

Annual Reports & Accounts

for year ending 31st March 2022



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Foreword

Another year of turbulence for our service users was met with the usual positive and effective response from all staff and volunteers. Flexibility was crucial in an ever-changing environment with continued support needed for the vulnerable as the pandemic restrictions wore on. We made the decision to sell our Bradbury House head office to take advantage of savings on estate and running costs while still providing telephone based and face-to-face services. This, coupled with working from home challenges, made the last 12 months particularly tough, but we emerged as strong as ever. We will monitor the need for new city centre premises in future reporting periods. This Annual Report represents the incredible effort and hard work of everyone involved with this charity over another difficult 12 months. With this continued dedication and team-work the older people within our communities were able to access vital services which most certainly made a positive difference.

As ever, we were extremely grateful and proud of long-standing and new volunteers and ALL staff who have, once again, dug deep and faced these challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting the lives of older people all over the city and county over the last 12 months which made life a little easier for them.

We also continued to be grateful to all our corporate partners and charitable trusts who provided much needed funding for long-standing and new projects. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would have been at risk and our community would have been the worse for it.

The re-opening of the Sybil Levin Specialist Dementia Day Service was a particular highlight. Hearing the positive stories of how the new SPECAL approach to assisting those with dementia worked and the positive impact it had on quality of life was inspiring. The future of this service appears bright and increased capacity in the next reporting period means we will be able to help even more individuals. Well done to all involved.

The permanent appointment of Michelle Elliott and Di Trinder as Joint Chief Executives saw additional energy injected into the charity. New ideas and a different approach instigated a positive shift in culture as working from home became the norm and provided more time for staff to do what they are good at rather than travelling to meetings.

We appointed additional Trustees to the Board in the past 12 months and the team goes into the future as strong as ever. The whole Board aims to be visible and accessible to all staff and volunteers and I thank my fellow Board members for their continued commitment and support. I'm incredibly proud to be a small part in our large charity and to Chair the Board of Trustees.

Foreword cont

The future holds many challenges – harnessing the momentum of the Covid-19 experience and capitalising on the changes wrought by that huge event. There is no doubt that every single person representing our charity is making a real difference to those in need, and I encourage us all to continue to push forward in meeting the needs of the future.



Chris Dorkes
Chair of the Board of Trustees

Our Mission:

Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision:

To enable older people to flourish in their communities.

We are the largest, local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year, we helped over 40,000 people.



Report of the Trustees for year ending 31st March 2022

In the last year, we continued to grapple with the challenges presented by fluctuating Covid-19 restrictions, frequent changes in guidance, differences between guidance applicable to different settings, helping people cope with the impact of Covid-19 on their health and wellbeing and restarting our services to engage more on a face to face basis.

With the clearing and sale of Bradbury House, working from home became our established work pattern with office hubs set up for those who needed or wanted to work from an office base on an occasional basis.

Communication and team building remained an important aspect of our work to build and maintain the connections between teams and the wider charity and we trialled various techniques to ensure our staff and volunteers remained connected to our core purpose.

We closed our Mansfield shop and re-opened our Sybil Levin Specialist Dementia Day Service which introduced the SPECAL method of dementia support to the people of the City and County, and initial results are very promising. Overall, we finished the year in a strong position thanks to the hard work of our teams, our commissioners, and the generosity of our donors and supporters.

The Trustees are pleased to present their annual Trustee/Directors' Report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31st March 2022 (which are prepared to meet the requirements for a Directors Report and accounts for Companies Act purposes).

The financial statements comply with the Charities Act 2011, the Companies Act 2006. and the Memorandum and Articles of Association of the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FRS102)) and the applicable accounting policies.

Our Purpose and Activities

The Object of the Charity is:

To promote the relief of older people in any manner which may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our values are:

Compassionate caring - We provide high quality care delivered with compassion through relationships based on empathy, kindness, respect, and dignity

Enabling - We empower older people to live independently, achieve their goals and exercise choice

Respectful - We treat others as they would want to be treated – with dignity and respect

Quality - We strive for excellence and quality in everything we do

Dynamic - We are innovative, flexible, ambitious, passionate, and driven by results

Expert - We are experienced, knowledgeable, professional, and trusted

These values are the foundation of everything we stand for and everything we do.

We believe that:

Ageism is unacceptable

Individuals, in all their diversity, should be valued

Everyone has the right to exercise choice and control in their lives

People should have the support they need when it is needed

Everyone must be treated with dignity and respect



Our strategic aims are:

Aim 1: Working in local communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive, and sustainable communities in which each individual is valued.

Aim 2: Delivering quality services

We will design and deliver high quality, effective and efficient services that are person-centred, give choice, promote independence, and enhance wellbeing and quality of life.

Aim 3: Campaigning and influencing

We will campaign and lobby for change on the issues that matter to older people.

Aim 4: Raising our profile

We will seek to make our charity the first choice for local older people, their families, and carers. We will seek to engage other like minded organisations and individuals to work with us.

To realise our Vision, Mission and Aims, we will:

For Our Beneficiaries

Ensure we are person-centred in everything we do

Develop appropriate partnerships between our organisation and others that benefit older people

Generate sufficient resources to help fund the work of the Charity

Focus on local priorities to support local people

Work effectively within the local and national funding and political environment

Have a culture of continuous improvement

For Our Staff and Volunteers

Encourage and develop high performing, well-motivated, adaptable, and valued volunteers and staff

Have effective and efficient communication and support systems

Utilise good planning strategies across all areas of the Charity, based on a continuous improvement cycle

Our annual activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In the view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of around 130 other local Age UK charities which deliver services to support older people and their carers in other geographical areas. We have a Brand Partner relationship with Age UK and we are also members of the Age England Association.

In support of our Values and Beliefs, we operate a Charging Policy which ensures that no older person is excluded from a service they need because they cannot afford to pay for it. This policy is explained in greater detail later in this report. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.



The Impact of Covid-19

We deactivated our Business Continuity Plan on 1st April 2021 because lockdown had almost ended and the numbers of infections were falling. We continued to monitor government guidance and issued regular updates to staff and volunteers to mitigate relevant risks such as wearing masks, minimising contacts, social distancing and hand hygiene measures.

As the Omicron variant developed, we monitored case numbers closely and decided to activate the Business Continuity Plan again on 4th January 2022. We took the decision that absences due to Covid-19 infection could be high and we had to be ready to deal with the impact of that. We tracked staff absences related to Covid-19 and developed plans to ensure front line service disruption could be minimised. We did have some absences but the situation did not become acute and we stood the Plan down on 18th January. Across the reporting period, 24% of all absences were Covid-19 related.

We continued to follow government guidance and that pertaining to health and care settings which often had more restrictions than were in place for the general public. We discussed the Covid-19 situation at every management meeting, and information about the guidance was shared with staff and volunteers through team meetings, all-staff meetings, and our Yammer intranet system.

The way we work now

Working from home became our permanent position and we set up office hubs for staff who wanted to go into an office to work to use office equipment or for a change of scene. Bradbury House was sold during the year and most of our services continued to be offered remotely with services slowly re-introducing face to face work as it became safe to do so. Each service managed the roll-out through detailed risk management processes. By the end of the reporting period, we had office hubs based at the Lifestyle Centre and Sybil Levin Day Service. Another location in the mid-Notts area will be sourced in the next reporting period to maximise opportunities for all staff to access a hub.

By the end of the reporting period, plans to launch face-to-face advice sessions at The Lifestyle Centre were developed and ready to implement.

Impact on service users and older people

Age UK research indicates that the impact of Covid-19 on older people was and is profound. Their independence, health and wellbeing, mental health and confidence were all affected by the prolonged lockdowns and anxiety about the spread of infection. As the world began to open up for most of us, many older people felt they had no choice but to continue with unofficial shielding measures. This resulted in a low demand for face to face services which is only now beginning to pick up. We explored the possibility of subletting space with another charity in the city centre but demand did not make a city centre premises necessary. We will continue to monitor this and have designated funds to enable us to react quickly when that demand picks up.

Impact on income generation

Our shops re-opened for trading on 12th April 2021 but the pandemic had an impact on the number of volunteers who returned to support us. We were not alone as all the charity shops around our locations also advertised for additional support. We decided to appoint a Saturday sales assistant to allow us to open as we had to close periodically due to lack of available staff and volunteers. Lower footfall and more cautious shopping resulted in our difficult decision to close our Mansfield shop in February 2022 after 14 years of trading.

The search began for a new premises in which to expand our range of services which we hope will be completed in the new reporting period.

We continued to make applications and receive grants from grant giving bodies and local authorities to help us meet increased demand for services such as Information, Signposting and Advice as a result of the pandemic.

Community fundraising remained low but individuals continued to make donations and leave legacies for which we remain grateful.



ANNUAL SERVICES REVIEW

Advocacy and Allied Services

Our Advocacy Services and associated support services were in significant demand during this period and continued to make a huge and positive difference to the people who used them. To accommodate Covid-19 restrictions some services were delivered virtually, but all helped people cope with difficult circumstances at a time when they felt very vulnerable.

Worry Catcher Service (Mental Health Services for Older People Wards)

This service provided support to those admitted under Section (Mental Health Act) as well as those admitted voluntarily, and the families and carers of those admitted. The Worry Catcher Co-ordinator (WCC) dealt with a wide variety of topics, from those related to the hospital experience (communication, noise, food, behaviour etc) and those related to the wider challenges of life (housing, finances, discharge etc). As well as providing solutions for the patient, the WCC also signposted to other community services.

In total :

1023 direct contacts were provided, including **84** complex cases which covered **145** different topic areas.

Delivery took place face-to-face, via telephone, email and Teams meetings.

I feel such a great relief after I speak to you on the ward – it is so important for patients to have someone like you to speak their thoughts to.
(Patient)

I feel more positive now with the issues being addressed.
Thank you very much, I do not feel alone anymore.
(Relative)

Plans for 22-23:

Continue to work with the wider MDT and effect positive change to improve patient experience.

Continue to provide advocacy support to address issues brought by individual patients and carers whilst on the ward.

Mental Health Services for Older People (MHSOP) Support Service

This service began as a pilot project in March 2021 and was recommissioned during the pilot timeframe for delivery from May 2022 – March 2023. The service offered short-term support (usually around 3 weeks) to provide a ‘bridge’ for those leaving the MHSOP wards and returning to the community (or care home for the first time). It also provided support for carers of people being discharged who often had their own worries and concerns, and those receiving support from the Intensive Home Treatment Team and the Community Mental Health Team. Providing a listening ear, the support worker helped beneficiaries explore issues, and find the right kind of additional support in their communities. This service was, in the main, telephone based.

The service received 103 referrals in the reporting period, delivered 380 telephone-based support calls and 6 home visits.

This service linked with our Worry Catcher Service, providing an important bridge back into the community following an often lengthy hospital stay.



**I have enjoyed our chats.
I am now feeling much more confident, and I am going out more.
(Service user)**

Plans for 22-23:

We will continue to provide this valuable short-term support to patients and carers who are being discharged from the wards or accessing community mental health services which, especially for people leaving hospital, provides continuity of service and bridges support from hospital to home (supported by a new staff member from May 2022 onwards).

Mental Health Services for Older People Carer Support Service

Commissioned at the end of the reporting period with delivery due in 22-23 this service will provide personalised support to carers (face to face and via telephone) to help them remain mentally and physically well, and have as positive an experience of care as possible through support and practical assistance. Referrals will be made directly from the Intensive Home Treatment and Community Mental Health Teams.

Plan for 22-23:

To commence service delivery within Nottingham City and County to support carers of those with moderate to severe dementia and mental health issues, working closely with MHSOP partners in Nottinghamshire Healthcare NHS Foundation Trust.

Patients Representative Service – Queen’s Medical Centre and City Hospital

The service recommenced in December 2021 with an office based Ward D57.

It provided independent advocacy, representation, support and information to patients and their carers on the Health Care of Older People (HCOP) wards in the two locations.

During the reporting period 49 referrals were made covering 92 issues which included hospital issues, discharge support, accessing befriending services, finding reputable traders, home care support, benefits, financial and legal issues and providing a listening ear.



Thank you.
You’ve talked to
me so nicely and
honestly, you’ve
really helped.
(Patient)



I’m so pleased this
service exists. I need
someone to advocate
for me whilst in
hospital. (Patient)

Plan for 22-23:

Continue to build up service delivery for patients and families on the HCOP wards, promoting the service across both hospital sites.

Patients Representative Service – Lings Bar Hospital

Our ability to deliver this service was greatly impacted by continued Covid-19 measures and did not pick up face to face services until March 2022. Weekly contact was maintained with ward staff, therapy and social work teams to attract referrals and resolve issues.

Despite the restrictions 77 referrals were made (28% up on the previous reporting period) leading to 1141 interventions (47% up on the previous year) covering 443 issues (68% up on last year).

Patients benefited from a volunteer who provided valuable support both during the hospital stay and post discharge. Carer support and access to services were the most prevalent issues.

“ Thank you for taking the time to listen to what I had to say. I have felt that I have lost control over my life and everyone was telling me what to do and not asking what I want. ”
(Patient)

I cannot thank you enough for all you have done for me. You are the only one who has treated mum as an individual instead of a name and number. I will never forget all that you have done for me
(Relative)

Plan for 22-23:

With new appointment beginning in May 2022, face to face delivery to provide a person centred service to patients on the wards will be re-established.

Residents Representative Service – City Care Homes

It was a challenging time for the City's care homes.

251 referrals were made following visits to 51 of them (a 13% increase on the previous reporting period).

Initially the service was provided by telephone and email because of ongoing restrictions but transitioned to face to face by the end of the reporting period. We supported residents and staff to deal with care home closures and deregistrations necessitating greater involvement in operational meetings with statutory services. We were able to offer input into lessons learned evaluations.

Other issues dealt with included living within the long term care system , understanding funding streams, access to financial management – own money, deputyship, powers of attorney and funding for care, social care, access to specialist equipment, mental capacity issues, legal advice, referral to statutory services and personal issues.

We surveyed participants in the service and **100% felt better across a range of measures** about their issue, access to services, gathering appropriate information and being more able to express their views. The service also supported families and carers by providing reassurance when they were unable to visit their loved ones because of Covid-19 restrictions.

I am so grateful to work with you both because what you do makes the world a better place. You should be very proud. (Senior Community Care Officer)

I really would not have got through the past few months without you. Nobody was listening to anything we said and we were just sat watching mum deteriorate in a home we were so unhappy with. I cannot believe that in weeks of you being involved professionals started speaking to us and mum was assessed. She has now moved somewhere better that me and dad are really happy with.
(Relative)

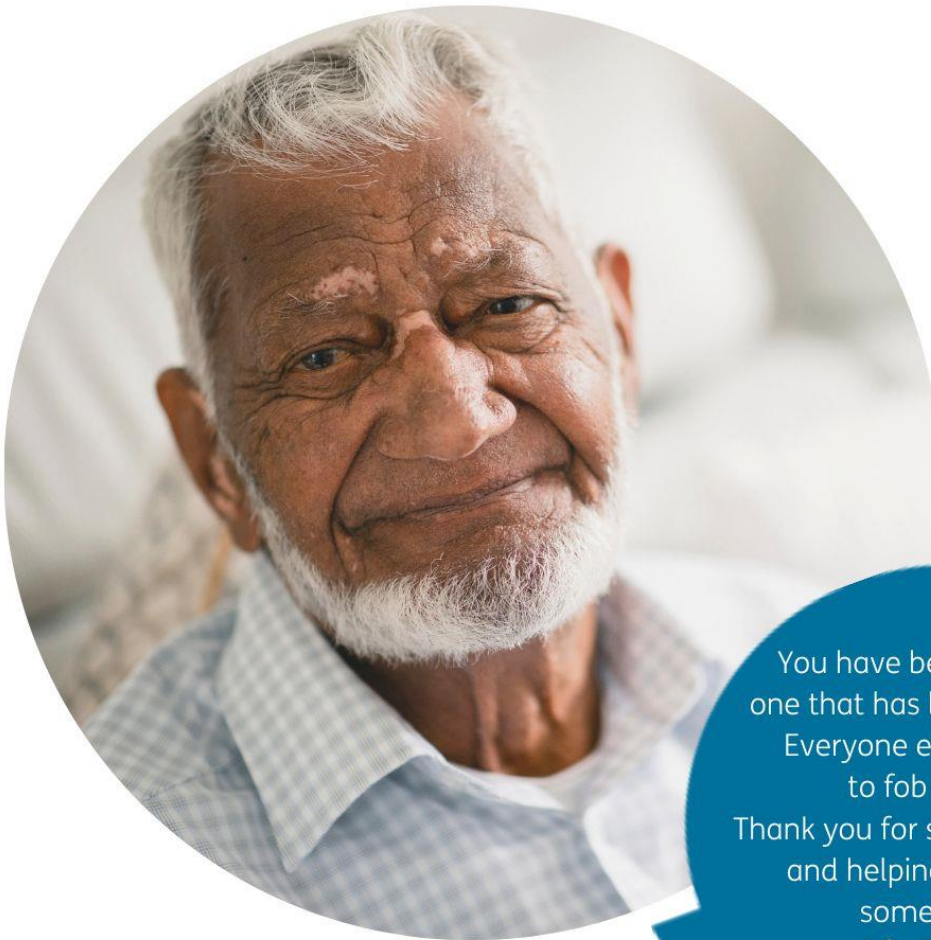
Plans for 22-23:

Reinstating the Worry Catcher provision in a small number of targeted care homes, this includes new settings within the city.

Identify opportunities to provide an ongoing programme of residents and relatives meetings, particularly in those homes that do not often engage with the Residents' Representative Service.

Further build on relations with Learning Disability homes to ensure good access to the service for residents in these settings.

To liaise with professionals highlighting concerns around working age adults and those in a mixed age relationship, who still possess a mortgage (ensuring considerations are given to the remaining partner in the community that they can afford mortgage payments following a financial assessment on the partner moving into long-term care) .



You have been the only one that has listened to me. Everyone else has tried to fob me off. Thank you for sticking with me and helping me to find somewhere I feel I fit in.
(Resident)

Wellbeing at Home Service

This service provided short-term support for up to 5-6 weeks with welfare calls, confidence building, shopping, prescription collections and signposting onto other services. It helped people remain independent for longer in their own home following a period in hospital or to avoid deterioration in health and wellbeing which could lead to a hospital admission.

453 referrals came into the service

33% over the expected achievement levels

22% increase on the previous year.

Recipients benefitted from the support of 48 volunteers. The service was recommissioned in October 2021 until 30th September 2022.

“ Since speaking to the volunteer, it’s the first time I’ve smiled in months.”
(Service User)

I love helping people and I feel like I make a huge difference to somebody’s day. It has given me a sense of community.
(Volunteer)

I found it very helpful to have someone with me when shopping as it helped me focus and stabilised me. If it wasn’t for the service, I would be much worse of mentally. You’ve been a great help.
(Service user)

Footcare Service

Ongoing Covid-19 restrictions impacted the Footcare Service but we continued to deliver face to face services throughout the reporting period. Services were offered in Clifton Cornerstone, Sherwood Rise Health Centre, St Ann’s Valley Centre, Sherwood Health Centre, Health Point Top Valley and Old Basford Health Centre.

483 referrals were made with around 30% meeting the criteria for service. Almost 600 nail cuts were delivered during the reporting period.

(Where potential clients weren’t eligible, signposting was offered to access suitable services.)

That’s so much better. My feet don’t hurt in my shoes now
(Service User)

We were very sad to lose Jenny (our service administrator) during this period after a difficult illness, bravely borne. She was pivotal in setting up efficient systems to ensure the smooth processes of enquiries and her legacy continues today,

Plans for 22-23:

To further promote the service across all venues but particularly in the area of Old Basford Health Centre where take up is lowest.

To promote the service to the lower 50+ age range of our target age groups.

Information, Signposting and Advice Services

Our Information, Signposting and Advice teams really stepped up last year to meet rising demand.

Call volumes were up 11% at 17,341 incoming calls.

Our support for people making benefit claims ensured an annualised benefit gain of £2,500,044, a 34% increase on the previous year.

281 legal advice appointments were delivered, 45 financial planning sessions took place.

All targets were met on [Warm Home Hubs](#), [Warm Homes Programme](#) and [Building Resilience](#).

Work was completed on setting up new face to face generalist and specialist advice facilities in The Lifestyle Centre in the Meadows which will be active in the next financial year. We explored the possibility of a fully-fledged city centre premises in detail but decided not to pursue this option at this time because the demand for face to face services was not yet in evidence. We will continue to review the option in future periods. We spent time during this reporting period on analysing our local demographic profiles and sourcing appropriate outreach locations to ensure our reach is as wide as possible. That work will pay dividends for local people in the future.

Overall, over 4000 clients were supported by the team in the reporting period. In addition to the increase in demand for services, we also underwent external audit on our quality management systems: the results were excellent and confirmed the team's commitment to maintaining a high standard of service. The Age UK Information and Advice Quality Programme assessors said:

“ I am pleased to say you have fully demonstrated that you have met all the benchmarks, and successfully completed the Age UK I&A Quality programme. Congratulations on a fantastic achievement!! It is very unusual for a [local] Age UK to completely meet all the benchmarks with no corrective actions. It is even more fantastic to do so during a global pandemic. You and the team should be very proud of yourselves. ”
(IAQP Assessor)

Having the money doesn't make you better but it has helped me to get out more now that I have been able to use my car more as I use the additional income on petrol. I have also paid someone to cut my lawn as I am unable to do this myself and it has given me the confidence to put things in my shopping basket where before I may have not have done.
(Service User Benefits)

You are all amazing and doing a great job, you have a lot of patience and you care about people, you are not abrupt and do not rush through things you allow people to take their time.
(Service user - ISA)



Plans for 22-23:

Begin increasing face-to-face contact with clients where necessary via TLC and other outreach appointments as well as home visits where required.

Seek to expand funding to ensure the sustainability of the service in light of the current financial climate and need for benefits advice.

Embed quality practices learned from IAQP across the wider charity, learning from best practice and positive feedback.

Safe and Sound Services

Our Safe and Sound team continued to deliver a dedicated service aimed at ensuring local older people could stay warm, safe and well at home for as long as possible through 5 different projects – Warm Homes Hub (a partnership with Nottingham City Council, Nottinghamshire County Council, E.On and Nottingham Energy Partnership), Be Smart (Smart Meter Awareness), Close the Door on Crime (Nottinghamshire Police and Crime Commissioner), E.On Warm Homes Energy Checks and Age UK Scams Prevention and Support Programme.

Over 1700 people received Smart Meter awareness information.

100 people received a Home Energy check advice and information about saving money through energy saving measures and the fitting of over 400 individual energy saving products such as LED light bulbs and draught excluders.

Over £106,000 in savings through energy efficiency measures and new boilers.

323 older people signed up to the Priority Services Register to ensure they are well looked after in the event of a power cut.

34 heaters were loaned for quick access to a warming solution while longer term problems were addressed.

Over 400 people received information about protecting themselves against scams in the first 3 months of our Age UK Scams project which started in January 2022.

Funding from the Skerritt Trust enabled us to help 306 people with practical measures to make their homes better.

Our application to the Energy Redress Scheme was successful so additional work took place to build the partner coalition for the Warm and Wise project ready for delivery in the next reporting period.



I couldn't understand why my toilet wasn't going down. I was worried and concerned about the cost of getting it sorted and I didn't know where to turn for help. My father always told us not to ask for help. It's very difficult when you are on your own.

(Service User)



Plans for 22-23:

Deliver our new Warm and Wise project (as part of a consortium of 3 Age UK Brand Partners with Leicestershire and Rutland, and Lincoln and South Lincolnshire) supporting 7,000 households across the 3 regions.

Recruit a replacement Housing Manager.

Continue to deliver the Age UK-funded Scams Awareness project (target of supporting 1,400 individuals through events, presentations and one-to-ones).

Deliver Warm Homes on Prescription in the Broxtowe borough.

Re-establish the Home Improvement Agency in partnership with Nottingham City Council.

**I now feel great.
At least I know I can get
some warmth. I was sitting
in my lounge with my coat on
to keep warm. I can now
warm my back on the
radiator again.
(Service User)**



HEALTH AND WELLBEING SERVICES

Our range of health and wellbeing services continued to deliver benefits to local older people. All were designed to offer increased health through social and physical opportunities. Some of our services were old favourites but new ones were added to the portfolio in the reporting period.

Active Veterans Service

This service supported veterans to be more physically and socially active through direct interventions and signposting to other opportunities. We continued to work hard to provide a good level of service through Covid-19 restrictions that impacted on the range of things we could offer.

103 veterans were supported during the reporting period.

We delivered:

24 Veterans participated in Camaraderie walks which launched in February 2022

97 one-to-one befriending walks were enjoyed by veterans who needed a little extra help to leave their homes and benefit from the company and some fresh air; this helped with confidence, balance and stability and one participant was thrilled to achieve his goal of walking to the local shop to buy his newspaper

347 telephone befriending calls were made to provide some social interaction and a friendly listening ear.



I am so grateful
for you referring me to
the Royal British Legion
as I am really struggling at
the moment. Thank you to
everyone at Age UK Notts. I
love speaking to my
telephone buddy. It really
helps with my loneliness.
(Veteran)

Special occasions:

53 Christmas parcels delivered to the doorstep containing a gift, activities and Christmas cards from the charity and local school children

5 Christmas lunches were delivered on Christmas Day to those who otherwise would not have had a celebration meal

One volunteer was supported to attend the Remembrance Sunday event and was interviewed by local media – the first time he had been able to attend for many years because his volunteer supported him to make the visit possible

Plans for 22-23:

Deliver 12-weeks falls prevention classes specifically for veterans to encourage better mobility and reduce risk of falls.

Increase number of Camaraderie Walks.

Recruit additional volunteers to deliver one-to-one supported walks for veterans who struggle to leave their homes.

Secure funding for the continuation of veterans specific services.

Befriending Service

This service provided a vital social link during the pandemic.

During Covid-19 restrictions, it was entirely telephone-based but face-to-face visiting was reintroduced in October 2021. We remained mindful of risk and briefly suspended in-person visits in December 2021 due to the Omicron surge.

211 people received regular befriending support and over 300 were referred to other available sources of help. 197 volunteers delivered the service and provided 16,458 volunteer hours (equivalent to £146,640.78 at National Minimum Wage rates). We could not offer this service without our amazing volunteers.

In total, 6,983 calls were made during the reporting period and 333 home visits were carried out.

“ You have given me a wonderful Befriender who is very good to me. Despite my deafness, we communicate very well indeed, and she shows a lot of kindness to me. I appreciate her very much and look forward to her visits. ”
(Service User)

Plan for 22-23:

Increase the number of volunteers to meet rising demand for the service.

Best Foot Forward

Our Best Foot Forward walks programme resumed activities in May 2021 following suspension at the height of the pandemic.

Eight different short health walks in open spaces were offered across the city which aimed to support people to be more physically and socially active.

1622 individual attendances occurred during the reporting period.

The results were inspiring – a mother and daughter duo always attended, come rain or shine. Although both used sticks to help them walk, other participants kept pace with them and chatted. Both said they looked forward to the walks all week.

Another participant recently moved to the area and made friends with others within a few weeks of joining Best Foot Forward. This led to social activities outside of the walks.

“I really enjoyed today’s walk. I haven’t been going out as I am nervous to walk on my own”
(Participant)

Plans for 22-23:

Secure funding for a paid co-ordinator.

Recruit and train additional volunteer Walk Leaders to expand the number of walks offered.

Walking Football

This new service was introduced in January 2022 and kicked off in Eastwood and Beechdale.

26 people joined the scheme

142 attendances over 24 matches

Who would have thought 30 years ago that we would ever play another game? It’s great to be back on a pitch. I love it!!
(Participant)

3 volunteers were recruited to support the players over the 24 matches delivered. The project will be funded until August 2022.

Staff at the venues engaged fully with the project and provided coaching free of charge. Players supported each other with a couple of them having never played before. One participant, who suffered from anxiety which was exacerbated during the pandemic, was inspired to consider joining other activities as a result of Walking Football.

Plan for 22-23:

Continue to build relationships with local stakeholders

Sybil Levin Specialist Dementia Day Service

The Sybil Levin Specialist Dementia Day Service re-opened its doors at the end of February 2022 after refurbishment of the centre. It was a pleasure to open the doors for in-person services in the new look centre. Our building looked different and our service offer was different.

Based on the SPECAL method developed by The Contented Dementia Trust , it was the only SPECAL informed dementia day service in Nottinghamshire. SPECAL is an innovative approach using person-centred care in a compassionate and stimulating environment for our service users. Research identifies that the SPECAL method increases confidence, promotes independence and reduces the need for medication for people living with dementia. Initial results were excellent with families and carers reporting improved relationships and more effective coping strategies. An evaluation exercise was commissioned and results are expected in the next reporting period. Plans to provide placements for Occupational Therapy students were also developed for implementation in the next reporting period.

My Mum was so happy after attending the centre. When I spoke to her, I was amazed how much she had enjoyed the first session. She spent a long time on the phone telling me about her day and the people she had met. She was like her old self, and I was so pleased as she had become quite depressed and withdrawn.
(Relative)

We received an insurance payment for damage caused by a major leak, and a belated Business Continuity payment for disruption to business because of the Covid-19 lockdowns. The deficit, overall, was £2,250 (which was lower than expected)

Plans for 22-23:

Build service user numbers to 15 per day.
Roll out placement plans for local Occupational Therapy students to raise awareness of the SPECAL method and its impact.
Create and deliver training sessions for local stakeholders and carers.
Maintain volunteer numbers to provide additional support and enrich the experience for service users.

Sybil Levin Community Dementia Support Service

This community-based service operated until the end of October 2021. It provided support to service users and their carers who had previously attended the Sybil Levin Day Centre before it was closed due to the pandemic. Support included telephone contact and doorstep visits, resource and entertainment packs including jigsaws, colouring books, CDs and memory books. Providing emotional support and guidance to carers and family members was an important part of this role. We also worked with people to develop care plans in preparation for the re-opening of Sybil Levin for those who wanted to return to day care. This service closed before the end of the reporting period.

One Step at a Time

This service continued into the reporting period with additional funding from the Social Recovery Fund. It continued to build social and community networks to help reintegrate isolated people back into their locale. Our co-ordinator supported local community groups to build on their resources to deliver on the One Step at a Time approach which were often based upon the Covid-19 emergency community response.

Plan for 22-23:

Continue to build strong community networks.

Improving Access to Psychological Services (IAPT)

The **NHS Nottingham and Nottinghamshire Clinical Commissioning Group** commissioned us to deliver an IAPT awareness project over 12 months, focussed on 65+ population in South and Mid Notts. The service aimed to increase referrals of older people into IAPT services as they are significantly underrepresented. We worked in partnership with the Mid Notts Community & Voluntary services to deliver the service in Mid Nottingham, combining the strengths and resources of each organisation to increase the awareness of the older population. In South Notts, we utilised a holistic approach across all Age UK Notts services including our Social Prescribing teams and Information & Advice service to increase awareness and signposting. With loneliness and social isolation impacting on mental health during the pandemic we recognised the importance of this opportunity to support mental health in an otherwise hard to reach cohort. Funding is secured until December 2022.

Plans for 22-23:

Continue to increase referrals through cross-charity activities
Develop the end of service evaluation to be delivered in early 2023

Connect

2,122 referrals were made to our Connect Service (35% increase on the previous year). The Connect Service led on the Trusted Assessor initiative, supported by Nottinghamshire County Council. Trusted Assessor status was, and will be, beneficial to clients living with reduced mobility and help prevent falls and promote independence.

The team also continued to play its part in the Covid-19 response and supported people with shopping and medication support and provided home visits to the most needy and vulnerable during that period.

£519,296 in annualised benefits was achieved for clients of the service, money which helped people increase their autonomy and quality of life. A legacy worth £46,000 was left to the charity as a result of the service delivered by the team in previous years – a testament to the value placed on the support by its clients. The team were grateful for that acknowledgement of service.

The resilience of the Connect team stood out over the past year. The Connect service continued to support the Mid Notts community through the pandemic providing shopping and medication support whilst the Charity remained in ‘welfare mode’, but it did provide home visits to the most vulnerable when required.

“

**Caroline came into my life
when I was very low.**

**She was a very
big support to me.
She told me all about care
allowance which I didn't
know about and
she rang me on a regular
basis with lots of
information. (Carer)**

”

**You have helped more
than words can say.**

**I was absolutely at rock bottom
with caring for my dad with dementia.
I am solely alone... My friends are good
but you don't want to bother them and I
have found that people don't understand
dementia unless you're going through it.
Amanda was amazing. She helped with
forms and what was available for dad.
She was very compassionate and a very
lovely person. She followed up on
everything.
(Relative)**

Plans for 22-23:

Develop a more effective self-referral system to create a more inclusive service.
Continue to maintain focus on tendering opportunities at contract end.

Social Prescribing

1573 referrals were received during the reporting period – an increase of 37% on the previous year and in excess of targets. The team delivered services across primary care networks covering key themes of benefits, mental health, social isolation, and practical support. The total benefit gain was £750,521 which allowed beneficiaries to secure housing, employment training, mental health support and lifestyle changes to improve their overall quality of life.

**“ The service has been invaluable to me and extremely helpful.
My link worker gave me the nudge I needed to find the right social group and the confidence to attend. I have had social anxiety for a long time and become increasingly isolated. This led to severe depression.
The service has been essential in breaking the negative thought cycle.
This has helped me feel happier and healthier.
Thank you so much. (Service User) ”**

Access to System One (the NHS system by health practitioners) was resolved and will be implemented during the next reporting period and we are grateful to all those who made that possible. Effective partnership working with our Connect Service reduced referral waiting times.

**“ This lady was very helpful.
She explained everything and put me at ease.
She did not rush me or put me down.
If more people were like her the world would be a better place. ”
(Service User)**

Plans for 22 – 23:

Continue to support the NHS Long Term Plan, primary network aims and increase in Social Prescribing link workers.
Build on ways to explore upskilling of staff to make service improvements.
Continue to share good practice between Connect and Social Prescribing.

CORE SERVICES

Our Core Services teams continued to provide effective support to the charity from front line delivery to governance and compliance.

Finance

Our finance team continued to work remotely and development work was planned to ensure 2 team members could carry out all functions. The team supported the re-opening of the Sybil Levin Specialist Dementia Day Service by devising new customer payment systems.

As planned, a more efficient payment/invoice system was developed and implemented in the reporting period. Training began on processing VAT to enable the Senior Operations Manager to take over this responsibility in the next reporting period.

TASK	NUMBER
Customer /Funder Invoices	3301
Supplier Invoices Paid	492
Accounts Package Transactions Inputted	50650
Direct Debit Income Collections	2821
Payslips Produced	1083
Staff Travel Claims	417

Plans for 22-23:

To maximise Gift Aid income across the Charity.

To review the financial reporting for the Board of Trustees.

Senior Operational Manager (SOM) to take on the submission of VAT returns.

Estates, Compliance and Resources (ECR)

Bradbury House, our home for almost 20 years, was sold during the reporting period which required significant co-ordination to clear the offices whilst saving and storing equipment and items for the future.

We created two office hubs. One in The Lifestyle Centre which became operational immediately and one at the Sybil Levin Centre which opened at the end of the reporting period.

The Sybil Levin Specialist Dementia Day Centre itself required some complex remedial work on the structural integrity of the building following a major water leak. Our ECR Manager, Sandra, worked tirelessly to ensure this work was completed in a timely fashion.

As our buildings came back into full use, we took the opportunity to commission a full health and safety audit which created an action plan for implementation in the next reporting period.

Plan for 22-23:

Implement all Health and Safety recommendations.

Data Protection

Cyber attacks continued to be a threat during the reporting period and we continued to focus on data protection training and audit across the organisation (more information can be found in the ICT section).

All staff with an @ageuknotts.org.uk email address completed data protection training. We began the process of upgrading GDPR training for volunteers using an @ageuknotts email address and will complete the process over the next reporting period. A full review of all data protection policies and procedures was completed and continuous improvement opportunities identified. Both the Data Protection Officer and Strategic Director (Advocacy and Community Services) undertook Caldicott Guardian training to ensure contract compliance with health-based contract requirements.

Plan for 22-23:

Increase data protection awareness amongst staff and volunteers

Information, Communications and Technology

Cyber crime remained a challenge throughout the reporting period with hundreds of attempts to hack our systems rebuffed. Keeping our ICT systems safe and secure was our top priority. We benefitted from system enhancements from our providers. Remote working upgrades from Microsoft allowed us to remotely reset a computer back to factory settings and install relevant software with very little user involvement – helpful for everyone!

We implemented a cyber security audit test to identify weak spots in training and awareness and this activity will be rolled over into future reporting periods. We implemented effective Cloud-based backup solutions.

Migration of IT services was a big undertaking this year. Moving out of Bradbury House was a major project and we also closed the Mansfield shop and Office Hub which required careful co-ordination. The Office Hub at The Lifestyle Centre was maintained and the preparation work for an Office Hub at The Sybil Levin Specialist Dementia Day Centre was completed by the end of the reporting period.

Plan for 22 – 23:

Implement increased level of monitoring to limit instances of cyber attack

Volunteering

We remain deeply grateful for all the dedication and commitment given by our volunteers during the reporting period. [Their support was worth the equivalent of £300,000 at National Minimum Wage rates](#), making a vital difference to our charity. 269 permanent and active volunteers supported us during the year (a reduction on the previous reporting period). Like many charities, we benefitted from additional volunteer time during the pandemic but this reduced when restrictions and furlough was wound down. Some volunteers re-evaluated their commitments and stepped down – another general trend across the charity sector.

It was a busy year behind the scenes. An online reference request form was created to speed up and enhance the security around volunteer references. A 'How to ' guide was implemented for new and existing staff members. The Trustee Training Programme was also redeveloped and launched with the newly appointed Trustees.

The team continued to act as an exemplar for other Age UK Brand Partners and we shared our expertise to enhance the volunteer experience across the country. Some action points from the reporting period will be carried over into the next year.

“ Thank you for my certificate and silver badge ,
it is great we are now ensuring milestones are marked for our
wonderful volunteers - thank you for all the work you and Vicky do to
support volunteers. (Volunteer) ”

Human Resources

It was another busy year for our HR department. All organisations face HR challenges at times and this year was no different – all complex cases were guided to completion prior to any formal action. Guidance for New Managers was completed and rolled out. New Charity Terms and Conditions of Employment were developed, consulted upon and agreed, ready for implementation in the next reporting period. The changes reflected the shift to mainly working from home and other upgrades based on wider industry and HR best practice.

HR maintained a watching brief on Covid-19 restrictions, rules and regulations and provided advice to the Senior Leadership Team and other managers, where appropriate. The Training Department was brought into the overall HR team and a compliance audit began across the charity. Feedback on existing training for volunteers was considered and new online training opportunities were explored for the future.

Support for Age Concern Eastwood was also provided – part of the network of Friends for which Age UK Brand Partners act as trusted friends.

“ **Just wanted to recognise how helpful and supportive you have been in providing various information and answering numerous questions for me over a variety of matters. (Staff member)** ”

Performance statistics were impressive. Recruitment was up 65% on the previous year with 43 vacancies filled. Filling a vacancy is an admin-rich process – over 800 applications packs were sent out, 147 applications came back for shortlisting and 29 interview days were held attended by 79 people. Almost all interviewing was done remotely. 23 new starters and 23 leavers were also processed, 73 contract changes were actioned and 42 staff DBS checks and rechecks were carried out.

“ **Just wanted to say a big BIG thank you for helping me with and through the interview process... Your support, knowledge and advice got us through to the end! (Staff member)** ”

Plans for 22-23:

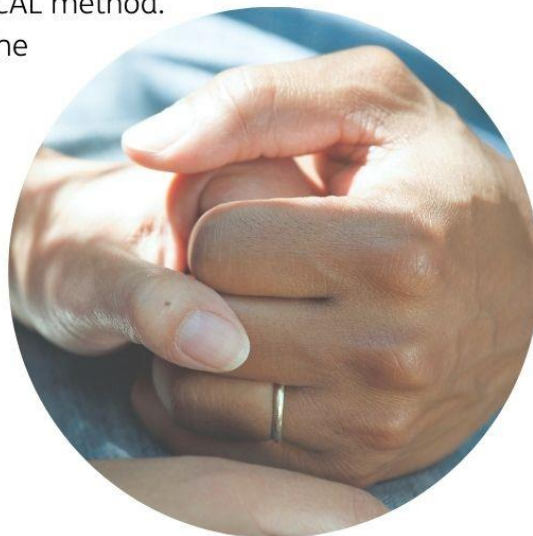
- Explore ADP capabilities for reporting on recruitment and performance modules.
- Annual review of all policies and forms.
- Internal team review on activities and responsibilities.
- Contribute to the development of 10-year strategy, CSR, Environmental sustainability, employee benefits.
- Raise the profile of Health and Safety and improve compliance where required.
- Improve HR and Volunteering analytics.

Equality, Diversity and Inclusion (EDI)

We constituted a new EDI group during the reporting period which will become active in the next year to audit our performance and identify opportunities for improvement. This included articles covering a range of EDI-based topics in our Inside and Local Loop e-newsletters throughout the period. Training was provided on positive mental health to which staff and volunteers were invited. Sessions on Gypsy and Traveller culture were attended by staff and appropriate volunteers and remain available for future use on demand.

We continued to implement the charity-wide Dementia Strategy by re-opening our Sybil Levin Dementia Day Service using the SPECAL method.

All-staff awareness training took place during the reporting period and plans were drawn up for awareness training for the wider community of professionals and carers in the future. Wellbeing packs (including the Wellbeing at Work plan) for staff continued to be used to help them feel supported when dealing with personal situations, managing disabilities and long-term conditions.



Plans for 22 – 23:

Ensure EDI is embedded throughout the charity in our Aims and Objectives, actions, and processes.

Provide opportunities for staff and volunteers to engage in topics aimed at improving their understanding of how to maintain positive mental and physical wellbeing.

Review the charity delivery of Compassionate Care in all its aspects.

Review language used to describe our work and services to ensure it is accessible.

Review and improve EDI data collection and roll out across the charity.

Increase diversity of staff and volunteers through improved recruitment processes.

Develop and promote links with a diverse range of service providers and specialist agencies.

FACT (Fundraising, Communication and Training)

(Some elements of fundraising are covered under Income Generation).

Communications

It was a busy year for the Comms team. We briefly expanded by creating a 12 hour per week vacancy which boosted our capacity. We created marketing materials for new services such as the Sybil Levin Specialist Dementia Day Centre and updated other materials upon request. The Charity induction booklet was redesigned and launched to remove the need for an in-person training session.

As 2022 is the charity's 80th birthday, we created a logo and added this to all publishable material and updated our website. We developed plans for a celebration book to be published in the next reporting period and recruited 2 volunteers to support the research work. A fundraising campaign called 'Feel Good for a Fiver' was created, ready to launch in the next reporting period.

We invested in additional design capacity via Canva and created more videos to celebrate the work of the charity. More of this activity will be rolled out in the next reporting period. Website usage was up 23% (on average), Twitter impressions were up 10%, Instagram reach was up 42% and Facebook page likes up 41%. We will continue to focus on sharing the impact of our work in the next reporting period.

The format of our Loop e-magazines (Inside and Local) was redesigned in the final quarter of the period which resulted in immediate uptick in opening rates. This will be monitored in the next reporting period.

Age UK advised of a portal redesign so time was dedicated to populating our content pages ready for launch in the next reporting period.

The Strategic Director (Innovations and Communications) supported the development of a revised Trustee training plan and the recruitment of two additional Trustees with a focus on finance.

Fundraising

A total of £113,861 was raised from community donations and legacies (221% above target). These included general donations, legacies, Friends and Supporters income, Virgin Money Giving, Just Giving, Easyfundraising, Amazon Smile and Facebook Donations. We were pleased to benefit from support from Notts County Football Club as their Charity of the Year which raised over £13,000 during the season which finished in May 2021. We were chosen as the Charity of the Year by the Lady Captain of College Pines Gold Club in January 2022 and we are grateful for that support. We participated in the Age UK Xmas 2021 Raffle and raised £496.

Our HR team ran their much-loved Christmas Advent Raffle and raised £595.

We thank all those companies who donated additional items for us to share with services users and the wider local community including toiletries, incontinence products, cakes, and products to keep people warm and safe. We are very grateful to all those who left legacies to us and to all those who donated in lieu of flowers at funerals.

Responsibility for training was moved to the HR team during the reporting period but the service itself continued uninterrupted.

965 individual training courses were undertaken by staff and volunteers across a variety of topics.

Online training continued to support compliance by allowing staff and volunteers to sign key policies off online and automatic re-enrolment ensures that staff always completed refresher training for key courses at appropriate intervals. A variety of online training from outside sources was offered to staff and volunteers such as introductory workshops to carbon monoxide risks in the home offered by the Gas Safe Charity, Understanding and Maintaining Positive Mental Health and Wellbeing from SkillBase and First Aid Training and Protecting Yourself from Online Scams in partnership with Notts Police. These were well received by all who attended.

A small number of staff undertook a variety of specialised training (delivered externally to AUNN) relevant to their roles including Maintaining Wellbeing When Working with People with Histories of Trauma, National Energy Action (NEA) Level 3 Award in Energy Awareness, Benefits training, SPECAL Practitioner and relevant training for Sybil Levin staff and volunteers.

Plans for 22-23:

- Create activities to celebrate the charity's 80th birthday.
- Complete the website upgrade.
- Develop and implement more video-based marketing messages and make better use of YouTube to promote key elements of our work.
- Ensure more teams contribute to social media messaging about their work.
- Improve will writing service to increase potential for future legacies.
- Roll out SPECAL specific training internally and externally to the wider community.

Older People's Advisory Panel (OPAP)

Previously known as the Older People's Advisory Group (OPAG) our OPAP members continued to meet every 3 months throughout the reporting period via Teams. Members attended the AGM in September 2021, where possible. We planned to recruit new members, but instead we spent time reviewing purpose behind the group and the status of members within the governance structure.

Several members attended training provided by Nelson's (a firm of local solicitors) to complete their understanding of their role within the organisation. A new structure was agreed and will be implemented at the AGM in September 2022. Recruitment to vacant positions in the new structure will take place after the AGM.

In addition to the governance role, members made valuable contributions to debates on the impact of Covid-19, working from home and access to services, recruitment of new OPAP members and wider community reach and representation and elements of our 10 year strategy.

Many of our long-standing members of OPAP decided to step down from their responsibilities following the Covid-19 restrictions. We thank them for their time, commitment, energy and enthusiasm during their service to us and wish them well for the future.

Complaints and Compliments

We recorded 61 compliments and 7 complaints during the reporting period. We also conducted a full review of the relevant processes. Compliments were received within AUBD, Advocacy Services, Befriending, Best Foot Forward, Finance, Information, Signposting and Advice, Training, Safe and Sound, Wellbeing at Home, Volunteering, and for the charity as a whole.

Of the 7 complaints, 6 were as a result of miscommunication (and dealt with informally) rather than any discernible pattern of activity. 1 complaint was escalated to the Board. Key to the review was the need to create a new reporting system to increase recording of informal complaints and compliments that will enable the Senior Leadership Team to spot any emerging patterns and respond in a timely manner. This overview will enable us to replicate positive behaviour and boost staff morale through greater awareness of the impact of the work of the whole charity. The new system will be implemented in the 22-23 reporting period

Plans for 22-23:

Implement governance changes to OPAP group.
Recruit new members from the wider community.

INCOME GENERATION

Fundraising

We increased our fundraising capacity in the reporting period by adding one working day to the role of the Innovations and Communications Director to maximise bid and grant applications. 11 applications were made during the period and 10 of them were successful (just under a 91% success rate). Service-focussed Strategic Directors continued to write bids and the total value of bids written (applicable in the funding year) was £166,000. Some winning bids were attributed to more than one funding year so this work will be carried forward into future reporting periods.

Our corporate partner relationships continued to be productive. They gave us donations to Christmas Hamper campaigns, to our charity shops and continued with support for the Big Knit. Overall, the fundraising target was exceeded by 15% at £190,419. The overall fundraising target from all sources was £87,722 above target.

Charity retail

Substantial changes occurred to our retail estate during the reporting period with the closure of our Mansfield Charity Shop after almost 20 years. It was a difficult decision for us to take and for the staff and volunteers who'd worked there. The town centre had suffered from the withdrawal of some major high street names before the pandemic and Covid-19 restrictions made collection and delivery difficult. The town's decline impacted on footfall and it was no longer economically viable to keep the shop open. It finally closed on mid-February 2022 and we were already looking for another venue in mid-Notts to open another retail outlet, combined with house clearance. The Mansfield shop finished in a £28,284 deficit and the West Bridgford shop had a £8,262 deficit. Thanks go to the staff and volunteers of both shops for their valiant efforts in the face of tough trading conditions.

Our ebay shop continued to operate until January 2022 when we decided to close it. Although sales were steady, they did not develop to a sufficient level to cover the costs of servicing the platform and the co-ordinator post was made redundant.

Plans to launch our house clearance service depend upon the right retail premises with good access. We identified a suitable venue in March 2022 and an offer was made, subject to negotiations to be completed in the next reporting period.

Plans for 22 – 23:

Complete negotiations on the new retail venue.

Implement the House Clearance business plan.

Explore new stock lines for the new venue and existing West Bridgford shop.

Age UK Business Directory (AUBD) Ltd



We operate Directories in Nottingham, Derby, Leicester, Birmingham and London. Age UK Northampton closed their relationship with us in October 2021 to open their own version. Covid-19, Brexit and other social issues continued to have an impact on Business Directory members creating issues such as supply and costs of raw materials and a high demand for services without additional advertising costs. As a result, we grew by 16 members during instead of the planned 19.

**“ Great understanding people to work
with in the support of elderly father being assisted at his home.
The lady allocated to him has been a fantastic help so far. (Relative) ”**

Thanks to the hard work of the team, 83% of members were retained as businesses renewed their membership.
12% of enquirers were converted into members and the numbers of enquiries remained steady.
Membership newsletters were introduced and warmly welcomed and social media activity also increased.
The Business Directory made a surplus the reporting period of £30,465.

**“ We were delighted by the response to our request for fitting a new mixer tap
in our property this afternoon. The plumber was most efficient and helpful.
This was the first time I have used Age UK [Business Directory]
and it was a very good experience. (Service User) ”**

Staffing of the department changed towards the end of the reporting period with new appointments made or pending across all positions. The future will be exciting.
We are sorry to report that one of our AUBD Directors, Andrew Sawford passed away during the reporting period and we are grateful for his expertise and great contribution to the project over the years.

Plans for 2022-23:

Recruit, induct and train new staff – Manager and Co-ordinator.
Develop and maintain a new marketing strategy for the London Boroughs Directory.
Increase membership across all Directories by 5%.
Produce a team video to support marketing and awareness campaigns.

Men in Sheds

Men in Sheds Directors and members were keen to get back to meeting their friends and enjoying wood crafts following pandemic restrictions. After a detailed review, the Directors decided that the Sheds would benefit from additional support from the charity by coming back under our governance – work which will be completed in the next reporting period. They were grateful for grants from The National Lottery Community Fund and the Co-operative Society which helped to cover fixed running costs during the temporary closure of the Sheds, the expansion of the Blidworth Shed and which will enable the purchase of updated equipment.

Hannah Lobleby was appointed as the new co-ordinator in December 2021 and supported members to attract new recruits as well as encouraging previous members to return. She introduced a number of innovations – regular newsletters, enhanced marketing materials and better links with the local community to help raise the profile of the Sheds.

The ongoing Covid-19 restrictions prevented re-opening until the autumn of 2021 but numbers of attendees began to return to pre-Covid-19 levels by the end of the reporting period. A trial took place to offer Shed sessions on a mixed basis and evaluation of that trial began in March 2022. The Sheds also supported the work we did with Veterans with specific Veterans in Sheds sessions.



Designated Funds received in the previous financial year were used to enable the sheds to re open

The CIC had a deficit of £1,348 and will become a dormant company during the next reporting period. We were awarded funding for the Sheds from the Nottinghamshire County Council Local Communities Fund (following the return of the Sheds to charity governance) which will be spent over the next 4 reporting periods.

Plans for 22 – 23:

- Attract new members and increase attendance levels for all members.
- Increase the number of projects and sales undertaken by members.
- Expand opportunities for mixed and women-only Shed sessions.

The Lifestyle Centre

The centre played host to our office hub South of the County and continued to be the home of Advantage Mobility CIC which provided mobility and living aids to help its customers enjoy a better quality of life.

Age UK Notts provided some support to Advantage CIC to successfully recruit an additional Director and this bolstered performance throughout the year. Different marketing methods were trialled with positive results, including radio and social media. Advantage Mobility CIC worked with the Charity to prepare a space in which to offer signposting services by appointment and this will be launched in the next reporting period.

The centre was open for the reporting period with relevant Covid-19 measures in place and remained busy throughout the year. It was a successful year with customer numbers building which resulted in a donation of a £30,000 surplus to Age UK Notts.

**“...the donation is a reflection of the promise made to Advantage Mobility’s customers that not only would we provide a high quality, fair service to all customers, but that ...
We would also donate their surplus profits to a worthy charity – supporting customers in a way that goes beyond customer service and back up.
Age UK Nottingham & Nottinghamshire was chosen as the recipient of the donation as it is very closely associated with Advantage Mobility’s customer base and closely matches their organisational values.
It is a well-respected charity and Advantage Mobility is proud to be able to make this donation to Age UK Notts to assist in the quest for a better life for the elderly and disabled in our community. ”**

Laurie Smith, Operations Director (Advantage CIC)

Thanks go to the Advantage CIC team of Laurie, Grant, Ainsley and Ronan for their excellent work over the period and we are grateful to all the customers, suppliers and back-up staff who made this donation possible.

REVIEW OF KEY AIMS FROM 2021-22

Area and actions	Achieved?	Outcomes
Worry Catcher Service Embed Service within MDT Continue to facilitate access to service for patients		Continued to be a valued asset
Footcare Service Promote new age criteria Re-introduce 'meet and greet' to improve social contact		Face-to-face services provided social interaction
Patients Representative Service Continue to deliver Service extension at Lings Bar Hospital Continue to embed remotely delivered services within ward teams		Remote services were delivered and in-ward services re-introduced at the end of the reporting period
Sybil Levin Dementia Day Care Re-open the service by Sept 21		Re-opening was delayed until Feb 22
Information, Signposting and Information Services Expand provision into new community venues Expand advice provision to meet a holistic range of needs Establish ISA within new City Centre premises		City Centre premises plans shelved Plans developed to offer signposting and information services from The Lifestyle Centre for delivery in next year Advice provision reviewed and improvements actioned
Safe and Sound Service Continue to deliver scams awareness services using PCC funds Focus on maximising registration to the Priority Services Register		Scams work continued 323 registrations to Priority Services Register

Connect Service Continue to run the contract within the extended contract period Participate in the Strength Based Approach pilot		Contract continued to be delivered Strength Based Asset pilot delivered to acclaim
Social Prescribing Increase referrals to achieve targets Expand the team		Targets were exceeded Team expansion did not take place
Befriending Explore and implement paid-for service options		Implementation delayed due to Covid-19 restrictions
Veterans Services Set up a veterans specific walking group Set up Veterans specific Men in Sheds sessions		Both groups established
Best Foot Forward Restore full range of walks		Walks re-introduced
One Step at a Time Expand the project around the South Notts area		The service was expanded into the South Notts area
Silver Pride Re-establish the group and re-open meetings		The Silver Pride group met informally within the permitted Covid-19 restrictions.

<p>Finance</p> <p>Complete job shadowing training to provide cover for absence and holidays</p> <p>Finance Lead to assume responsibility for VAT returns</p> <p>Implement more efficient system for invoice / PO authorisation</p>		<p>Job shadowing completed.</p> <p>Microsoft Flow now supporting Invoice / PO authorisation.</p> <p>Senior Operational Manager VAT training begun but not completed</p>
<p>HR</p> <p>Fully utilise ADP reporting systems</p> <p>Update contracts to reflect working from home requirements</p> <p>Review Health and Safety compliance and implement improvement actions</p> <p>Complete managers training and associated handbook</p> <p>Improve use of HR and Volunteer analytics to inform business and operational plans</p>		<p>ADP system upgraded and in action</p> <p>New contracts upgraded for working from home and existing contracts being prepared for distribution.</p> <p>Health and Safety Compliance reviewed and action plan introduced for next reporting period.</p> <p>Managers Handbook distributed</p> <p>HR and Volunteering analytics work in progress.</p>
<p>Volunteering</p> <p>Develop impact assessments for volunteers, service users and the charity</p> <p>Produce and roll-out a feedback mechanism to assess Covid-19 volunteer experience</p> <p>Review and roll out the Volunteer Reward and Recognition system in January 2022</p>		<p>All actions rolled to the new reporting period</p>

FACT Expand the use of videos to promote and raise awareness of services Redesign induction to become a modular online course		Videos produced for all-staff meetings and to share compliments and feedback Induction redesigned and implemented
ICT/Data Protection Review all DP policies Roll-out cyber training to all staff and volunteers with @ageuknotts email address Roll out training for managers on DP processes DP audits to be carried out across all departments Ensure transition to new server is completed		Cyber training for all staff completed Transition to new server completed Audit process initiated
Estates, Compliance and Resources Oversee repairs and improvements to Sybil Levin Centre prior to opening Oversee exit from Bradbury House and Peachey Street and establish new City Centre premises Create office hubs across the estate to facilitate hotdesking and staff meetings		Sybil Levin centre repairs completed Exit from Bradbury House and Peachey Street completed (City centre premises removed as an objective) Office hubs created across the estate
OPAG (OPAP) Recruit new members and refresh Terms of Reference		Structure of OPAG reviewed and finalised for recruitment and implementation in next reporting period

Income Generation Launch House Clearance service in third quarter Develop new marketing messages to bring in more customers Continue to build ebay shop and other online opportunities to build income generation sources		House clearance deferred until appropriate premises found New marketing messages created and used Ebay shop closed and auction house opportunities implemented
AUBD Ltd Implement enhanced marketing options to at least maintain retention rates Boost membership by 10%		Newsletters implemented and better use of social media Membership dropped due to loss of Northants Directory and trading challenges New marketing messages created and used
Men in Sheds CIC Complete review of governance structure prior to reopening the Sheds		Governance review completed and CIC made dormant. Men in Sheds now back within the charity

Review of plans for 2021-22:

The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return – this piece of work has been delayed due to the sale of Bradbury House taking longer than anticipated to provide the funds for investment.

Action Plan 22/23

Worry Catcher Service	Continue to work with the wider MDT and effect positive change to improve patient experience Continue to provide advocacy support to address issues brought by individual patients and carers whilst on the ward.
Mental Health Services for Older People	The service has now been recommissioned until March 2023. We will continue to provide this valuable short-term support to patients and carers who are being discharged from the wards or accessing community mental health services (supported by a new staff member from May 2022 onwards)
Patients Representative Service – QMC and City Hospital	Continue to build up service delivery for patients and families on the HCOP wards, promoting the service across both hospital sites
Patients Representative Service – Lings Bar Hospital	With new appointment beginning in May 2022, face to face delivery to provide a person centred service to patients on the wards will be re-established
Residents Representative Service – City Care Homes	Reinstating the Worry Catcher provision in a small number of targeted care homes, (including new settings in the City) Identify opportunities to provide an ongoing programme of residents and relatives meetings, particularly in in homes with low engagement Further build on relations with Learning Disability homes to ensure good access to the service for residents To liaise with professionals highlighting concerns around working age adults and those in a mixed age relationship, with mortgages which can be affected by financial assessments

Action Plan 22/23

Footcare Service	<p>To further promote the service across all venues (especially around Old Basford Health Centre)</p> <p>Promote to the lower end of our age group 50+</p>
Information, Signposting and Advice Service	<p>Begin increasing face-to-face contact with clients where necessary – via TLC and other outreach appointments as well as home visits where required</p> <p>Seek to expand funding to ensure the sustainability of the service in light of the current financial climate and need for benefits advice</p> <p>Embed quality practices learned from IAQP across the wider charity, learning from best practice and positive feedback</p>
Safe and Sound Service	<p>Deliver our new Warm and Wise project (as part of a consortium of 3 Age UK Brand Partners with Leicestershire and Rutland, Lincoln and South Lincolnshire) supporting 7,000 households across the 3 regions</p> <p>Recruit a replacement Housing Manager</p> <p>Continue to deliver the Age UK-funded Scams Awareness project (target of supporting 1,400 individuals through events, presentations and one-to-ones)</p> <p>Deliver Warm Homes on Prescription in the Broxtowe borough</p> <p>Re-establish the Home Improvement Agency in partnership with Nottingham City Council</p>
Active Veterans Service	<p>Deliver 12 weeks, falls prevention classes specifically for veterans to encourage better mobility and reduce risk of falls</p> <p>Increase number of Camaraderie Walks</p> <p>Recruit additional volunteers to deliver one-to-one supported walks for veterans who struggle to leave their homes</p> <p>Secure funding for the continuation of veterans' specific services</p>

Action Plan 22/23

Befriending Service	Increase the number of volunteers to meet rising demand for the service
Best Foot Forward	Secure funding for a paid co-ordinator Recruit and train additional Walk Leaders to expand the number of walks offered
Walking Football	Continue to build relationships with local stakeholders
Connect	Develop a more effective self-referral system to create a more inclusive service Continue to maintain focus on tendering opportunities at contract end
Social Prescribing	Continue to support the NHS Long Term Plan, primary network aims and increase in Social Prescribing link workers. Build on ways to explore upskilling of staff to make service improvements. Continue to share good practice between Connect and Social Prescribing
IAPT	Continue to increase referrals through cross-charity activities. Develop the end of service evaluation to be delivered in early 2023.
One Step at a Time	Continue to build strong community networks.
Finance	Senior Operational Manager (SOM) to take on the submission of VAT returns To maximise Gift Aid income across the Charity To review the financial reporting for the board of trustees

Action Plan 22/23

Estates, Compliance and Resources	To implement all the recommendations regarding Health & Safety.
Data Protection /ICT	ICT department to increase the level of monitoring to limit the possibility of Cyber Attacks being successful.
HR	<p>Explore ADP capabilities for reporting on recruitment and performance modules</p> <p>Annual review of all policies and forms</p> <p>Internal team review on activities and responsibilities</p> <p>Raise the profile of Health and Safety and improve compliance where required</p> <p>Improve HR and Volunteering analytics</p> <p>Contribute to the development of 10-year strategy, CSR, Environmental sustainability, employee benefits</p>
Volunteering	<p>Identify ways to assess the impact of volunteering on service users, the Charity, and the Volunteer (rolled over from this reporting period)</p> <p>Develop and issue a volunteer satisfaction survey (rolled over from this reporting period)</p> <p>Research, develop and produce a 'How to manage a volunteer at Age UK Notts' staff guide</p> <p>Research, develop and produce a 'How to reward and recognise a volunteer at Age UK Notts' staff guide</p>
OPAP	<p>Implement governance changes to OPAP group</p> <p>Recruit new members from the wider community</p>
Charity Retail	<p>Complete negotiations on the new retail venue</p> <p>Implement the House Clearance business plan</p> <p>Explore new stock lines for the new venue and existing West Bridgford shop</p>

Action Plan 22/23

Equality, Diversity and Inclusion	<p>Ensure EDI is embedded throughout the charity in our Aims and Objectives, actions, and processes</p> <p>Provide opportunities for staff and volunteers to engage in topics aimed at improving their understanding of how to maintain positive mental and physical wellbeing</p> <p>Review the charity delivery of Compassionate Care in all its aspects</p> <p>Review language used to describe our work and services to ensure it is accessible</p> <p>Review and improve EDI data collection and roll out across the charity</p> <p>Increase diversity of staff and volunteers through improved recruitment processes</p> <p>Develop and promote links with a diverse range of service providers and specialist agencies</p>
Fundraising, Communication and Training	<p>Create activities to celebrate the charity's 80th birthday</p> <p>Complete the website upgrade initiated in the previous reporting period</p> <p>Develop and implement more video-based marketing messages and make better use of YouTube to promote key elements of our work</p> <p>Ensure more teams contribute to social media messaging about their work</p> <p>Improve will writing service to increase potential for future legacies</p> <p>Roll out SPECAL specific training internally and externally to the wider community</p>
AUBD	<p>Recruit, induct and train new staff – Manager and Coordinator</p> <p>Develop and maintain a new marketing strategy for the London Boroughs Directory</p> <p>Increase membership across all Directories by 5%</p> <p>Produce a team video to support marketing and awareness campaigns</p>

Action Plan 22/23

Men in Sheds	Attract new members and increase attendance levels for all members. Increase the number of projects and sales undertaken by members. Expand opportunities for mixed and women-only Shed sessions
The Lifestyle Centre	Pilot face to face Information, Signposting and Advice Services appointments.
The Sybil Levin Specialist Dementia Day Centre	Build service user numbers to 15 per day. Roll out placement plans for local Occupational Therapy students to raise awareness of the SPECAL method and its impact. Create and deliver training sessions for local stakeholders and carers. Maintain volunteer numbers to provide additional support and enrich the experience for service users.

Plans for 2022-23:

An investments Committee to be established to look at longer term investment options with a view to obtaining a greater return.

Structure Governance and Management

Age UK Nottingham & Nottinghamshire (Age UK Notts) is an incorporated Charity. It is registered as a Charity with the Charity Commission and registered as a Company with Companies House. We can trace our roots back to 1942.

Our governing document is the Memorandum and Articles of Association. These were adopted when the Charity incorporated on 27th October 1997. These were last reviewed in February 2022. We have 3 subsidiary companies:

- Age UK Local Trading Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 2nd March 1995 now a dormant company
- AUBD Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 9th October 2007
- Age UK Notts Men in Sheds CIC – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 11th December 2018

There is a United Direction order in place which means the George Henry Francis Paling's Charity continues to hold its individual charity status (in line with the order made by the Charity Commission dated 26th June 2009). Age UK Nottingham & Nottinghamshire is the Trustee of the George Henry Francis Paling's Charity.

Appointment of Trustees

The Charity is governed by a Board of Trustees, which normally has between 7 and 10 members. Trustees are elected by the Members of the Charity and serve a 3-year term of office. The Board may appoint persons to fill casual vacancies which occur during the year amongst the elected Members of the Board; appointments which will terminate at the end of the term for which the original member was elected.

Induction and training

New Trustees undertake our Trustee Induction Programme to brief them on:

- Legal obligations under charity and company law
- Charity Commission guidance
- Understanding the Memorandum and Articles of Association
- Our Strategic and Business Plan
- Recent Financial performance of the Charity

Induction and training cont...

Training needs are periodically reviewed for all Trustees and they are encouraged to attend appropriate training courses where these will facilitate their role. All Trustees complete the following mandatory courses:

- GDPR (data protection)
- Conflict of Interest
- Confidentiality and Consent
- Equality and Diversity
- Disciplinary and Grievance
- Financial Management (for Trustees action and signatories on bank)

Strategic Direction and Organisation

The Board of Trustees administers the Charity and sets the strategic direction.

The Board meets at least every other month. It delegates the day-to-day operations to the management team within the Charity, as defined within various policies, procedures and the Scheme of Delegation approved by the Board. Information flows between the Board of Trustees and the Senior Leadership Team and is augmented by the Finance & Audit Committee which began its regular meetings following agreement of their Terms of Reference during January 2018. The need for this committee is reviewed annually during September when the delegated authority framework is reviewed.

Related Parties and Co-operation with Other Organisations

None of the Trustees received any remuneration or other benefit from their work with the Charity. Any personal interest of a Trustee, member of staff or volunteer (financial or otherwise) must be recorded in the Register of Interests where they could reasonably be deemed to potentially conflict with any work undertaken.

The Charity's relationship with Age UK (the national brand partner) is governed by a legal agreement setting out how we work together.

We are a member of the Age England Association (AEA) which supports around 130 local Age UKs across the country. We also participate in the East Midlands Regional Network of local Age UKs which meets every quarter. Other managers and staff have the opportunity to participate in themed regional networks (which also provide training and development opportunities across the management team). This regional network is chaired by our Joint Chief Executive (Michelle Elliott). We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

Related Parties and Co-operation with Other Organisations cont...

The Charity's wholly owned subsidiary, Age UK Local Trading Ltd, ceased to trade in January 2020 and became a dormant company during 2021. The 90% owned AUBD Ltd, made a surplus which was used to reduce the loan made by Age UK Notts made when the initiative was first started and a 10% profit share payment to VISAV Ltd. These two subsidiary companies were established to undertake non-charitable trading and work outside the Charity's area of benefit. Age UK Notts Men in Sheds CIC will donate 100% of their profits to the Charity. The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009. Its Object is the relief of older people resident in the area of benefit, which is the area falling under the authority of Mansfield District Council.

Pay Policy for Staff

The pay of all senior staff is reviewed annually along with pay for all staff. The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the Charity (listed under our Directors, Trustees and Officers section). All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 22 and 24 to the accounts (page 89).

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company in the reporting period.

Risk Management

At the end of the reporting period we had 127 risks on the Risk Register (compared to 124 last year).

We continued to take a robust approach to the identification, minimisation and elimination of risks across a range of areas. Each risk was given an Impact and Probability rating and actions identified to mitigate or eliminate risks.

A Risk Management Schedule was drawn up and each manager allocated an area of risk to consider at monthly risk management meetings with the Chief Executive attending every meeting to ensure continuity. The Senior Leadership Team reviews risks at their monthly meetings. The Board reviews existing and new risks at each meeting. We test our responses through our Business Continuity Plan and work through consequences to identify areas for improvement.

We managed internal and external risks. Internal risks come from funding contracts beginning and ending, staff, volunteers, operations and reputation. External risks come from national and local policies, economic downturns and political uncertainty. 2020-21 was challenging.

Risk Management cont...

- The COVID-19 Pandemic continued to play a dominate part of our risk management during the period. An epidemic or pandemic has always been our highest risk, the plans and preparation associated with this ensured we were able to continue to deliver essential services, whilst being able to also deliver specific support to people who were put at risk by the national emergency.
- Our infrastructure allowed us to all continue to work from home as data is now all stored 'in the cloud' , we took the decision to sell Bradbury House as working from home became the permanent position. Towards the end of the reporting period we faced the challenges that COVID brought for opening up face to face service delivery, with the safety of our staff, volunteers and service users paramount to any procedures we put in place.
- The group does not operate in Ukraine or Russia and no key supplier is located in either country. The Board's view of this tragic geopolitical situation is that the business is not impacted and the situation will be kept under review. The impact of the conflict on the wider economy will be monitored and mitigated by the Risk Assessment process and is included in the Risk Register.

We continued to monitor issues around interest rates (and associated low returns on investments), reputational risks, ICT threats, and the impact of scandals within other organisations that can impact on levels of trust for all charities.

Trustees Responsibilities in Relation to the Financial Statements

The Charity Trustees (who are also Directors of Age UK Nottingham & Nottinghamshire, for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Trustees are required to prepare financial statements for each year which give a true and fair view of the state of the charitable company and the Group, and of the incoming resources and application of those resources (including income and expenditure) of the charitable group for that period.

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

- Select suitable accounting methods and apply them consistently
- Observe the method and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed (subject to any material departures discussed and explained in the financial statements)
- Prepare the financial statements on the going concern basis (unless it's appropriate to presume the charity will continue in business)

The Trustees are responsible for keeping proper accounting records that disclose (with reasonable accuracy) at any time the financial position of the Charity and Group, and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included in the charitable company's website.

Statement as to Disclose to our Auditors

In so far as the Trustees are aware at the time of approving the Annual Report

- There is no relevant information (being information needed) by the auditor in connection to preparing their report, of which the groups auditor is unaware.

and

- the Trustees, having made enquiries of fellow Directors and the Group's auditor that they ought to have individually taken, have each taken all steps that s/he, they is obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of the information.

Charity Governance Code

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity. We continued to seek suitable Trustees from the relationships we have across the Group or advertised more widely if we were unable to find appropriate candidates.

Our Trustees continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Thank you

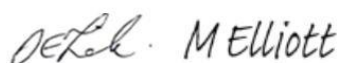
In concluding the Trustees Report, we would like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, health trusts, local authorities, and other bodies who supported us financially or in-kind during this last year. We could not have achieved the outcomes and impact listed in this report without that support. We send particular thanks to our staff and volunteers (existing and new) who helped us deliver the services that meant so much to older people in the aftermath of lockdowns and as we learned to manage the ongoing impact of Covid-19. Whether in a back-office role or directly supporting older people, everyone made an enormous contribution to our overall effectiveness.

We thank the Charity's Trustees for the time, expertise, and knowledge they brought to the governance of the Charity. Thank you to the OPAP Board members (our non-Trustee members) who not only supported our governance our work but also provided links with groups and bodies external to the Charity that also support older people. Thank you also to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Senior Managers continued to work tirelessly to effectively manage the Charity, ensuring our resources were deployed to the best effect to enhance the quality of life, health, and wellbeing of older people across the City and County. Managing the permanent transition to home working was a key feature of this reporting period and required the patience and goodwill of all our staff to make it a success.

The impact of Covid-19 was felt keenly by older people in their ongoing need for care and additional support following the protracted lockdowns and associated shielding and we continued to build services to meet that need. The Senior Team's careful husbandry of resources and ability to build effective networks and relationships with commissioners and corporate partners continued to be an important part of our management philosophy. We anticipate future challenges with a willingness to continue to work hard to deliver high-quality services that meet the needs of local older people and their families.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)) and in accordance with the provisions applicable to companies entitled to smaller companies' exemption.

By order of the Board of Trustees



Di Trinder & Michelle Elliott
Joint Chief Executives



Chris Dorkes
Chair of Trustees

Recurring Financial Policies and Procedures

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that services for certain services are appropriate and that any charges should be related to the ability of an individual to pay charges. Certain services should always be provided free of charge and that, where charges apply, discretion is important to ensure service users are not denied a service because of their inability to pay.

We continued to be mindful of these principles and sought to minimise the cost of charges for care and support services whenever we could. Potential service users were always made aware of any applicable charges in advance of delivering the care or support. We set aside a discretionary fund which was used to top up payments for services where a potential service user could not pay some or all of the charge. We continued to allocate some of our fundraising income to that discretionary fund. Free or discounted services were normally available to those in receipt of Pension or Council Tax credits.

It remained our policy to review all charges, at least annually, during the budget setting process. Where we deemed it important to offer services for free, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any investment which the Board sees fit, provided the Board shall seek (where appropriate) proper professional advice. During the year a further £360,903 was invested within the banking platform which enables funds to be spread between different banks to maximise the income and to ensure protection under the FSCS scheme. The total £1,045,571 held within the platform has been invested in 12 banks each giving £85,000 protection. The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future.

Review of plans for 2021-22:

- The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return – this piece of work has been delayed due to the sale of Bradbury House taking longer than anticipated to provide the funds for investment.

Plans for 2022-23

- An investments Committee to be established to look at longer term investment options with a view to obtaining a greater return.

Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of:

- Between 3 & 6 months' running costs

(the levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).

The reserve fund will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet demand.

Based on the 2022-23 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- 3 months' running costs = £707,635
- 6 months' running costs = £1,415,271

Free reserves are calculated as follows:

Total Funds → Less Restricted & Endowment Funds → Less Fixed Assets → Less Designated Funds = Free Reserves

Free reserves as at 31st March 2022 = £1,098,139 which are within the reserve policy parameters identified above.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and group for the foreseeable future. The Trustees are of the view that the Charity and group are a going concern.

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise The Consolidated Statement of Financial Activities, The Consolidated and Charity Balance Sheet, The Consolidated and Charity Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2020 and of the group's 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Report of the Trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions 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 Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

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

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 57, the trustees (who are also the directors of the parent charity 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006 and the Charities Statement of Recommended Practice.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to income recognition (which we pinpointed to the cut off assertion) and significant one-off or unusual transactions.

Auditor's responsibilities for the audit of the financial statements

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the Audit Report

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



David Hoose (Nov 15, 2022 07:55 GMT)

David Hoose
(Senior Statutory Auditor)
for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor

58 The Ropewalk
Park View House
Nottingham
NG1 5DW

Date: Nov 15, 2022

Financial Statements

Consolidated Statement of Financial Activities (Including Summary Income and Expenditure Account) for the Year Ended 31st March 2022

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	George Henry Francis Payling's Charity Endowment Fund	Total 2022	Total 2021
		£	£	£	£	£	£
<u>Income and Endowments from:</u>							
<i>Donations and Legacies</i>							
	3						
Housing Services		19,940	-	45,815	-	65,755	65,612
Advice		2,762	-	34,285	-	37,047	20,565
Advocacy		20,741	-	450	-	21,191	4,293
Health & Wellbeing		120	-	43,689	-	43,809	86,566
Core Services		92,464	-	-	-	92,464	382,845
Shops	4	5,587	-	-	-	5,587	3,035
<i>Charitable Activities</i>							
Grants and Service Agreements							
Housing Services	2a	9,000	-	221,246	-	230,246	225,737
Advice	2b	31,000	-	32,760	-	63,760	89,578
Advocacy	2c	173,233	-	-	-	173,233	247,274
Health & Wellbeing	2d	856,032	-	109,063	-	965,095	1,220,878
Core Services	2e	106,021	-	1,430	-	107,451	179,754
Shops	4	6,905	-	-	-	6,905	78,829
Rent Receivable		-	-	-	-	-	-
<i>Other Trading Activities</i>							
Merchandising Income	4	89,813	-	-	-	89,813	48,459
Fundraising Income	5	12,110	-	306	-	12,416	31,566
Trading Subsidiaries		139,160	-	-	-	139,160	142,618
Fees and Contributions		126,394	-	4,673	-	131,067	321,573
<i>Investments</i>		5,229	-	-	221	5,450	8,076
<i>Other</i>		685,922	-	-	-	685,922	3,233
<u>Total</u>		2,382,433	-	493,717	221	2,876,371	3,160,491
<u>Expenditure on:</u>							
<i>Cost of Raising Funds</i>							
Merchandising Costs	4	142,878	1,936	-	-	144,814	130,664
Fundraising Costs	5	12,191	-	-	-	12,191	18,832
Trading Subsidiary Costs		99,679	-	-	-	99,679	106,171
<i>Expenditure on Charitable Activities</i>							
Charitable Expenditure							
	7						
Housing Services		4,940	-	277,805	-	282,745	273,344
Advice		113,117	-	66,057	1,785	180,959	163,568
Advocacy		145,362	-	450	-	145,812	186,474
Health & Wellbeing		960,937	20,654	157,444	-	1,139,035	1,585,067
Core Activities		256,599	103,051	123,823	640	484,113	237,391
<u>Total</u>		1,735,703	125,641	625,579	2,425	2,489,348	2,701,511
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	(493)	(493)	29
<u>Net Income/Expenditure</u>		646,730	(125,641)	(131,862)	(2,697)	386,530	459,009
Transfer between Funds	15	(604,815)	604,815	-	-	-	-
Minority Interest	1	(2,753)	-	-	-	(2,753)	(1,617)
<u>Net Movement in Funds</u>		39,162	479,174	(131,862)	(2,697)	383,777	457,392
<i>Transfer of Trading Subsidiary Funds</i>							
		-	-	-	-	-	-
<u>Total Funds brought forward</u>		1,244,117	858,768	197,654	56,360	2,356,899	1,899,509
<u>Total Funds carried forward</u>		1,283,279	1,337,942	65,792	53,663	2,740,676	2,356,901

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31st March 2022
Company No. 03455485

	Notes	The Group 2022 £	2021 £	The Charity 2022 £	2021 £
<u>Fixed Assets</u>					
Age UK Nottingham & Nottinghamshire					
Investments	9	-	-	92	92
Tangible Assets	8	208,305	525,659	205,048	521,926
George Henry Francis Payling's Charity					
Investments	9	10,592	11,084	10,592	11,084
Tangible Assets	8	-	-	-	-
		<u>218,897</u>	<u>536,743</u>	<u>215,732</u>	<u>533,102</u>
<u>Current Assets</u>					
Age UK Nottingham & Nottinghamshire					
Stock		23,259	23,914	23,259	23,914
Debtors	10	552,653	490,457	701,872	669,276
Cash at Bank and in Hand		2,302,032	1,412,485	2,287,257	1,399,430
George Henry Francis Payling's Charity					
Debtors	10	-	-	-	-
Cash at Bank and in Hand		44,117	46,068	44,117	46,068
		<u>2,922,061</u>	<u>1,972,924</u>	<u>3,056,505</u>	<u>2,138,688</u>
<u>Creditors: amounts falling due within one year</u>					
Age UK Nottingham & Nottinghamshire					
		415,122	170,359	388,328	148,225
George Henry Francis Payling's Charity					
	11	500	500	500	500
		<u>415,622</u>	<u>170,859</u>	<u>388,828</u>	<u>148,725</u>
<u>Net Current Assets</u>					
		<u>2,506,439</u>	<u>1,802,065</u>	<u>2,667,677</u>	<u>1,989,963</u>
<u>Total Assets less Current Liabilities</u>					
		<u>2,725,336</u>	<u>2,338,808</u>	<u>2,883,409</u>	<u>2,523,065</u>
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans		-	-	-	-
<u>Net Assets</u>					
		<u>2,725,336</u>	<u>2,338,808</u>	<u>2,883,409</u>	<u>2,523,065</u>
<u>Funds</u>					
Age UK Nottingham & Nottinghamshire					
Restricted	13	65,792	197,654	65,792	197,654
Designated	15	1,337,942	858,768	1,337,942	858,768
Unrestricted		1,283,279	1,244,119	1,426,012	1,410,283
George Henry Francis Payling's Charity					
Permanent Endowment	13	52,424	52,424	52,424	52,424
Expendable Endowment	13	1,239	3,936	1,239	3,936
Funds of the Charity					
Minority Interest	14	(15,340)	(18,093)	-	-
TOTAL FUNDS		<u>2,725,336</u>	<u>2,338,808</u>	<u>2,883,409</u>	<u>2,523,065</u>

Approved by the Board of Trustees and authorised for issue and signed on its behalf by:

Chris Dorkes
Chris Dorkes (Nov 14, 2022 16:27 GMT)

S Hambleton

Director: C Dorkes

Director: S Hambleton

Date: Nov 14, 2022

Date: Nov 14, 2022

As permitted by S408 of the Companies Act 2006, the company has not presented its own Financial Activities and related notes as it prepared group accounts. The Charitable Company's surplus/ (loss) was £360,346 (2021: £460,219)

The financial statements have been prepared in accordance with the provisions applicable to companies' subject to the small companies' regime under the Companies Act 2006 and with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Statement of Cash Flows and Consolidated Statement of Cash Flows as at 31st March 2022

Company No. 03455485

				The Charity	
	Notes	2022	2021	2022	2021
		£	£	£	£
<u>Cash flows from operating activities:</u>					
Net cash provided by (used in) operating activities	16a)	<u>7,004</u>	<u>551,773</u>	<u>3,280</u>	<u>582,314</u>
<u>Cash flows from investing activities:</u>					
Dividends, interest and rents from investments		5,450	12,408	7,452	9,472
Proceeds from the sale of property, plant and equipment		900,001	6,500	900,002	6,500
Purchase of property, plant and equipment		(24,859)	(29,266)	(24,858)	(27,789)
Proceeds from sale of investments		-	-	-	-
Purchase of investments		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net cash (used in) investing activities		<u>880,592</u>	<u>(10,358)</u>	<u>882,596</u>	<u>(11,817)</u>
<u>Cash flows from financing activities:</u>					
Repayments of borrowing		<u>-</u>	<u>(443)</u>	<u>-</u>	<u>-</u>
Net cash provided by (used in) financing activities		<u>-</u>	<u>(443)</u>	<u>-</u>	<u>-</u>
Increase (decrease) in cash and cash equivalents in the year	16b)	<u>887,596</u>	<u>540,972</u>	<u>885,876</u>	<u>570,497</u>
Cash and cash equivalents at the beginning of the year		1,458,553	917,581	1,445,498	875,001
Total cash and cash equivalents at the end of the year	16b)	<u>2,346,149</u>	<u>1,458,553</u>	<u>2,331,374</u>	<u>1,445,498</u>

Group Net Debt

	At 1 April 2021	Cash Flows	At 31 March 2022
Cash	1,458,553	887,596	2,346,149
Borrowings	-	-	-

Notes to the Financial Statements for the Year Ended 31st March 2022

1) Accounting Policies

Age UK Nottingham & Nottinghamshire is a charitable company limited by guaranteed company number 3455485 with its registered office at The Sybil Levin Centre, 577a Nuthall Road, Cinderhill, Nottingham. NG8 6AD.

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year. Age UK Nottingham & Nottinghamshire meets the definition of a public benefit entity under FRS102.

The financial statements are prepared in sterling, which is the functional currency of the charity.

a. Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the financial reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are recognised under the historical cost convention.

b. Consolidation

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. A separate statement of financial activities for the Charity is not shown due to the exemption by section 408 of the Companies Act 2006. The surplus/(deficit) dealt within the financial statements of the parent company was 360,346 (2021: 460,219).

c. Going Concern

The Trustees are of the view that the Charity and group are a going concern (see page 60 of the Trustees Report). There is no material uncertainty in respect of going concern. When considering whether the group is a going concern the Trustees have reviewed the affect that Covid-19 will have on resources.

d. Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS

102) are included when they are probable rather than certain as was the case with SORP 2005. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

e. Grant Income

The total income from government grants is £25,060 (2021: £69,655) these and performance related service agreement income is included in the financial statements as entitlement arises. Note 2 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2022, there are no unfulfilled conditions attached to grants or service level agreements.

f. Deferred Income

Any income received during the current financial year that relates to funding due for the next financial year is included as deferred income.

g. Fixed Assets

Expenditure on fixed assets has been capitalised and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	-	2% and 5% (straight line)
Computer Equipment	-	20% (straight line)
Fixtures and Other Equipment	-	10% (straight line)
Motor Vehicles:		
Vans & Minibuses	-	25% (straight line)
Cars	-	16.67% (straight line)
Leasehold Improvements	-	10% (straight line)

Impairment policy

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset. Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

1) Accounting Policies (*continued*)

h. **Direct Charitable Expenditure**

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis.

Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.

Charitable activity costs comprise both direct expenditures, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

i. **Funds**

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 15.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 13 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

j. **Voluntary Help**

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. During the year 269 volunteers (2021:427) supported the Charity in a variety of roles, more detail can be found throughout this report.

k. **Pension Costs**

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

l. **Operating Leases**

Operating leases are charged on a straight-line basis over the period of the lease.

m. **Allocation of Funds within Note 6**

Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 6.

n. **Minority Interest**

The minority interest relates to VISAV Limited who holds 10% of the issued share capital of AUBD Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

o. **Investments and Share Capital**

The parent company Age UK Nottingham & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts.

The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 9 for further detail.

p. **Stock**

Stock is shown at the lower of cost and net realisable value. This includes stock held for resale.

1) Accounting Policies (*continued*)

q. **Outstanding paid Annual Leave and Sick Leave**

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

r. **Debtors and Creditors**

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions, and bank loans are recognised where the 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, provisions, and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

s. **Cash and Cash Equivalents**

Cash and cash equivalents include 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.

t. **Financial Instruments**

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

u. **Critical Estimates and Areas of Judgement**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note d. for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

v. **Investment Income**

Bank and building society interest are included in the accounts on receipt.

w. **Gifts in Kind & Donated Goods for Sale**

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

2) Grants and Service Agreements

a. Housing

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Nottingham City Council				
Warm Homes Hub	40,260	-	43,922	-
E.ON				
Warm Homes Hub	130,367	-	142,848	-
Age UK/E-on				
Energy/Handyperson Service	-	9,000	-	9,000
Age UK/Lloyds Group				
Scams	10,000			
Smart Energy GB in Communities				
Safe & Sound	19,990	-	17,295	-
Police & Crime Commissioner				
Scams Project	15,898	-	11,687	-
HMRC – Job Retention Scheme				
Safe & Sound (Government Grant)	-	-	-	985
Energy Savings Trust				
Warm & Wise	4,731	-	-	-
	<u>221,246</u>	<u>9,000</u>	<u>215,752</u>	<u>9,985</u>

b.

Advice

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Age UK/E-on/Company Partners				
Building Resilience – M&G Securities	32,760	-	-	-
COVID-19 Advice	-	-	66,251	-
Benefits Checks	-	31,000	-	22,630
Nottinghamshire County Cricket Club				
Advice	-	-	697	-
	<u>32,760</u>	<u>31,000</u>	<u>66,948</u>	<u>22,630</u>

2) Grants and Service Agreements (*continued*)

c. Advocacy

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Nottingham City Care Partnership				
City Care Home Advocacy	-	56,331	-	56,331
Nottingham University Hospitals NHS Trust				
QMC Advocacy	-	11,991	-	19,908
Nottinghamshire Healthcare NHS Foundation Trust				
SSRU The Grand Advocacy	-	-	-	78,864
Lings Bar Advocacy	-	24,097	-	-
Sherwood Forest Hospitals NHS Trust				
Kingsmill Hospital Advocacy	-	-	-	48,727
Nottinghamshire Healthcare Trust				
Worry Catcher	-	34,944	-	34,944
MHSOP Hospital Discharge	-	45,870	-	8,500
	<u>-</u>	<u>173,233</u>	<u>-</u>	<u>247,274</u>

d. Health & Wellbeing

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Nottinghamshire County Council				
Visiting Scheme – Grant Aid (Government Grant)	16,870	-	16,870	-
Men in Sheds – Grant Aid (Government Grant)	8,190	-	8,190	-
COVID 19 Support Grant	-	-	-	5,000
Connect	-	474,772	-	491,454
Village Volunteer Taskforce Project	-	-	-	62,002
One Step at a Time	26,124	-	-	-
Newark & Sherwood District Council				
COVID 19 Rates Grant Men in Sheds Blidworth	-	-	-	10,000
Grant Men in Sheds Blidworth	200	-	-	-
Bassetlaw District Council				
COVID 19 Rates Grant Men in Sheds Worksop	-	-	-	10,000
Grant Men in Sheds Worksop	300	-	-	-
NHS Nottingham and Nottinghamshire CCG				
Social Prescribing Service	-	204,566	-	194,189
IAPT	-	11,437	-	-
Support Worker in Emergency Department	-	2,681	-	-
Nottinghamshire Healthcare NHS Foundation Trust				
Carers Support	-	1,762	-	-
Nottingham City Council				
Wellbeing at Home	-	118,000	-	121,028
COVID Testing Grant	-	6,752	-	-
Active Partners Trust				
Best Foot Forward	6,130	-	6,130	-
Falls Prevention	-	-	3,300	-
Age UK/Ministry of Defence				
Joining Forces	-	-	7,257	-

2) Grants and Service Agreements (continued)

Health & Wellbeing (continued)

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Age UK				
Veterans Shouldn't Be Forgotten - Suffolk	-	-	9,277	-
COVID -19 Welfare Service	-	-	-	41,227
Walking Football (Football Association)	833	-	-	-
Walking Football (Sport England)	3,333	-	-	-
Big Lottery/Awards for All				
COVID 19 Emotional Support	3,333	-	6,667	-
COVID 19 Welfare Service	-	-	100,000	-
Nottingham CityCare Partnership				
Footcare Service	-	36,062	-	41,604
One Step at a Time	-	-	5,000	-
The Veterans Foundation				
Visiting Service	8,750	-	6,250	-
Armed Forces Covenant Fund Trust				
Active Veterans Project	35,000	-	16,625	-
Veterans Should not be Forgotten	-	-	20,000	-
HMRC -Job Retention Scheme				
Footcare (Government Grant)	-	-	-	1,937
Sybil Levin Centre (Government Grant)	-	-	-	36,871
	<u>109,063</u>	<u>856,032</u>	<u>205,566</u>	<u>1,015,312</u>

e. Core Services

	2022		2021	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Age UK				
Supporting Friends of Age UK	-	1,500	-	4,300
Retainer	-	10,000	-	15,000
Lottery Grant	-	-	-	20,510
Core Grant	-	94,521	-	133,712
HMRC -Job Retention Scheme				
Core Staff (Government Grant)	-	-	-	4,802
Age England Association				
Meetings in the East Midlands	<u>1,430</u>	<u>-</u>	<u>1,430</u>	<u>-</u>
	<u>1,430</u>	<u>106,021</u>	<u>1,430</u>	<u>178,324</u>
Total Grants & Service Agreements	<u>364,499</u>	<u>1,175,286</u>	<u>489,696</u>	<u>1,473,525</u>

Note

The Charity has relationships between all of the above parties who give money via either grants or service level agreements. Each grant or service level agreement has a set term and are reviewed regularly

3) Donations and Legacies

A. Unrestricted Funds

	2022	2021
	£	£
Advantage Social Enterprise C.I.C	30,000	5,000
Anonymous Trust	1,000	-
Coca Cola Communities Fund	-	500
The J N Derbyshire Trust – Health & Wellbeing	2,300	2,300
L Ball	300	-
The Late S Blankley	-	10,000
Age UK Legacy Share the Late M Blore -Advocacy	19,941	-
Age UK Legacy Share the Late M Blore -Housing	19,940	-
The Late D Bonser	42,240	-
The Late E Dawes	-	9,237
The Late B M Chenery – Housing	-	7,779
The Late B M Chenery – Advice	-	7,778
J Fahey	300	-
Age UK Legacy Share the Late F Grene -Advice	400	-
The late P D Hutchings	-	8,000
Age UK Legacy Share the Late D Hall – Advice	(1,578)	4,491
The Late E Hallam	-	258,503
Age UK Legacy Share the Late A Hallsworth – Advice share	-	965
The Late L Hill	250	-
Age UK Legacy Share the Late R King - Housing	-	4,208
Age UK Legacy Share the Late R King - Advocacy	-	4,208
Age UK Legacy Share the Late R King – Health & Wellbeing	-	4,209
The Late L Cook	2	38,020
The Late McGowan	(500)	500
Age UK Legacy Share the Late A Newman – Advocacy	800	-
The Late Cutler	-	1,000
Age UK Legacy Share – the Late K Fleet	-	800
The Late D Osborne	330	15,000
Severn Trent Water	-	34,285
The Sir John Eastwood Foundation	2,000	2,000
The White Foundation Charitable Trust	15,000	-
The Late L Willis	642	-
Others < £250	2,660	1,965
	<u>136,027</u>	<u>420,748</u>

B. Restricted Funds

a. Housing Services

	2022	2021
	£	£
Safe & Sound (formally Housing Matters)		
The Skerritt Trust	44,000	52,000
Foundations Independent Living Trust – Gas Safe	1,600	1,600
Individuals	215	25
	<u>45,815</u>	<u>53,625</u>

b. Advice

	2022	2021
	£	£
Information & Advice and Signposting		
Capital One - Resilience	5,000	-
Capital One – Click Silver	2,000	-
Nottingham St Mary's relief in need Charity	-	250
The Jones 1986 Charitable Trust	22,500	-
The Jessie Spencer Trust	1,000	-
The George Payling's Charity	1,785	2,116
The PAPET Trust	2,000	2,000
The Gray Trust	-	1,000
	<u>34,285</u>	<u>5,366</u>

3) Donations and Legacies (continued)

c. Advocacy

	2022	2021
	£	£
J Birkett	400	-
Individuals	<u>50</u>	<u>85</u>
	<u>450</u>	<u>85</u>

d. Health & Wellbeing

	2022	2021
	£	£
COVID – 19 Welfare Service		
Capital One	-	23,333
Muslim Hands	-	17,744
Notts County FC	-	3,000
Severn Trent Water	-	11,820
Persimmon Homes	-	1,000
Experian	-	5,000
Siebel Charity	-	1,000
The Mary Potter Convent Hospital Trust	-	2,000
The Jessie Spencer Trust	-	1,000
The Mary Robertson Trust	-	3,000
The Boots Charitable Trust – Dementia Support	2,500	7,500
Volunteer Prevention		
Individuals	45	625
C S Court	5,000	-
Arnold Clark Automobiles Ltd	1,000	-
Capital One – Christmas & Beyond	25,000	-
Connect		
Individuals	161	170
Men in Sheds		
The Jessie Spencer Trust	-	500
Individuals – Daybrook	81	-
Individuals – Worksop	2	-
P Brammer - Worksop	6,500	-
Asda Stores Ltd	200	-
Wellbeing at Home		
Individuals	-	40
Village Volunteer Taskforce		
RWE Generation UK	-	1,250
The Sybil Levin Centre		
Individuals	200	675
Warburtons Community Fund	<u>3,000</u>	<u>400</u>
	<u>43,689</u>	<u>80,057</u>
Total Restricted Donations and Legacies	<u>124,239</u>	<u>139,133</u>

4) Surplus on Shops

	Mansfield £	West Bridgford £	Online & Auction £	Total 2022 £	Total 2021 £
Income					
Merchandising Income	30,379	58,726	708	89,813	48,459
Donated Stock	3,945	-	-	3,945	2,695
Donation Cash	77	86	-	163	-
Donation – Gift Aid	32	1,447	-	1,479	340
Other	-	-	-	-	-
Grant Income	4,073	2,832	-	6,905	78,829
	<u>38,506</u>	<u>63,091</u>	<u>708</u>	<u>102,305</u>	<u>130,323</u>
Direct and Overhead Expenses					
Purchases	7,020	-	-	7,020	7,060
Donated Stock	3,945	-	-	3,945	2,695
Less Closing Stock	167	-	-	167	823
Staff Costs & Volunteer Expenses	23,449	37,471	6,053	66,973	57,125
Rent, Rates and Water	10,823	19,871	-	30,694	31,520
Light and Heat	2,202	775	-	2,977	3,188
Cleaning, Repairs, Renewals and Insurance	1,482	1,153	-	2,635	2,461
Telephone	1,065	333	426	1,824	1,326
Advertising	315	14	-	329	293
Depreciation	2,432	847	-	3,279	3,600
Sundry	-	-	-	-	746
Other Overheads	8,511	10,612	192	19,315	15,996
Transport and Collection	<u>5,713</u>	<u>277</u>	<u>-</u>	<u>5,990</u>	<u>5,477</u>
	<u>66,790</u>	<u>71,353</u>	<u>6,671</u>	<u>144,814</u>	<u>130,664</u>
Surplus/ (Deficit)	<u><u>(28,284)</u></u>	<u><u>(8,262)</u></u>	<u><u>(5,963)</u></u>	<u><u>(42,509)</u></u>	<u><u>(341)</u></u>

Note

The donated stock includes any item with an estimated value of £100 or higher, donated stock with an estimated value of less than £100 is not recorded.

A difficult trading year for our shops due to the COVID 19 lockdowns during the 1st quarter of the year. Trade did not pick up during the year for the Mansfield and online shops, therefore we took the decision to close them both during the final quarter of the Trading year.

5) Fundraising and Publicity

	2022 £	2021 £
Staff Costs	9,418	16,135
Postage, Printing and Stationery	680	754
Advertising and Publicity	896	171
Other Costs	<u>1,197</u>	<u>1,772</u>
	<u>12,191</u>	<u>18,832</u>

Note

The costs of fundraising are shown as £12,191 (2021: £18,832) with corresponding income of £12,416 (2021: £31,566), it should be noted that fund- raising activity also contributed to the donations and legacies detailed in note 3.

6) Governance Costs

	2022 £	2021 £
Annual General Meeting & Annual Report Production	8,656	8,120
Auditor's remuneration	9,780	9,270
Audit – bank charges & Taxation	100	114
Board Meetings	12,062	11,866
Board of Trustees Expenses & Training	149	100
Trustee Recruitment	514	-
Insurance	655	649
Legal and Professional	<u>2,510</u>	<u>-</u>
	<u>34,426</u>	<u>30,119</u>

Overheads are allocated out to the different activities as shown in the table below:

	Merchandising	Trading Subsidiaries	Housing	Advice	Advocacy	Health & Wellbeing	Core Activities	Grand Total
Governance	1,904	1,642	3,323	3,027	3,946	19,733	852	34,426
Finance & HR	2,817	2,429	4,916	4,478	5,837	29,195	1,260	50,933
Information Technology	1,069	922	1,865	1,699	2,215	11,078	478	19,327
Contact Hub Core Administration	1,253	1,080	2,186	1,991	2,595	12,980	560	22,644
Volunteer Strategy and Recruitment	1,312	1,131	2,290	2,086	2,719	13,600	587	23,726
Senior Management Team	6,933	5,977	12,098	11,019	14,365	71,842	3,102	125,336
Total	15,288	13,181	26,678	24,300	31,677	158,428	6,840	276,392

Basis of the Allocation

All of the above overheads are allocated on a pro rata basis by the number of members of staff employed within the activity area.

7) Total Expenditure

	Staff Costs £	Depreciation £	Other Costs £	Total 2022 £	Total 2021 £
Direct Charitable Expenditure	1,646,140	82,669	467,004	2,195,813	2,413,012
Fundraising and Publicity					
– shops	64,652	3,278	76,884	144,814	130,664
– other	9,418	-	2,773	12,191	18,832
Governance Costs	20,223	267	13,936	34,426	30,119
Trading Subsidiary Costs	59,668	476	39,535	99,679	106,171
George Henry Francis Payling's Charity	-	-	2,425	2,425	2,713
	<u>1,800,101</u>	<u>86,690</u>	<u>602,557</u>	<u>2,489,348</u>	<u>2,701,511</u>
				2022 £	2021 £

Staff Costs:

Wages and Salaries	1,623,922	1,722,950
Social Security Costs	119,406	122,275
Pension Costs	<u>56,773</u>	<u>72,674</u>
	1,800,101	1,917,899

Note

The pension costs are allocated to activities in the proportion to the related staffing costs incurred.

	2022 £	2021 £
Other Costs:		
Auditor's remuneration	9,780	9,270
Other audit costs	628	628
Grants - repair works for individuals	7,929	14,270
Property Costs	148,401	119,901
Travel Costs and Volunteers' Expenses	58,629	51,456
Transport / Stock Collection Costs	16,489	9,222
Advertising and Office Expenses	166,126	154,730
Training	19,325	20,919
Legal and Professional	93,870	87,336
Miscellaneous	35,475	181,435
Trading Subsidiary Costs	39,535	34,770
George Henry Francis Payling's Charity	2,425	2,713
Donated Stock	<u>3,945</u>	<u>2,695</u>
	602,557	689,345
	2022 No.	2021 No.

No employees earned between £60,000 and £70,000 pa during 2022 (2021:0)

The average number of full-time equivalent employees, analysed by function, was:

Direct Charitable Services	46	51
Fundraising and Publicity	3	3
Management and Administration of the Charity	<u>14</u>	<u>14</u>
	63	68

The average monthly headcount (full-time and part-time employees) was 86 (2021: 91).

Group key management personnel total remuneration of £184,346 (2021: £184,995) including salary, employer's national insurance and pension contributions is within costs above, page 97 lists the key management for the Group. As at 31st March 2022 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.

8) Tangible Fixed Assets

a. The Group

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
<u>Cost</u>						
At 1st April 2021	83,695	1,251,208	231,698	217,450	86,492	1,870,543
Additions in Year	-	1,642	11,773	11,444	-	24,859
Disposals in year	-	(794,004)	(6,184)	(113,640)	(35,125)	(948,953)
At 31st March 2022	83,695	458,846	237,287	115,254	51,367	946,449
<u>Depreciation</u>						
At 1st April 2021	26,179	939,034	191,957	148,073	39,641	1,344,884
Charge for Year	8,364	22,823	21,147	15,659	18,697	86,690
Disposals in Year	-	(586,529)	(3,505)	(85,830)	(17,566)	(693,430)
At 31st March 2022	34,543	375,328	209,599	77,902	40,772	738,144
<u>Net Book Values</u>						
At 31st March 2022	49,152	83,518	27,688	37,352	10,595	208,305
At 31st March 2021	57,516	312,174	39,741	69,377	46,851	525,659

b. The Charity

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
<u>Cost</u>						
At 1st April 2021	83,695	1,251,208	209,782	212,694	86,492	1,843,871
Additions in Year	-	1,642	11,773	11,444	-	24,859
Disposals in year	-	(794,004)	(6,184)	(113,640)	(35,125)	(948,953)
At 31st March 2022	83,695	458,846	215,371	110,498	51,367	919,777
<u>Depreciation</u>						
At 1st April 2021	26,179	939,034	170,041	147,050	39,641	1,321,945
Charge for Year	8,364	22,823	21,147	15,183	18,697	86,214
Disposals in Year	-	(586,529)	(3,505)	(85,830)	(17,566)	(693,430)
At 31st March 2022	34,543	375,328	187,683	76,403	40,772	714,729
<u>Net Book Values</u>						
At 31st March 2022	49,152	83,518	27,688	34,095	10,595	205,048
At 31st March 2021	57,516	312,174	39,741	65,644	46,851	521,926

9) Investments

	The Group	The Charity	George Henry Francis Payling's Charity
	£	£	£
Cost and Net Book Value			
At 1 April 2021	11,084	92	11,084
Additions	-	-	-
Disposals	-	-	-
Gain/(loss) on investments	(493)	-	(493)
At 31 March 2022	10,591	92	10,591

10) Debtors

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Grants Receivable	359,663	132,942	359,663	132,942
Prepayments	28,208	18,515	27,368	17,402
Tax Debtor	-	-	-	-
Other Debtors	97,975	102,952	96,183	103,101
Amounts due from subsidiary undertakings	-	-	151,851	179,783
Donations Receivable	66,807	236,048	66,807	236,048
George Henry Francis Payling's Charity				
Debtors	-	-	-	-
	552,653	490,457	701,872	669,276

Included within amounts due from subsidiary undertakings for the Charity is long term debtor of £141,404 which is due from AUBD Limited, this will be repaid out of future years company profits. It is expected that £27,532 of this will be paid during 2022/23.

11) Creditors: amounts falling due within one year

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	401,931	161,164	375,137	139,030
Taxation and Social Security	13,191	9,195	13,191	9,195
Other Creditors	-	-	-	-
George Henry Francis Payling's Charity				
Accruals and Deferred Income	500	500	500	500
	415,622	170,859	388,828	148,725

12) Deferred Income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1st April 2022. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31st March 2022

	The Group	The Charity
	£	£
Age UK Nottingham & Nottinghamshire		
Balance as at 1st April 2021	107,980	96,595
Amount released to income earned from charitable activities	(107,980)	(96,595)
Amount Deferred in the Year	298,819	282,741
Balance as at 31st March 2022	298,819	282,741

13) Restricted Funds**a) Housing**

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
Funded by:				
Nottingham City Council				
Warm Homes	1,528	40,260	41,788	-
The Skerritt Trust				
General	13,529	44,000	43,499	14,032
Age UK				
Emergency Housing Fund -E.ON	1,410	-	-	1,410
Scams – Lloyds Group	-	10,000	10,000	-
E.ON				
Warm Homes Hub	4,997	130,367	135,364	-
Warm Homes Hub Capital Works	-	4,673	4,673	-
Energy Saving Trust				
Warm & Wise	-	4,731	4,731	-
General Donations				
Staying Put Hardship Fund	413	-	-	413
Safe & Sound Donations	-	215	215	-
Foundations Independent Living Trust				
Gas Safe	285	1,600	1,649	236
Smart Energy GB in Communities				
Safe & Sound	-	19,990	19,990	-
Police & Crime Commissioner Fund				
Scams Project	-	15,898	15,898	-
<u>Housing Total</u>	22,162	271,734	277,805	16,091

b) Advice

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
Funded by:				
The Payling's Charity				
I&A for Individuals Living in Mansfield	-	1,785	1,785	-
Age UK				
Advice Service	106	-	106	-
Building Resilience	-	32,760	31,616	1,144
PAPET Trust				
Signposting	-	2,000	2,000	-
General Donations				
Anonymous Trust	-	1,000	1,000	-
The Jones 1986 Charitable Trust	-	22,500	22,500	-
Capital One – Resilience	-	5,000	5,000	-
Capital One – Click Silver	-	2,000	2,000	-
Contact Hub Fundraising	-	50	50	-
<u>Advice total</u>	106	67,095	66,057	1,144

c) Advocacy

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
General Donations				
Advocacy	-	450	450	-
<u>Advocacy Total</u>	-	450	450	-

13) Restricted Funds (continued)**d) Health & Wellbeing**

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
Funded by:				
Nottingham City Council				
Sybil Levin Centre	2,658	-	221	2,437
Active Partners Trust				
Best Foot Forward	-	6,130	6,130	-
Nottinghamshire County Council				
Visiting Scheme – Grant Aid	-	16,870	16,870	-
Men in Sheds – Worksop & Blidworth – Grant Aid	-	8,190	8,190	-
Carers Demonstration Site	26	-	15	11
One Step at a Time	-	26,124	25,501	623
Gedling Borough Council				
Men in Sheds – Day Brook	-	200	200	-
Bassetlaw District Council				
Men in Sheds – Worksop	-	300	300	-
General Donations/Fees/Fundraising				
Visiting Service Individuals				
Visiting Service C- C S Court	-	45	45	-
Visiting Service - Arnold Clark Automobiles Ltd	-	5,000	5,000	-
Visiting Service – Fundraising	-	1,000	1,000	-
Christmas Cheer	-	256	256	-
Capital One – Christmas and Beyond	150	-	150	-
Connect Individuals	-	25,000	25,000	-
General Donations/Fees/Fundraising				
Connect Individuals	-	161	161	-
Men in Sheds – individuals	-	83	83	-
Men in Shed Worksop - P Brammer	-	6,500	-	6,500
Men in Sheds – Asda Stores Ltd	-	200	200	-
Friends of Ashfield Community Hospital				
Connect Hardship Fund		-	-	715
	715			
Age UK				
Fit as a Fiddle	20	-	20	-
Walking Football – Football Association	-	833	576	257
Walking Football – Sport England	-	3,333	2,523	810
The Skerritt Trust				
Sybil Levin Decorating	1,019	-	85	934
Big Lottery Fund/Awards for All				
COVID-19 Emotional Support – Awards for All	-	3,333	3,333	-
Armed Forces Covenant Trust/Age UK				
Armed Forces Active Veterans	846	35,000	35,846	-
The Veterans Foundation				
Veterans Visiting Service	-	8,750	8,750	-
COVID 19 -Welfare Services				
Boots Charitable Trust – Dementia Services	-	2,500	2,500	-
Sybil Levin Donations				
Sybil Levin Centre- Building	1,698	-	106	1,592

13) Restricted Funds (continued)**d) Health & Wellbeing(continued)**

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
Funded by:				
Grant Thornton	39	-	39	-
Yorkshire Building Society	25	-	25	-
Screwfix Foundation – Lighting/Taps	4,750	-	250	4,500
McCarthy & Stone – Security	169	-	10	159
The Skerritt Trust	2,000	-	500	1,500
Anonymous	8,000	-	2,000	6,000
The Percy Bilton Charity	1,000	-	250	750
The Robert McAlpine Trust	1,551	-	389	1,162
Sybil Levin Centre (High Sheriff of Nott's Appeal)	11,674	-	7,720	3,954
Sybil Levin – Individuals	-	200	200	-
Sybil Levin - Warburtons	-	3,000	3,000	-
Health & Wellbeing Total	36,340	153,008	157,444	31,904

e) Core Services (inc. Merchandising Costs)

	Balance 1.4.2021 £	Movement in Resources		Balance 31.3.2022 £
		Incoming £	Outgoing £	
Age UK				
Bradbury House Building	5,740	-	5,740	-
Nottingham City Council/Transact Grant				
Travel Plan	5,060	-	5,060	-
General Donations				
Bradbury House Building	111,593	-	111,593	-
Age UK in the East Midlands				
Work in the East Midlands	14,428	1,430	1,430	14,428
Festival Fund				
Donations/Fundraising/Charges	2,225	-	-	2,225
Core Services Total	139,046	1,430	123,823	16,653
George Henry Francis Payling's Charity	56,360	221	2,918	53,663
Total Restricted Fund	254,014	493,938	628,497	119,455

14) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
<u>Restricted Funds</u>			
Age UK – Building Resilience	-	1,144	1,144
Skerritt Trust - General	-	14,032	14,032
Skerritt Trust -Sybil Levin	934	-	934
Staying Put - Hardship Fund	166	247	413
Foundations Independent Living Trust – Gas Safe	-	236	236
Age UK East Midlands	-	14,428	14,428
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	3,954	-	3,954
Age UK – Walking Football	-	1,067	1,067
Age UK – Emergency Housing Fund	-	1,410	1,410
Festival Fund	-	2,225	2,225
Sybil Levin Building	1,592	-	1,592
- The Skerritt Trust	1,500	-	1,500
- Anonymous	6,000	-	6,000
- The Percy Bilton Charity	750	-	750
- The Robert McAlpine Trust	1,162	-	1,162
McCarthy & Stone Camera	159	-	159
Sybil Levin Centre – Nottingham City Council	2,437	-	2,437
Sybil Levin Screwfix	4,500	-	4,500
Carers Demonstration Site	11	-	11
Notts County Council – One Step at a Time	-	623	623
P Brammer – Men in Shed Worksop	-	6,500	6,500
Connect Hardship Fund	-	715	715
George Henry Francis Payling's Charity	-	53,663	53,663
<u>Restricted Funds at 31st March 2022</u>	23,165	96,290	119,455
<u>Designated Funds at 31st March 2022</u>		1,337,942	1,337,942
<u>Unrestricted Funds at 31st March 2022</u>	185,140	1,098,139	1,283,279
<u>Total Assets</u>	208,305	2,532,371	2,740,676

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26th June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity.

15) Designated Funds

	Balance 1st April 2021	Movement in Resources	Transfers between Funds	Balance 31st March 2022
	£	£	£	£
Employers Liability Fund	40,000	(1,936)	1,936	40,000
Additional Staff Time Contingency	34,528	(5,628)	5,628	34,528
Management Restructure Training & Staff Conference	10,000	-	-	10,000
Health & Safety	3,000	(1,487)	1,487	3,000
The 2021/22 Eric Hallam Service Investment	146,253		(146,253)	-
The 2022/23 Eric Hallam Service Investment	147,103	-	-	147,103
The 2023/24 Eric Hallam Service Investment	154,458	-	7,723	162,181
The 2024/25 Eric Hallam Service Investment	85,099	-	85,191	170,290
The 2025/26 Eric Hallam Service Investment	-	-	53,339	53,339
Dementia Strategy – SPECAL Evaluation & Development	-	(8,640)	43,640	35,000
Men in Sheds	10,800	-	-	10,800
Men in Sheds Blidworth	7,014	(7,014)	-	-
Men in Sheds Worksop	6,162	-	-	6,162
Men in Sheds – Governance Restructure	5,000	(5,000)	-	-
AUBD – Website Development	-	-	25,000	25,000
Lease for City Centre Site – 10 years rent	-	-	420,000	420,000
Income Generation Initiatives -House Clearance	-	-	39,607	39,607
Sinking Funds –Information Technology	25,592	(16,779)	23,667	32,480
-Building	100,159	(68,873)	25,166	56,452
-Vehicles	43,600	-	8,400	52,000
-property Refurbishment	<u>40,000</u>	<u>(10,284)</u>	<u>10,284</u>	<u>40,000</u>
	<u>858,768</u>	<u>(125,641)</u>	<u>604,815</u>	<u>1,337,942</u>

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements.

The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget. We propose to have a staff conference during the next year.

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment the logic being that this is the approximate annual amount that is the hardest to raise. The level of future annual amounts will increase to allow for inflation at a nominal 4%.

Day care has reopened again after COVID but with fewer attendances, the development fund will cover shortfalls in income plus allow for the SPECAL method to be implemented. The Men in Sheds funds are to be available to support the reopening after COVID with anticipated lower income whilst numbers are built up again.

The business directory website run by AUBD Ltd requires a refresh with the allocated designated funds to be used for this purpose.

As the main City centre site was sold during the year, funds have been set aside to cover 10 years rent for a new City centre location for older people to access signposting and advice services.

A designated fund has been allocated to support the set up of a new income generation initiative for House Clearances

The sinking funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. There is a building sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc. The sinking fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

16) Cash Flow Statement Reconciliations

a. Reconciliation of Net Income/(Expenditure) to Net Cash Flow from Operating Activities

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Net Income/(expenditure) for the year (as per the SOFA)	386,530	459,009	360,346	460,219
Adjustments for:				
Deduct Interest Income and Rent	(5,450)	(12,408)	(7,452)	(9,472)
Depreciation charges	86,690	94,267	86,213	93,795
(Gains)/losses on investments	493	(29)	493	(29)
Loss/(profit) on sale of fixed assets	(644,480)	(3,228)	(644,479)	(3,228)
(Increase)/Decrease in stocks	655	872	655	871
(Increase)/decrease in debtors	(62,196)	14,055	(32,598)	38,656
Increase/(decrease) in creditors	244,762	(765)	240,102	1,502
Net cash provided by (used in) operating activities	7,004	551,773	3,280	582,314

b. Analysis of Cash and Cash Equivalents

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Cash in Hand	1,458,533	1,458,533	2,331,374	1,445,498
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
Total cash and cash equivalents	2,346,149	1,458,533	2,331,374	1,445,498

17) Status of the Charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

18) Financial Activities of the Charity

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2022	2021
	£	£
Gross Incoming Resources	2,750,287	3,055,228
Merchandising Costs	(144,814)	(130,664)
Fundraising Costs	(12,191)	(18,832)
Expenditure on Charitable Activities	(2,195,813)	(2,413,013)
Governance Costs	(34,426)	(30,119)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	363,043	462,600
Balance brought forward from previous year	<u>2,466,703</u>	<u>2,004,103</u>
Total Funds carried forward	2,829,746	2,466,703
George Henry Francis Payling's Charity:		
Gross Incoming Resources	221	303
Expenditure on Charitable Activities	(2,425)	(2,713)
Realised/Unrealised Gains/(Losses) on Investments	(493)	29
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	(2,697)	(2,381)
Balance brought forward from previous year	<u>56,360</u>	<u>58,741</u>
Total Funds carried forward	53,663	56,360

19) Subsidiary Companies

Investments	2022 £	2021 £
Age UK Local Trading Limited	2	-
AUBD Limited	<u>90</u>	<u>90</u>
	92	90

AUBD Ltd Company Number 06393966

The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity & VISAV, with the exception of funds needed as working capital within the trading company.

A summary of the results of this subsidiary is shown below:

	2022 £	2021 £
Turnover	126,299	134,460
Cost of Sales	<u>7,121</u>	<u>8,072</u>
Gross Profit	119,178	126,388
Administrative Expenses	88,713	108,798
Gifted to Age UK Nottingham and Nottinghamshire	<u>-</u>	<u>-</u>
<u>Net Profit/(Loss)</u>	<u>30,465</u>	<u>17,590</u>

The aggregate of the assets, liabilities and funds was:

	Assets	5,852	10,253
	Liabilities	(159,254)	(191,187)
Share Capital		100	100
Profit and Loss Account		<u>(153,502)</u>	<u>(181,034)</u>
Funds		<u>(153,402)</u>	<u>(180,934)</u>

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds C.I.C, a company registered in England.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity.

A summary of the results of this subsidiary is shown below:

	2022 £	2021 £
Turnover	12,861	7,968
Cost of Sales	<u>-</u>	<u>339</u>
Gross Profit	12,861	7,629
Administrative Expenses	14,209	10,860
Gifted to Age UK Nottingham and Nottinghamshire	<u>-</u>	<u>-</u>
<u>Net Profit/(Loss)</u>	<u>(1,348)</u>	<u>(3,231)</u>

The aggregate of the assets, liabilities and funds was:

	Assets	13,646	7,046
	Liabilities	(18,225)	(10,277)
Share Capital		-	-
Profit and Loss Account		<u>(4,579)</u>	<u>(3,231)</u>
Funds		<u>(4,579)</u>	<u>(3,231)</u>

20) Leasing Commitments

At 31st March 2022, the group had commitments under non-cancellable operating leases as detailed below:

	2022		2021	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Payments due:				
Within one year	22,788	37,272	25,070	43,275
Within two to five years	27,000	42,323	45,000	51,104
Over five years	-	-	-	-
	<u>49,788</u>	<u>79,595</u>	<u>70,070</u>	<u>94,379</u>
Charge within the year	49,320	41,051	49,320	49,606

21) Trustees' Remuneration and Expenses

The Trustees received no remuneration during 2022 or 2021. Trustees' expenses of £149 (2021: £100) were reimbursed during the year for the purchase of Trustee's leaving gifts.

22) Pension Scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £56,733 (2021: £72,674).

23) Related Party Transactions

During the year the charity recharged management charges totalling £7,688 (2021: £12,972), rent £1,800 (2021: £4,800), salaries of £59,668 (2021: £70,930), loan interest of £2,002 (2021: £1,396) and other recharges of £4,068 (2021: £3,913) to AUBD Limited and received commission from AUBD Limited of £2,866 (2021: £3,111).

During the year the charity recharged management charges totalling £nil (2021: £1,039) and other recharges of £nil (2021:

£1,728) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2021: £nil).

Included within amounts due from subsidiary undertakings and owed to the charity at year end was £141,404 (2021: £173,866) due from AUBD Limited and £10,035 (2021: £5,465) from Age UK Notts Men in Sheds C.I.C.

Honorary Financial Adviser's Report

Financial Review

The Consolidated Statement of Financial Activities (SOFA) on page 65 shows that income was lower this year with total incoming resources for the year of £2,876,371 compared with £3,160,491 for the previous year, a decrease of 9%.

This decrease can be broken down as follows:

- Donations reduced by £297,063 – due to £76,397 one off COVID funding in 2020/21 and lower legacy income
- Grants and Service Agreements reduced by £495,360 – due to £362,569 one off COVID funding in 2020/21 and other fixed term funded services finishing
- Fee income reduced by £190,506 – due to the one off COVID service user paid for shopping service finishing in early 2021
- Fundraising income being £19,150 lower
- Other income increased by £682,689 – this was mainly due to the £640,649 profit on disposal of Bradbury House

Note – without the sale of Bradbury House incoming resources would have decreased by £966,809 (30.5%), during 2020/21 £762,263 income related specifically to COVID was received compared to £19,490 during 2021/22, this reduced funding was due to the Shopping service being time limited for one year and the business/furlough grants finished early 2021.

Within resources expended charitable expenditure decreased from £2,445,844 in 2020/21 to £2,232,664 in 2020/21 this was mainly due to Day Care remaining closed for 11 months and the COVID specific services ceased. Staff Costs are the highest costs for the Charity, these costs reduced by £117,797 during 21/22 to a total £1,800,101. This reduction was mainly due to the closure of the Sybil Levin Day Care service with staff costs savings of £73,000, fixed term contracts coming to an end and reduced support staffing levels. The number of FTE employed by the charity reduced from 91 to 86 during the year also related to the day care closure.

Income for the Trading Subsidiaries decreased by 2% from £142,618 in 2020/21 to £139,160 in 2021/22. This decrease included a 6% reduction in business directory company sales as we saw the impact of COVID on businesses and Age UK Northampton set up their own directory with companies in their area switching over to their site. Despite this downturn in sales AUBD Ltd made a profit of £30,465 which enabled a further repayment to the Charity of part of the long-term loan.

As the fundraising targets of £218,332 for 2021/22 were achieved the 2021/22 Eric Hallam Service Investment designated fund of £146,253 was not required to be used therefore this has been re-designated into future years of the 2023/24 Eric Hallam Service Investment fund.

Honorary Financial Adviser's Report

Financial Review continued

With the sale of Bradbury House, a new designated fund has been set up to cover 10 years rental costs for a City Centre site where older people will be able to access information and signposting services. A total £604,815 of unrestricted funds were designated to cover planned future expenditure. See note 15 on page 86 for full details of all the designated funds which total £1,337,942 at 31st March 2022.

The unrestricted surplus for 2021/22 was £386,530 with an increase in free reserves to £1,098,139 see note 14 page 85 which is in line with our reserves policy see page 60.

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009.

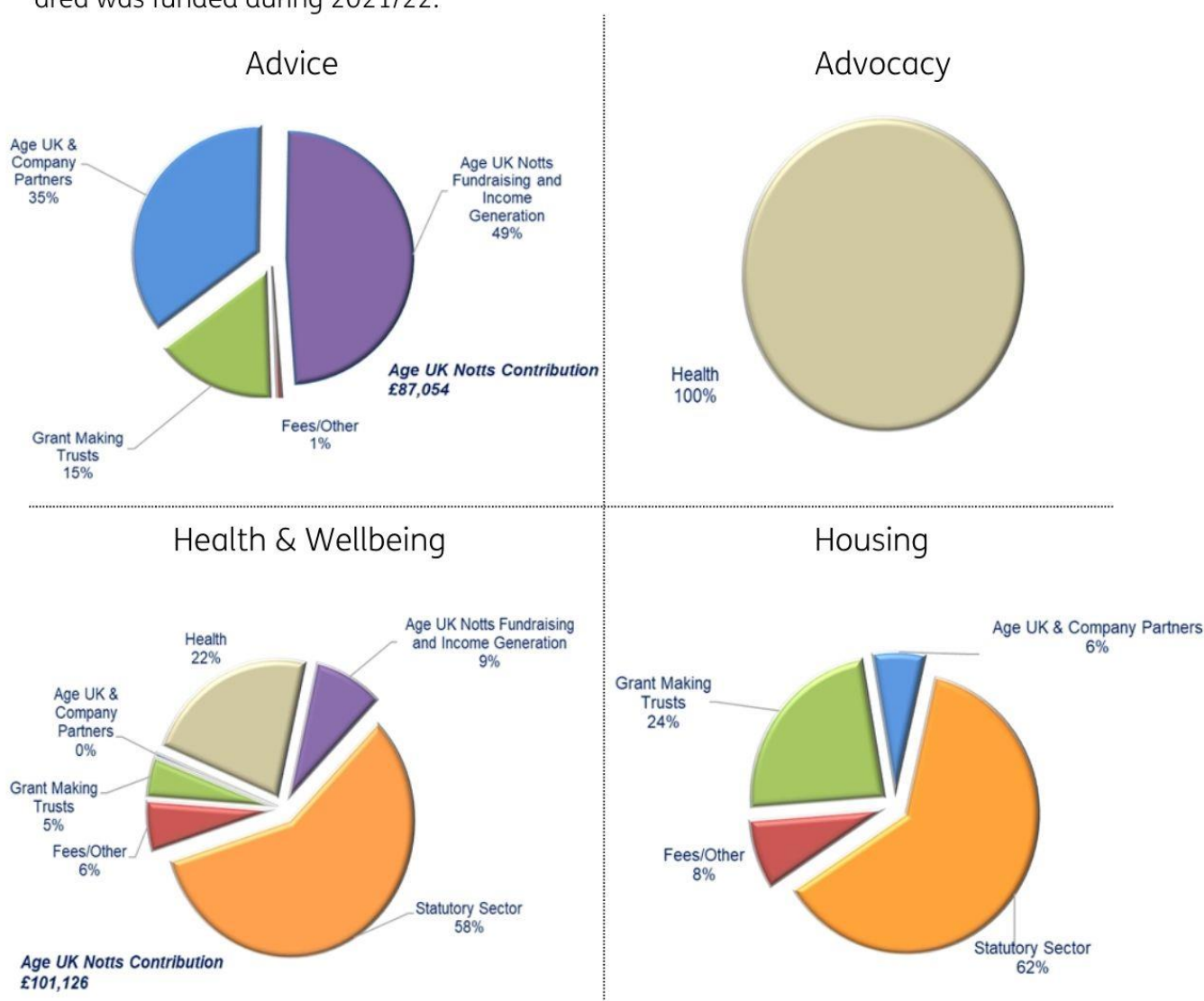
The object of the Charity is the relief of older people resident in the area of benefit. The area of benefit of the Charity is the area falling under the authority of Mansfield District Council.

From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2022 were £53,663 of which £52,424 were permanent endowments and £1,239 were expendable

endowments. The charity made 72 (87 last year) grants to individuals who were resident in the District of Mansfield during the year 1st April 2021 to 31st March 2022 totalling £1,785 (£2,116 during 2020/21).

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2021/22:



During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £188,180, we are grateful for the support of the following:

Actons Solicitors	Armed Forces Covenant Trust	Broxtowe Borough Council
Active Partners Trust	Arnold Clarke Automobiles Ltd	Business in the Community
Advantage Social Enterprise C.I.C.	Asda Stores Ltd	Capital One
Age England Association	Awards for All	CEMA
Age UK	Ball L	Court C S
Age UK Derby & Derbyshire	Bassetlaw District Council	Department of Health
- Smart Meter Project	Birkett J	E.ON
Age UK Leicester Shire & Rutland	Boots UK Ltd	Energy Savings Trust (The)
- Smart Meter Project	Boots Charitable Trust (The)	Experian
Anonymous	Brammer P	Fahey J

Football Association (The)	NHS Bassetlaw CCG	Rotheras
Freeths	NHS Mansfield & Ashfield CCG	Santander UK
Gas Safe Foundations Independent	NHS Newark & Sherwood CCG	Savills
Living Trust	NHS Nottingham City CCG	Sir John Eastwood Foundation (The)
Gedling Borough Council	NHS Nottingham North & East CCG	Skerritt Trust (The)
Geoff Ball (Stationary suppliers)	NHS Nottingham West CCG	Smart Energy GB in Communities
George Henry Francis Payling's	NHS Rushcliffe CCG	Sport England
Charity	Nottingham CityCare Partnership	St. James's Place Foundation
George Square Financial	Nottingham City Council	St. James's Place Wealth
Management	Nottingham Energy Partnership	Management plc
Gray Trust (The)	Nottingham Trent University	St Marks Woodthorpe
Hudson Wealth Management Ltd	Nottingham University Hospitals	Veterans Fund (The)
Indian Community Association	NHS Trust	Warburtons
Jessie Spencer Trust (The)	Nottinghamshire County Council	Warm Homes Fund
J N Derbyshire Trust (The)	Notts County Football Club	White Foundation Charitable Trust
Jones 1986 Charitable Trust (The)	Nottinghamshire Healthcare NHS	(The)
Lloyds Group (The)	Trust	
M&G Securities	Notts. Police & Crime Commissioner	
National Lottery Community Fund	PAPET (The Forman Hardy Holdings)	
(The)	Newark & Sherwood District Council	

We also benefit from individuals who make donations & legacy income to the Charity. We have also worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Terry Brown resigned from his Trustee post in September 2021, as a replacement Honorary Financial Adviser was not appointed before 31st March 2022 this report has been produced by Michelle Elliott, Joint CEO

M Elliott

Michelle Elliott
Joint CEO

Reference and Administrative Details



Registered Charity No: 1067881

A company limited by guarantee – registration number 3455485

Our Advisers

Group auditors

Mazars LLP, Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Group solicitors

Freeths LLP, Cumberland Court, Mount Street, Nottingham, NG1 6HH

Group bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4TA

Honorary Offices

Royal Patron

HRH The Prince of Wales KG KT GCB

President

Commander Peter Moore RD, RNR, DL

Life Vice-Presidents

Nigel Cullen OBE TD DL (until 24/08/2021)

Pauleen Davies MBE (until 16/08/2021)

Eric Edwards

Joyce Hackett

Sandra Warzynska

Len Simmonds

Anil Ghelani

Our Directors, Trustees and Officers

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law. The Trustees and officers serving during the year (and since the year-end) were as follows:

Trustees and Directors

Sheila Wright (Chair) (chair until 15/09/2021 resigned as Trustee 7/03/2022)

Chris Dorkes (Chair from 16/09/2021) (Vice Chair until 15/09/2021)

Graham Cox (Vice Chair from 16/09/2021)

Terry Brown (Hon. Financial Adviser) (until 16/09/2021)

Brian Burdus

Diane Diacon (from 16/09/2021)

Brian Dinsmore (Interim appointed 19/5/2022)

Malgorzata Faras (from 16/09/2021)

Gemma Hopper (from 16/09/2021)

Steven Hambleton (Interim appointed 19/5/2022)

Helen Straw (appointed 16 Sept 21 and resigned 14 March 2022)

In Attendance

Michelle Elliott – Joint Chief Executive

Di Trinder – Joint Chief Executive &
Company Secretary (from October 2020)

Non-Trustee Members

Commander Peter Moore RD, RNR, DL

John Cockcroft

Nigel Cullen (until 24/08/2021)

Eric Edwards (until 4/10/2021)

Janice Fox (until 18/10/2021)

Eileen Heppell (until 6/09/2021)

Marge Morris

Carole Rowley (until 4/10/2021)

Maxine Robinson

Sandra Warzynska

Len Simmonds

Finance and Audit Committee

Terry Brown – Trustee and Chair (until 16/09/2021)

Graham Cox – Trustee

Chris Dorkes – Trustee

Michelle Elliott – Joint Chief Executive

Di Trinder – Joint Chief Executive

Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies

AUBD Limited (Age UK Business Directory)

A company limited by shares (Registration Number 06393966)

Board of Directors

Kat Coggan

Andrew Sawford (until 10/11/2021)

Maria Cooke

Company Secretary

Maria Cooke

Age UK Notts Men in Sheds C.I.C.

A company limited by guarantee (Registration Number 11722728)

Board of Directors

P C Anderson (until 18/10/21)

M Cooke (from 7/10/21)

M Elliott (from 7/10/21)

D Ives (until 18/10/21)

A Ormston (until 18/10/21)

A Stuart (until 18/10/21)

M I Tinkler (until 8/04/21)

D E Trinder (from 7/10/21)

Company Secretary

M I Tinkler (resigned 8th April 2021)

Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

Board of Directors

Maria Cooke

Michelle Elliott

Di Trinder

The George Henry Francis Payling's Charity

Trustees and Directors

The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

Key Management Personnel (Executive Team)

Executive Team	Di Trinder Joint Chief Executive	Michelle Elliott Joint Chief Executive	Maria Cooke Strategic Director (Innovation and Communications)
Age UK Nottingham & Nottinghamshire			
George Henry Francis Payling's Charity			
Age UK Local Trading Ltd			
AUBD Ltd			
Age UK Notts Men in Sheds CIC			