meeting the needs of all older people in the County no matter who they are or where they live.

Mapping our clients shows that we serve older people across Northamptonshire and families further afield, caring for older people in the County.

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



Our records indicate that ethnicity, where declared, while not matching the profile of the overall population, does match the profile of the older population from whom clients are drawn. In the UK, according to Northamptonshire's Joint Strategic Needs Analysis, the population of non White older people is around 5%, that figure for Northamptonshire is 3%. The highest concentration of older people from ethnic minority communities is Wellingborough where the proportion is 6%. The proportion of non White British older people on Age UK Northamptonshire's service database is almost 8% of those who declare their ethnicity.



## Report of the Trustees (continued)

### Staff and Volunteers

The commitment, flexibility, skill and compassion of Age UK Northamptonshire's staff and volunteers are the defining features of our organisation for people who need our services. True representatives of our values, they have a clear focus on our mission and their attention is centred on the needs and desires of older people and their attitude and approach is driven by their understanding of their shared humanity with those they serve.

Treating staff and volunteers fairly and communicating with them effectively has been a preoccupation for trustees during the year. The question of pay has been more effectively addressed in the past two years but pay levels may still be impacting on recruitment and our ability to attract sufficient skilled people. In the coming year we will face increasing cost pressures as a result of the development of the Living Wage and this could have a destabilising effect on our capacity to deliver services. In April 2016 we introduced the Perkbox employee benefit scheme to give access to staff and eventually volunteers to a range of discounts and services. 132 staff accepted the invitation to join the scheme. 85% have taken advantage of discounts saving a minimum of £9,810 according to the estimate of the operators of the scheme.

During the year over 900 people worked for Age UK Northamptonshire either paid or unpaid. We saw a growth in the numbers of paid staff and we employ a significant number of casually paid staff. This enables us to respond at short notice to emerging opportunities and changing needs.

We are mindful of the potential injustice inherent in zero hour contracts and our approach to casual staff is to ensure that we 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.

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. Although the number of volunteers joining us last year was slightly lower than the numbers leaving, we were nevertheless supported by around 700 volunteers over the course of the year.

### Age UK and the Age England Association

Our membership of Age UK continues to be of immense importance principally because of our association with the value of a brand which is so clearly identified with the care of older people but particularly since, in addition to the range of resources we are used to getting, we are now in receipt of significant funding and support to strengthen funding relationships locally. The development of a new Brand Partner Agreement with Age UK introduced new arrangements in the Age England Association. Gone are the Consortium Committees and national campaigning is to be governed by the more simply titled Influencing Committee.

### 2016/7 Objectives

Trustees set out a broad range of priority objectives for the Charity last year. The following is a summary of our progress with those objectives:

#### **Design and deliver a coherent Integrated Care Service**

We have secured funding commitments from Age UK and from Nene CCG to fund a new pilot Integrated Care project running for 15 months. Funding changes to Collaborative Care Teams rely on good relationships with GP federations – see 2 below. A new Integrated Care model could see the merger of our current Collaborative Care Teams with other services in a redesigned structure.

#### **Establish positive working relationships with GP federations operating in Northamptonshire**

We have engaged with all three GP federations (PML/Doc Med, operating in the South and West of the County, 360 Care operating in the North and East and GP Alliance in Northampton). The new Integrated Care and End of Life pilots that will allow us to develop effective working relationships with GPA. We responded to consultations on the new CCT model. We expect to continue to operate a CCT with 360 Care and PML wish to develop closer, if unfunded, working relations.

## Report of the Trustees (continued)

### **Demonstrate impact of services on patient flow and pressures on hospitals**

We are taking maintaining our 30 hrs per week commitment to NGH. Data from the PIC pilot in Northampton will provide a definitive evaluation of our capacity to influence admissions and effect savings in acute care.

### **Establish Age UK Northamptonshire position and present strategy for development of services for older people with learning disability or mental illness**

Work has started on developing an approach to Mental Illness and Learning Disability and a paper will be presented to trustees in June.

### **Introduce new HR Management system to retain and manage records, manage and track training, report to management and trustees.**

HR software products were researched. A supplier has been identified and procurement has taken place. Implementation is now in progress.

### **Implement the Outcomes Framework in appropriate services and promote use of tool to commissioners and wider voluntary sector.**

The database outcomes module has been completed and is now being used with a range of clients.

### **Establish an understanding of the current downturn in shops performance and develop a strategy to maximise profitability**

A draft report and its recommendations were discussed by trustees and will be monitored at future meetings. There has been no movement on Corby lease from landlords and next steps are under consideration. An opportunity for a change in management has arisen. A new Coordinator will be appointed following a review of the role.

### **Develop a bus replacement strategy which will secure sustainable transport services for 5 years**

Following donations from the Constance Travis Trust and the Venton Trust, new buses have been ordered and will be delivered in due course. Buses will be depreciated over time and replacement will be staggered in relation to usage.

### **Develop a strategy to deliver a significant positive impact on our operational deficit over the next 3 years**

The issue has been discussed at DMT and a report on long term view will be prepared in the light of new CCG, GP Federation and NCC contracts. The focus will be on efficient and effective systems and the delivery of quality services resulting in additional contracts in response to pressures on GP federations and attracting available social care investment.

### **Strategic Plan 2017**

2017 sees the end of the 5 year strategic plan written in 2012. Trustees at their away day in June agreed a new five year strategy which established four strategic priority areas which will form a new "balanced scorecard" against which trustees will monitor progress ensuring that we are attending to the needs of older people while securing the future of the Charity and fitting it to the developing environment.

## Report of the Trustees (continued)

### Strategic Priorities

#### Person Centred

For some years, Age UK Northamptonshire has depended 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.

#### Financial Sustainability

Where we have successfully addressed the worrying decline in our reserve position and the Charity is now significantly more financially robust, there nevertheless remains a substantial operational deficit which the Charity must resolve for its long-term sustainability.

#### Strategic Development

While the Charity has worked towards broad strategic goals which were appropriate to our mission and the environment in which we operate, that environment is now far more demanding of clear business planning, driven by meaningful data which accurately describes the needs of older people, the impact we have on them and the capacity of the organisation to respond to those needs. Development decisions over the next 5 years will show a clear understanding of the data available to us and a demonstrable link to our strategic priorities.

#### The Age UK Team

Our awareness of the commitment, skill, compassion and humanity of our staff and volunteers and the importance of that for our mission is well rehearsed in this report but challenging the consistency of that awareness, is our anxiety about pay levels, zero hour contracts, the impact of the Living Wage, the recruitment and retention of skills and the decline in the number of volunteers. We will seek, over the next five years to assure ourselves of the skills and capacity of a well led workforce that feels cherished and fairly treated and retains the values that have been so important to our success to date.

#### Annual Plan 2017

Trustees and Managers considered key issues and developments facing the Charity over the coming year.

#### Person Centred

- Implement the Age UK funded Personalised Integrated Care and End of Life Pathfinder projects, mainstreaming the practice of Guided Conversations in our wider integrated care services.
- Establish the new Hospital Discharge and Community Team and the new model for the Collaborative Care Team and deliver and retain the contracts for both of those initiatives.

#### Financial Sustainability

- Recruit a new Trading Manager and Area Manager for charity shops and implement the shop development plan.
- Investigate the viability of the development of Social Investment as a new revenue source in the context of tightening statutory funding.



## Report of the Trustees (continued)

### Strategic Development

- Review the collection of data on the user experience of services, the analysis of that data and the resultant learning for the organisation.
- Review the system for gathering and presenting service data and providing evidence of the impact of activities.

### The Age UK Team

- Recruit a senior manager to manage Integrated Care and the Guided Conversation function and implement structural changes as required.
- Perform an organisation-wide Training Needs Analysis and establish new models of training delivery to maximise dissemination of learning.

### Financial review

The Year Ending 31 March 2017 has proven to be financially successful for the Charity. Total income of £4,027,457 was below the previous year (2016 £4,426,749) mainly due to large legacy income the previous year. Expenses were 3% higher than the previous year at £3,812,370 (2016 £3,645,982) mainly due to the increase in the living wage. This has resulted in a surplus of £215,087 (2016 £780,767) before adjustments on investments. Trustees are pleased with the financial performance and the resulting cash flows which will bolster our already healthy working capital in the years ahead. The incomes in the year are expected to continue in to the foreseeable future as well as potential incomes from new contracts. Expense are also expected to continue in line with the current year with increases expected to come in wage costs and associated costs from potential new contracts.

### 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 2017, this would equate to £654,741 (2016 £152,932). 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 £1,594,729 (2016 £1,327,827).

### 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.

### Remuneration

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and as far as possible to set pay at a level which will attract and retain talented and committed people for the benefit of older people in Northamptonshire. A Job Evaluation scheme is in place to ensure fairness in the distribution of pay and the level of pay is set by Trustees each year having regard to the available resources and comparable levels of pay elsewhere.

## Report of the Trustees (continued)

### **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.

### **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.



## Report of the Trustees (continued)

### 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 **4 OCTOBER 2017** and signed on their behalf.

P Newham  
Trustee

A handwritten signature in black ink, appearing to read 'P Newham', is written over a horizontal line.



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

We have audited the financial statements of Age UK Northamptonshire for the year ended 31 March 2017 which comprise the consolidated statement of financial activities, the consolidated income and expenditure account, the consolidated balance sheet, the charitable company balance sheet, the consolidated 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), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report is made solely to the charitable company's members and trustees, 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 and trustees 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 and trustees 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 19, 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 parent charitable company's affairs as at 31 March 2017 and of the group's incoming resources and application of resources, including its 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 matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- 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.
- the Strategic Report and Trustees' Annual Report have been prepared in accordance with applicable legal requirements.



## Independent auditor's report to the members and trustees of Age UK Northamptonshire (continued)

### **Matter on which we are required to report under the Companies Act 2006**

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Strategic Report and Trustees' Annual Report.

### **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 and sufficient 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's financial statements are not in agreement with the accounting records and 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*

### **Gareth Norris**

Senior Statutory Auditor

for and on behalf of Grant Thornton UK LLP

Statutory Auditor, Chartered Accountants

Milton Keynes

Date: 6 OCTOBER 2017

## Principal accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

### **Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Northamptonshire meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

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

The company's functional and presentational currency is GBP.

### **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 have 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.

### **Going concern**

The trustees have considered the working capital requirements of the charitable company, and accordingly consider that the ability remains to meet all liabilities as they fall due. Thus the going concern basis continues to be adopted in preparing the financial statements.

## Principal accounting policies (continued)

### Incoming resources

All income is recognised once the charitable group has entitlement to the income, it is probable that income will be received and the amount of the income receivable can be measured reliably.

### 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.

For legacies, entitlement is taken as the earlier of the date on which either: the charitable group is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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.

### Rent receivable

Rental income is accounted for when receivable.

## Principal accounting policies (continued)

### Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charitable group to the expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of raising 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



## Principal accounting policies (continued)

### 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.

### Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts.

### Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### Creditors and provisions

Creditors and provisions are recognised where the charitable group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### 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

The charitable company operates a defined benefit pension scheme (Local Government Pension Scheme). The charitable company is able to identify its share of the scheme assets and liabilities and the requirements of FRS 102 section 28 have been followed.

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 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.

## Principal accounting policies (continued)

### Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

### Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates.

Sources of material estimation uncertainty are as follows:

#### Defined Benefit Obligation

The calculation of the required provision is based on an experts valuation that relies upon actuarial assumptions for growth and discount rates among others.

The assumption made are disclosed in note 20.

#### Legacy income

Legacy income is recognised when entitlement exists, receipt is probable and the amount to be received can be measured with sufficient reliability. The latter is based on the estimate total of the assets and liabilities in the estate which may mean that the actual outcome will differ from that expected.

Subsequent events (if any) in relation to the legacy income has been disclosed within the subsequent events note.

## Consolidated statement of financial activities

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2017 £	Total 2016 £
<b>Income:</b>							
Donations and legacies		501,193	-	-	-	501,193	920,839
Income from other trading activities:							
Shop income from donated and bought in products							
Fundraising		590,406	-	-	-	590,406	632,548
Insurance commission		4,629	-	-	-	4,629	7,387
Provision of other services		179,151	-	-	-	179,151	186,961
		460	-	-	-	460	435
Investment income	3	15,680	-	-	15,680	31,360	31,380
Income from charitable activities:							
Provision of home care services		904,121	-	507,159	-	1,411,280	1,285,706
Provision of active ageing services		59,406	-	-	-	59,406	75,998
Provision of advisory services		4,589	-	62,740	-	67,329	129,036
Provision of day care services		1,134,856	-	-	-	1,134,856	1,108,729
Rents receivable		5,567	9,213	-	-	14,780	21,957
Provision of other services		32,607	-	-	-	32,607	25,773
<b>Total income</b>	1	<b>3,432,665</b>	<b>9,213</b>	<b>569,899</b>	<b>15,680</b>	<b>4,027,457</b>	<b>4,426,749</b>

## Consolidated statement of financial activities (continued)

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2017 £	Total 2016 £
<b>Expenditure</b>							
Costs of raising funds:							
Cost of raising funds – excluding shops		84,235	-	-	-	84,235	93,967
Cost of raising funds - shops		663,964	-	-	-	663,964	670,930
Investment management fees		-	-	-	5,567	5,567	4,912
<b>Expenditure on charitable activities</b>							
Home care services		881,688	-	532,159	-	1,413,847	1,297,897
Active ageing services		240,529	-	-	-	240,529	205,061
Advisory services		195,268	-	78,740	-	274,008	286,047
Day care services		1,106,209	-	-	18,480	1,124,689	1,083,877
Cottages		3,358	2,173	-	-	5,531	3,291
<b>Total expenditure</b>	4	3,175,251	2,173	610,899	24,047	3,812,370	3,645,982
<b>Net income/(expenditure) before transfers and other recognised gains/(losses)</b>		257,414 (1,378)	7,040 (9,213)	(41,000) 41,000	(8,367) (30,409)	215,087 -	780,767 -
<b>Transfers between funds</b>		256,036	(2,173)	-	(38,776)	215,087	780,767
<b>Net incoming/(outgoing) resources for the year</b>		-	-	-	168,333	168,333	(46,569)
Gains on investments		-	-	-	-	-	-
<b>Other recognised gains and losses</b>							
Return on pension asset in excess of net interest		137,000	-	-	-	137,000	(15,000)
Actuarial gains on defined benefit pension scheme	20	103,000	-	-	-	103,000	41,000
<b>Net movements in funds</b>		496,036	(2,173)	-	129,557	623,420	760,198
Fund balances at 1 April 2016		2,646,664	98,556	-	1,715,415	4,460,635	3,700,437
<b>Fund balances at 31 March 2017</b>		3,142,700	96,383	-	1,844,972	5,084,055	4,460,635

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

	2017 £	2016 £
Total income	4,027,457	4,426,749
Total expenditure	<u>(3,812,370)</u>	<u>(3,645,982)</u>
<b>Net (expenditure) / income for the year</b>	<u><b>215,087</b></u>	<u><b>780,767</b></u>

Total income comprises £3,432,665 (2016: £3,857,531) for unrestricted funds, £569,899 (2016: £544,012) for restricted funds and £9,213 (2016: £9,516) for designated funds and £15,680 (2016: £15,690) per endowment period. 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 comprises £3,175,251 (2016: £3,097,261) of net expenditure of unrestricted funds, £610,899 (2016: £523,154) of net expenditure of restricted funds, £2,173 (2016: £2,173) of net expenditure of designated funds and £24,047 (2016: £23,394) of net expenditure of endowment 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 28 and 29 which, together with the notes on pages 34 to 51, 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.

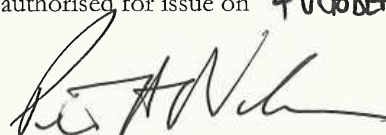
## Consolidated balance sheet

	Note	£	2017 £	£	2016 £
<b>Fixed assets</b>					
Tangible assets	7		2,232,015		2,289,532
Investments	8		<u>1,106,311</u>		<u>958,276</u>
			3,338,326		3,247,808
<b>Current assets</b>					
Stocks	9	14,052		23,433	
Debtors	10	427,953		1,147,655	
Cash at bank and in hand		<u>1,286,365</u>		<u>344,647</u>	
		1,728,370		1,515,735	
<b>Creditors: amounts falling due within one year</b>	11	<u>(133,641)</u>		<u>(187,908)</u>	
<b>Net current assets</b>			<u>1,594,729</u>		<u>1,327,827</u>
<b>Net assets excluding pension asset/(liability)</b>			4,933,055		4,575,635
<b>Deferred benefit pension scheme asset/(liability)</b>	20		<u>151,000</u>		<u>(115,000)</u>
<b>Total net assets</b>			<u>5,084,055</u>		<u>4,460,635</u>
<b>Capital funds</b>					
Permanent endowment fund	12		1,844,972		1,715,415
<b>Income funds</b>					
Restricted funds	13		-		-
Unrestricted funds:					
Pension reserve	20		151,000		(115,000)
Designated funds	14		96,383		98,556
General fund	15		<u>2,991,700</u>		<u>2,761,664</u>
<b>Total funds</b>	16		<u>5,084,055</u>		<u>4,460,635</u>

These financial statements were approved by the directors and authorised for issue on **4 October 2017** and are signed on their behalf by:



J Faulkner  
Trustee



P Newham  
Trustee

Company number: 03294424

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



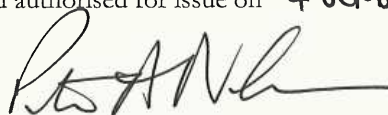
## Charity balance sheet

	Note	2017 £	2016 £
<b>Fixed assets</b>			
Tangible assets	7	2,232,015	2,289,532
Investments	8	<u>1,106,313</u>	<u>958,278</u>
		3,338,328	3,247,810
<b>Defined benefit surplus</b>			
<b>Current assets</b>			
Stocks	9	563	563
Debtors	10	476,598	1,211,742
Cash at bank and in hand		<u>1,246,206</u>	<u>294,156</u>
		1,723,367	1,506,461
<b>Creditors: amounts falling due within one year</b>	11	<u>(128,640)</u>	<u>(178,636)</u>
<b>Net current assets</b>		<u>1,594,727</u>	<u>1,327,825</u>
<b>Net assets excluding pension asset/(liability)</b>		4,933,055	4,575,635
<b>Defined benefit pension scheme asset/(liability)</b>	20	<u>151,000</u>	<u>(115,000)</u>
		<u>5,084,055</u>	<u>4,460,635</u>
<b>Capital funds</b>			
Permanent endowment fund	12	1,844,972	1,715,415
<b>Income funds</b>			
Restricted funds	13	-	-
Unrestricted funds:			
Pension reserve	20	151,000	(115,000)
Designated funds	14	96,383	98,556
General fund	15	<u>2,991,700</u>	<u>2,761,664</u>
<b>Total funds</b>	16	<u>5,084,055</u>	<u>4,460,635</u>

These financial statements were approved by the directors and authorised for issue on **4 October 2017** and are signed on their behalf by:



J Faulkner  
Trustee



P Newham  
Trustee

Company number: 03294424

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

## Consolidated cash flow statement

	Note	2017 £	2016 £
<b>Cash provided by operating activities:</b>	17	953,349	43,551
<b>Cash flows from investing activities:</b>			
Interest income		31,360	31,380
Purchase of tangible fixed assets		(63,289)	(76,928)
Purchase of investments		(104,536)	(107,492)
Sale of investments		124,834	93,033
<b>Cash used in investing activities</b>		<b>(11,631)</b>	<b>(60,007)</b>
<b>Increase/(decrease) in cash and cash equivalents in the year</b>		<b>941,718</b>	<b>(16,456)</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>344,647</b>	<b>361,103</b>
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>1,286,365</b>	<b>344,647</b>

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

## Notes to the financial statements

### 1 Analysis of total income

	Income From other trading activities £	Income from charitable activities £	2017 £	2016 £
Grants (note 2)	-	982,811	982,811	1,040,155
Provision of services	-	1,604,324	1,604,324	1,492,199
Donations	414,079	-	414,079	36,752
Legacies	87,114	-	87,114	884,087
Fundraising	4,629	-	4,629	7,387
Shop sales and commissions	769,557	-	769,557	774,386
Other sales	460	23,722	24,182	25,127
Rents receivable	-	14,780	14,780	21,791
Investment income (note 3)	31,360	-	31,360	31,380
Shopping service	-	85,736	85,736	89,535
Other income	-	8,885	8,885	23,950
Total	1,307,199	2,720,258	4,027,457	4,426,749

### Donated facilities

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

### 2 Grant income

Grants receivable during the year were as follows:

	2017 £	2016 £
Northamptonshire County Council	374,948	331,352
Northamptonshire NHS	438,159	422,176
Kettering Borough Council	28,000	28,000
Department for Transport	10,421	10,091
Northampton Borough Council (NBC)	53,750	67,500
Age UK	64,308	63,029
A & E Pilot (NGH)	7,000	55,997
Northamptonshire Health Care	-	25,000
Big Lottery	-	24,680
Other	6,225	12,330
	982,811	1,040,155

### 3 Investment income

Investment income comprises income from:

	2017 £	2016 £
Listed investments	31,360	31,380
	<u>31,360</u>	<u>31,380</u>

### 4 Analysis of total expenditure

	Cost of raising funds £	Expenditure on charitable activities £	Governance costs £	2017 Total £	2016 Total £
Salaries	423,776	2,178,907	-	2,602,683	2,453,993
Training	203	14,875	-	15,078	12,637
Travel	4,941	134,088	-	139,029	134,485
Recruitment	981	14,142	-	15,123	7,103
Subscriptions and donations	1,012	5,873	-	6,885	5,592
Volunteer expenses	1,774	12,166	-	13,940	12,962
Accommodation	211,303	152,407	-	363,710	374,521
Printing, stationery and advertising	5,229	15,872	-	21,101	20,222
Postage	1,773	10,014	-	11,787	17,204
Repairs and maintenance	7,274	26,664	-	33,938	31,817
Telephone	5,325	29,658	-	34,983	23,870
Legal and professional	9,179	20,863	21,518	51,560	43,003
Vehicle costs	6,769	100,567	-	107,336	107,710
Food for lunches/coffee bar	-	89,864	-	89,864	89,990
Depreciation	30,592	90,210	-	120,802	117,592
IT costs	6,136	26,504	-	32,640	35,658
Shopping service	-	69,061	-	69,061	68,989
Bank charges	435	3,049	-	3,484	4,233
Shop expenses	26,310	-	-	26,310	27,029
Donations paid	-	15,557	-	15,557	9,034
Sundry expenses	5,187	32,312	-	37,499	48,338
	<u>748,199</u>	<u>3,042,653</u>	<u>21,518</u>	<u>3,812,370</u>	<u>3,645,982</u>

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

Support costs are included as follows:

	Cost of raising funds £	Expenditure on charitable activities £	Governance costs £	2017 Total £	2016 Total £
Salaries of general management, finance and central services staff	62,464	362,459	-	424,923	396,139
Other costs	31,292	181,582	-	212,874	171,070
	<u>93,756</u>	<u>544,041</u>	<u>-</u>	<u>637,797</u>	<u>567,209</u>

Total resources expended include:

	2017 £	2016 £
Auditor's remuneration – audit fee	14,150	16,000
Auditor's remuneration – other services	770	750
Auditor's remuneration – taxation compliance services	2,000	2,000
Hire of plant and machinery	20,480	12,484
Other operating lease rentals	<u>177,145</u>	<u>172,395</u>

#### 5 Employees

	2017 £	2016 £
Wages and salaries	2,426,114	2,295,530
Social security costs	106,392	95,931
Other pension costs	<u>70,177</u>	<u>62,532</u>
	<u>2,602,683</u>	<u>2,453,993</u>

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

	2017 Number	2016 Number
Direct charitable purposes	90	86
Fundraising and publicity	20	21
Management and administration	<u>17</u>	<u>16</u>
	<u>127</u>	<u>123</u>



## 5 Employees (continued)

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

	2017 Number	2016 Number
Direct charitable purposes	294	292
Fundraising and publicity	30	31
Management and administration	21	21
	<u>345</u>	<u>344</u>

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

During the year, one (2016: one) employee participated in the defined benefit pension scheme. The key management personnel of the Charity comprise the Trustees, the Managing Director, Finance Director, Services Director and Business Development Director. The total employee benefits of key management personnel of the charitable group were £231,929 (2016: £195,330).

## 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 (2016: no) expense reimbursements paid to Trustees during the year.

Transactions with related parties and connected charities are disclosed in note 22.

## 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 £
<b>Cost</b>					
At 1 April 2016	3,837,653	2,549,559	136,400	740,781	410,913
Additions	63,289	-	-	63,289	-
Disposals	(20,675)	-	-	-	(20,675)
At 31 March 2017	<u>3,880,267</u>	<u>2,549,559</u>	<u>136,400</u>	<u>804,070</u>	<u>390,238</u>
<b>Depreciation</b>					
At 1 April 2016	1,548,121	580,130	37,844	589,108	341,039
Provided in the year	120,806	42,751	2,173	57,968	17,914
On disposals	(20,675)	-	-	-	(20,675)
At 31 March 2017	<u>1,648,252</u>	<u>622,881</u>	<u>40,017</u>	<u>647,076</u>	<u>338,278</u>
Net book amount at 31 March 2017	<u><u>2,232,015</u></u>	<u><u>1,926,678</u></u>	<u><u>96,383</u></u>	<u><u>156,994</u></u>	<u><u>51,960</u></u>
Net book amount at 31 March 2016	<u><u>2,289,532</u></u>	<u><u>1,969,429</u></u>	<u><u>98,556</u></u>	<u><u>151,673</u></u>	<u><u>69,874</u></u>

	Total £	Freehold land and buildings £	Charles Watts Cottages (freehold) £	Fixtures, fittings and equipment £	Motor vehicles £
<b>Direct charitable purposes</b>					
Day care and other services	920,863	738,659	-	130,244	51,960
Cottages	96,383	-	96,383	-	-
	<u>1,017,246</u>	<u>738,659</u>	<u>96,383</u>	<u>130,244</u>	<u>51,960</u>
<b>Other purposes</b>					
Management and Administration	1,214,769	1,188,019	-	26,750	-
	<u>2,232,015</u>	<u>1,926,678</u>	<u>96,383</u>	<u>156,994</u>	<u>51,960</u>

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 2016	958,276	958,276
Additions	104,536	104,536
Disposals	(94,502)	(94,502)
Gain on revaluation	138,001	138,001
	<u>1,106,311</u>	<u>1,106,311</u>
At 31 March 2017		

### The charitable company

	Shares in group undertakings £	Listed Investments £	Total £
Cost or valuation and net book amount			
At 1 April 2016	2	958,276	958,278
Additions	-	104,536	104,536
Disposals	-	(94,502)	(94,502)
Defecit on revaluation	-	138,001	138,001
	<u>2</u>	<u>1,106,311</u>	<u>1,106,313</u>
At 31 March 2017			

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:

	Listed Investments £
Cost and net book amount at 31 March 2017	755,026
Cost and net book amount at 31 March 2016	736,691
An analysis of the location of investments is as follows:	
	Listed Investments £
UK	692,550
Non UK	413,761
	1,106,311

At 31 March 2017 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trading Limited. At 31 March 2017, the aggregate capital and reserves was £2 (2016 - £2) and the profit for the financial year ended on that date was £129,237 (2016 - £131,827).

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:

	Age UK Northamptonshire Trading Limited	
	Total 2017 £	Total 2016 £
Turnover	226,132	233,418
Cost of sales	(29,084)	(33,697)
Gross profit	197,048	199,721
Other operating income and costs	(67,811)	(67,894)
Net profit	129,237	131,827
Gift Aid payment to Age UK Northamptonshire	(129,237)	(131,827)
Retained in subsidiary	-	-

## 8 Fixed asset investments (continued)

The net assets and liabilities of the subsidiary are:

	2017 £	2016 £
Current assets	77,569	97,899
Creditors: amounts falling due within one year	<u>(77,567)</u>	<u>(97,897)</u>
Aggregate share of capital and reserves	<u>2</u>	<u>2</u>

## 9 Stocks

	The group		The charitable company	
	2017 £	2016 £	2017 £	2016 £
Goods for resale	<u>14,052</u>	<u>23,433</u>	<u>563</u>	<u>563</u>

## 10 Debtors

	The group		The charitable company	
	2017 £	2016 £	2017 £	2016 £
VAT repayable	7,756	6,462	-	-
Amounts owed by subsidiary undertaking	-	-	72,567	88,625
Prepayments and accrued income	<u>420,197</u>	<u>1,141,193</u>	<u>404,031</u>	<u>1,123,117</u>
	<u>427,953</u>	<u>1,147,655</u>	<u>476,598</u>	<u>1,211,742</u>

Amounts owed by the subsidiary undertaking are interest free and repayable on demand.



# 11 Creditors: amounts falling due within one year

	The group		The charitable company	
	2017	2016	2017	2016
	£	£	£	£
Trade creditors	8,851	31,356	3,850	31,356
Social security and other taxes	29,124	26,617	29,124	26,617
Accruals and deferred income	95,666	129,935	95,666	120,663
	<u>133,641</u>	<u>187,908</u>	<u>128,640</u>	<u>178,636</u>

# 12 Endowment funds

The group and charitable company

Permanent Endowment Funds:

	The Venton 2000 Settlement Endowment Fund £
At 1 April 2016	1,715,415
Incoming resources	15,680
Expenditure	(24,047)
Transfers	(30,409)
Unrealised gains	<u>168,333</u>
At 31 March 2017	<u>1,844,972</u>

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 2016 £	Incoming resources £	Expenditure £	Transfers £	At 31 March 2017 £
Carers Response project	-	50,341	(90,388)	40,047	-
Service Advice Team	-	62,740	(78,740)	16,000	-
Sitting Service	-	72,196	(113,333)	41,137	-
A Little Help	-	91,261	(96,145)	4,884	-
A & E Pilot	-	23,000	(13,902)	(9,098)	-
G P Project	-	216,361	(193,438)	(22,923)	-
Meals With Care	-	54,000	(24,953)	(29,047)	-
<b>Total</b>	-	<b>569,899</b>	<b>(610,899)</b>	<b>41,000</b>	-

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 funds.

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.

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.

Meals With Care is funded by Northamptonshire County Council and requires Age UK Northamptonshire to visit clients as required to reheat and serve pre-delivered frozen meals, offer nutritional support and advice and spend time chatting to the client, giving them the opportunity to share any anxieties or concerns and increase social interaction.

## 14 Designated funds

### The group and charitable company

	At 1 April 2016 £	Incoming resources £	Expenditure £	Transfers £	At 31 March 2017 £
Capital provision	98,556	9,213	(2,173)	(9,213)	96,383

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/(Asset) £	Total £
At 1 April 2016	98,556	2,761,664	(115,000)	2,745,220
Income	9,213	3,432,665	-	3,441,878
Expenditure	(2,173)	(3,201,251)	26,000	(3,177,424)
Transfers	(9,213)	(1,378)	-	(10,591)
Return on plan assets in excess of interest	-	-	137,000	137,000
Actuarial gains	-	-	103,000	103,000
At 31 March 2017	96,383	2,991,700	151,000	3,239,083

### The charitable company

	Designated Funds (see note 14) £	General Fund £	Pension Deficit £	Total £
At 1 April 2016	98,556	2,761,664	(115,000)	2,745,220
Income	9,213	3,335,771	-	3,344,984
Expenditure	(2,173)	(3,104,357)	26,000	(3,080,530)
Transfers	(9,213)	(1,378)	-	(10,591)
Return on plan assets in excess of interest	-	-	137,000	137,000
Actuarial gains/(losses)	-	-	103,000	103,000
At 31 March 2017	96,383	2,991,700	151,000	3,239,083

## 16 Analysis of net assets between funds

### The group

	Restricted Funds £	Unrestricted Funds £	Endowment Funds £	Total £
Tangible fixed assets	-	1,493,354	738,661	2,232,015
Investments	-	-	1,106,311	1,106,311
Net current assets	-	1,594,729	-	1,594,729
Defined benefit pension scheme asset	-	151,000	-	151,000
	-	3,239,083	1,844,972	5,084,055

### The charitable company

	Restricted Funds £	Unrestricted Funds £	Endowment Funds £	Total £
Tangible fixed assets	-	1,493,354	738,661	2,232,015
Investments	-	2	1,106,311	1,106,313
Net current assets	-	1,594,727	-	1,594,727
Defined benefit pension scheme asset	-	151,000	-	151,000
		3,239,083	1,844,972	5,084,055

## 17 Reconciliation of changes in resources to net cash inflow from operating activities

	2017 £	2016 £
Net income for the year	623,420	760,198
Depreciation	120,806	117,592
(Gains)/losses on investments	(138,001)	50,250
Profit on sale of investments	(30,332)	-
Interest received	(31,360)	(31,380)
Decrease/(increase) in stock	9,381	(4,166)
Decrease/(increase) in debtors	719,702	(834,933)
(Decrease)/increase in creditors	(54,267)	26,990
Defined benefit pension scheme adjustment	(266,000)	(41,000)
Net cash inflow from operating activities	953,349	43,551

## 18 Capital commitments

The charitable group had contracted capital commitments at 31 March 2017 amounting to £351,813 (2016 - £nil).

## 19 Contingent liabilities

There were no contingent liabilities at 31 March 2017 or at 31 March 2016.

## 20 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.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £22,129 (2016: £23,532). Contributions totalling £4,365 (2016: £3,490) were payable to the fund at the balance sheet date.

### 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 2016/2017 the Trust paid an employer's contribution of £48,000 into Northamptonshire County Council's Superannuation Fund, which provides members with defined benefits related to pay and service.

The most recent comprehensive actuarial valuation was undertaken as at 31 March 2016, with the closing position in respect of the scheme as at 31 March 2017 having been determined with reference to an actuarial valuation undertaken for accounting purposes under FRS 102 as at that date.

The valuation has been provided to 31 March 2017 by a qualified independent actuary using revised assumptions that are consistent with the requirements of FRS 102.



## 20 Pensions (continued)

### Defined Benefit Scheme (continued)

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

	2017 %	2016 %
Discount rate	2.5	3.4
Expected return on plan assets at 31 March	2.5	3.4
Rate of increase in pensionable salaries	2.7	4.1
Rate of increase in pensions in payment	2.4	2.1
Inflation assumption	3.4	3.1

The expected return on plan assets is 2.5% which is based on the discount note.

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:

	2017 £'000	2016 £'000
Current service cost	18	19
Net interest cost	4	5
Actuarial gains	(240)	(26)
Total	(218)	(2)

The amounts recognised in the balance sheet are as follows:

	2017 £'000	2016 £'000
Fair value of plan assets	868	667
Present value of funded retirement benefit obligations	(717)	(782)
	151	(115)

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

	2017 %	2016 %
Equities	74	70
Bonds	17	19
Property	7	9
Cash	2	2

## 20 Pensions (continued)

### Defined Benefit Scheme (continued)

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

	2017 £'000	2016 £'000
Opening defined benefit liabilities at 1 April 2016	782	788
Current service cost	18	19
Interest cost	27	25
Contributions by plan participant	4	4
Actuarial gains	(103)	(41)
Benefits paid	(11)	(13)
	<u>717</u>	<u>782</u>
Closing defined benefit liabilities at 31 March 2017	<u>717</u>	<u>782</u>

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

	2017 £'000	2016 £'000
Opening fair value of plan assets at 1 April 2016	667	632
Interest income	23	20
Actuarial gains/(losses)	137	(15)
Contributions by employer	48	39
Contributions by plan participants	4	4
Benefits paid	(11)	(13)
	<u>868</u>	<u>667</u>
Closing fair value of plan assets at 31 March 2017	<u>868</u>	<u>667</u>

The charitable group expects to contribute £15,000 to the defined benefit scheme in 2018.

## 21 Leasing commitments

Operating lease payments amounting to £195,169 (2016 - £196,217) are due within one year. The leases to which these amounts relate expire are as follows:

	2017		2016	
	Land and buildings £	Other £	Land and Buildings £	Other £
In one year or less	178,037	19,518	177,145	19,072
Between one and five years	324,163	78,074	285,683	10,026
After more than five years	49,750	4,766	89,499	-
	<u>551,950</u>	<u>102,358</u>	<u>552,327</u>	<u>29,098</u>

## 22 Transactions with related parties and connected charities

The charitable group has taken advantage of the exemption under the FRS 102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

## 23 Post balance sheet events

There have been no material post balance sheet events requiring disclosure.

## 24 Parent charitable company profit for the year

The charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net surplus of the parent charitable company for the year was £623,420 (2016: £760,198).

## 25 Statement of financial activities- prior year comparatives

		Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2016 £
<b>Income</b>						
Donations and legacies		920,839	-	-	-	920,839
Income from trading activities:						
Shop income from donated and bought in products		632,548	-	-	-	632,548
Fundraising		7,387	-	-	-	7,387
Insurance commission		186,961	-	-	-	186,961
Provision of other services		435	-	-	-	435
Investment income	3	15,690	-	-	15,690	31,380
Income from charitable activities:						
Provision of home care services		839,494	-	446,212	-	1,285,706
Provision of active ageing services		75,998	-	-	-	75,998
Provision of advisory services		31,236	-	97,800	-	129,036
Provision of day care services		1,108,729	-	-	-	1,108,729
Rents receivable		12,441	9,516	-	-	21,957
Provision of other services		25,773	-	-	-	25,773
<b>Total income</b>		<u>3,857,531</u>	<u>9,516</u>	<u>544,012</u>	<u>15,690</u>	<u>4,426,749</u>

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2016 £
<b>Expenditure</b>					
Costs of raising funds					
Cost of raising funds – excluding shops	93,967	-	-	-	93,967
Cost of raising funds - shops	670,930	-	-	-	670,930
Investment management fees	-	-	-	4,912	4,912
Expenditure on charitable activities:					
Home care services	872,543	-	425,354	-	1,297,897
Active ageing services	205,061	-	-	-	205,061
Advisory services	188,247	-	97,800	-	286,047
Day care services	1,065,395	-	-	18,482	1,083,877
Cottages	1,118	2,173	-	-	3,291
<b>Total expenditure</b>	<u>3,097,261</u>	<u>2,173</u>	<u>523,154</u>	<u>23,394</u>	<u>3,645,982</u>
<b>Net income/(expenditure) before transfers and other recognised gains/(losses)</b>	760,270	7,343	20,858	(7,704)	780,767
Transfers between funds	<u>30,374</u>	<u>(9,516)</u>	<u>(20,858)</u>	<u>-</u>	<u>-</u>
<b>Net income/(expenditure) for the year</b>	790,644	(2,173)	-	(7,704)	780,767
Losses on investments	-	-	-	(46,569)	(46,569)
<b>Other recognised gains and losses</b>					
Actuarial (losses) on defined benefit pension scheme	41,000	-	-	-	41,000
Return on assets	<u>(15,000)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(15,000)</u>
<b>Net movements in funds</b>	816,644	(2,173)	-	(54,273)	760,198
Fund balances at 1 April 2015	<u>1,830,020</u>	<u>100,729</u>	<u>-</u>	<u>1,769,688</u>	<u>3,700,437</u>
<b>Fund balances at 31 March 2016</b>	<u>2,646,664</u>	<u>98,556</u>	<u>-</u>	<u>1,715,415</u>	<u>4,460,635</u>