

# Annual Reports & Accounts

for year ending 31<sup>st</sup> March 2020





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# Foreword

I am delighted to welcome you to this annual report for Age UK Nottingham & Nottinghamshire. The report covers the period 1 April 2019 to 31 March 2020. 2019/20 has been another strong year. We have provided a service to over 42,000 older people, reviewed some of our services in line with funding providers requirements, older people's changing needs and developments in best practice relating to the care of people with dementia. We have also received a significant financial legacy, that will be put to good use providing services to all older people within Nottingham & Nottinghamshire.

Every year the Annual Report describes the work of the outstanding team who make up Age UK Nottingham & Nottinghamshire. The professionalism, commitment and dedication of every single person was critical to our ability to provide a service to over 42,000 people. For 2019/20 this has never been more evident than in our response to the COVID-19 pandemic. That same professionalism, commitment, and dedication, combined with boundless extra input of time and energy from our staff and volunteers, ensured we were able to remodel our services in a short period of time to meet the health and well-being of all older people. I cannot speak highly enough of what the Age UK Nottingham & Nottinghamshire has achieved.

I would also like to thank Nottingham & Nottinghamshire based private and public sector organisations, who provided financial and staff resources throughout the year (see pages 58-59 for a list of these organisations). Their support has enabled us to have a successful year and to develop and deliver much needed service during the COVID-19 pandemic.

I hope this report provides a balanced view of Age UK Nottingham & Nottinghamshire performance, as well as celebrating the contributions of our staff and volunteers. This commitment had been invaluable and on behalf of the Board of Trustees, I thank them all for their dedication and support during this unprecedented year.

**Sheila Wright, Chair of the Board of Trustees**

## Our Key Messages

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

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 42,000 people.



# Report of the Trustees

## for the Year Ending 31st March 2020

This year has been challenging as the funding landscape around us changes, and contracts and opportunities come and go. We have continued to support over 42,000 people this year, from simple queries through to complex and long-lasting relationships. Our staff teams continued to work with dedication, enthusiasm and professionalism to improve the lives of local older people and have been supported by our growing number of committed volunteers.

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 31<sup>st</sup> March 2020 (which are also 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 & Activities

### The object of the Charity is:

To promote the relief of elderly 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 Vision is:*** A world in which older people flourish.

***Our Mission is to:*** Enhance the quality of life and promote the health and wellbeing of all older people in Nottingham & Nottinghamshire

### 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.

### Our Beliefs are 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 wellbeing, tackles disadvantage and creates 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, 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 organisation the charity of 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:

(Our beneficiaries)

- ◆ Ensure we are person-centred in everything we do
- ◆ Develop appropriate partnerships that benefit older people

(Our organisation)

- ◆ Generate sufficient resources to help fund the work of the Charity
- ◆ Focus on local priorities
- ◆ Work effectively within the local and national funding and political environment
- ◆ Have a culture of continuous improvement

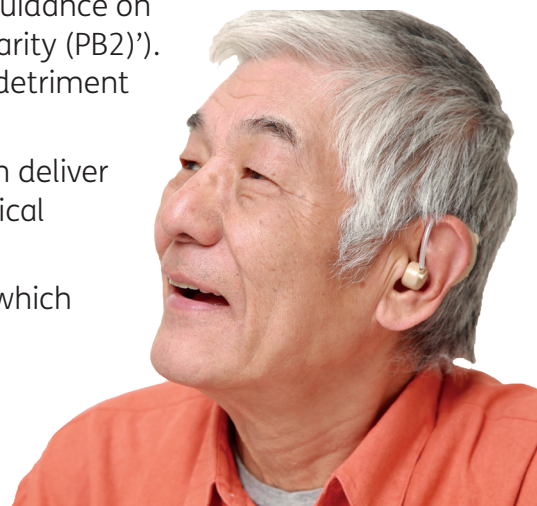
(Our staff and volunteers)

- ◆ Encourage and develop high-performing, well-motivated, adaptable and valued volunteers and members of staff
- ◆ Have efficient and effective communications and support systems
- ◆ Utilise delivery plans across all areas of the Charity, based on a plan-do-review 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 detriment or harm to others.

We are part of a larger family of around 130 Age UK charities which deliver services to support older people and their carers in other geographical areas. We are also part 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 on page 21. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.



# Annual Services Review

This section highlights the activities of our services and people throughout the year.

## Advocacy



We run 6 different advocacy services across a range of settings. All of these contracts were operational in the reporting period.

**Worry Catcher** services helped people to find their voice on 5 MHSOP wards (Mental Health Services for Older People) within hospital settings

- ★ **200 Worry Catcher sessions** delivered
- ★ **78 advocacy cases** covering 185 different issues  
*Issues included: discharge, accessing personal care items, clarification about medication and recovery*
- ★ **1,300 in-person contacts** with patients & relatives
- ★ **90% of patients** said they felt better about their issues after using the service
- ★ Achievements included improving patient care through use of digital listening devices and increasing signage in other languages (for example)

“You’ve been wonderful – you’ve made my stay on the ward bearable. Your independence from the ward is a nugget of safety for patients. Even a smile from you makes me feel safe. You give us a voice”

**Residents’ Representative Service (RSS) (City care homes)** provided services to people living in care homes to make sure their voices were heard, choices respected, and rights upheld.

“I thank the RRS from the bottom of my heart, your help and knowledge supported me at the lowest point of my life. I truly believe that without your help my life would have taken a different turn. You made me feel like a human being and my feelings were always at the forefront of your mind”

feedback from client given following care home closure

- ★ **575 visits** provided across **139 City care homes** and extensive support provided in 4 care homes where closure was imminent (settings were learning disability, mental health, and older people’s care homes)
- ★ **245 advocacy referrals** generated from visits
- ★ *Issues included: Financial (appointeeship, Lastign Power of Attorney, care funding), Long-term Care Plans, Mental Capacity issues, Liaison with Adult Residential Services and Safeguarding*



**Patients' Representative Services** provide support for patients in hospital to help them address any issues affecting their experience of in-patient care and discharge. Services were offered in 4 settings: Kings Mill Hospital, Queen's Medical Centre, Lings Bar Hospital and The Grand (Short Stay Reablement Unit (SSRU))

- ★ **544 referrals** at Kings Mill dealing with 1,320 issues (plus a further 109 enquiries signposted elsewhere). *Issues included: finding care packages, effective discharge, finance and benefits, accessing community services, care support, housing issues (including hoarding / house clearances)*

“I cannot say how much having someone to listen to me and understand what I am trying to say has really helped this whole process”

- ★ **1,467 individual patients and families supported** at Queen's Medical Centre  
**279 advocacy cases** supported (plus a further 1,147 signposting enquiries)  
**59% increase** in numbers of issues of all types  
*Issues included: befriending, home care support, long- and short-term care options, legal advice, benefits, assistive technology, accessing day centres*

“...knowledge of legislation is excellent, and this is demonstrated in their support of highly complex cases, whereby service users and their families are enabled to navigate health and social care pathways... This kind of support impacts the overall flow of patients. We consider the Patients' Representative Service as a vital member of our team...”

- ★ **396 people supported** across Lings Bar Hospital and SSRU. **4,012 enquiries** and issues raised. *Issues included: discharge processes, care packages, aids and adaptations*

“Thank you for supporting me with the food parcel and to listen to my concerns. No-one has the time to sit with me and inform me of all the support I can get after my discharge”

## Advice and Information Services

Our **Information, Signposting and Advice Service** continued to be busy throughout the year. Queries became increasingly complex and the number of crisis calls rose. Training needs were identified to enable staff to rise to the challenge of complexity and the department was fully reviewed to ensure we could continue to meet the demands placed upon it.

A significant research project was commissioned to develop our understanding of the Contact Hub function – what kind of services did people want, call patterns, workflow etc. This resulted in some significant gains for local older people in terms of accessibility of the service and an opportunity to redesign working patterns to better meet demand.

- ★ **33% increase in demand** for services and **61% increase in live call answering**
- ★ **£2,219,738 of benefit gain** for local older people
- ★ **Around 5,000 in-person visits** to Bradbury House reception
- ★ **Around 20,000 incoming calls**
- ★ **Top 5 queries (% of calls):** Benefits – 38%, Age UK Notts services – 17%, Housing – 15%, Consumer queries – 7%, Legal queries – 6%

“It will make such a huge difference in my life being able to afford the help that I need in my home. I am extremely grateful for your help; without it I don't think I would have been so successful”

The Hub also provided 100 advice sessions to support Energy Smart Meter roll-out.

Our **Nottingham Age UK Business Directory** continued to support local older people to find trustworthy traders.

Over 100 members were listed on the Directory in 2019/20, and our directory website was visited 12,590 times (sessions), with almost 58,183 page views.

We continued to receive great feedback about the work done by the members of the directory (see quote, right).

“Extremely friendly, was able to resolve our issue very quickly and efficiently. I am also impressed as he called later in the day to ensure everything was working as it should be”

## Health and Wellbeing Services



Our **Connect** team continued to provide a valuable community service within the Mid-Notts area, dealing with 2,625 referrals. Overall, targets were hit, and the service benefited from a final one-year extension, which is a testament to the value placed on the service and its staff team by local commissioners. The service also brought in £808,617 of benefit gain for local people, delivering a positive impact on the wider local economy, and it provided tailored support to a range of individuals aged 18 and over through short term or brief interventions, covering a whole range of needs.

Our long-running **Living Well** GP surgery-based service came to an end in December 2019 after 4 successful years. It was on track to achieve target before the taper period began and was a much-valued service by clients and referral partners alike. The service provided support for individuals to better manage their own goals and aspirations, and to access community services to reduce loneliness and social isolation. The service was superseded by the Social Prescribing Service which began on 1<sup>st</sup> January 2020.

### Case Study - Connect Service

Mr R is in his 80s and was living alone, following the death of his partner. Due to poor mobility and vision, he was struggling to use the stairs at his property, which were very steep, and was having falls on a regular basis.

Mr R's family contacted the Connect team for support around helping him move into new, more suitable housing and to check if he was able to access any further income to help with his finances.

The Connect team were able to help to offer a range of support including helping him register with Homefinder to bid on properties, support with setting up new utility providers and assistance changing his addresses with all the necessary organisations.

They were also able to make referrals to other organisations for support with falls prevention and his sight issues, and supported Mr R to claim all the benefits he was entitled to.

Mr R is grateful for the help he has received and says he feels safe and confident, and feels he can remain living independently within the community - which is what he wanted!

“[I] felt that the relationship that Mark has begun to form with the practice and colleagues was outstanding and the level of trust between them was evident. It was great to witness such an effective multi-disciplinary team”

“I have been involved in counselling services for the past 60 years, yet I have spoken and confided more in you in the past few weeks”

Our **Social Prescribing** service operates in 4 Primary Care Network (PCN) areas, following the closure of the Living Well service. There were some initial challenges in settling down the service the NHS which resulted in us helping 34% less people than planned but it is expected that this will be pulled back over the coming months. The service was very well received with Age UK Notts' reputation being highly regarded; one PCN has already confirmed its intention to fund the service in their area for a further 2 years. Our Link Workers worked hard to establish our presence in key surgeries, and this will be expanded to cover all relevant GP surgeries over the coming year.

Our **Footcare Service** was launched this year (in partnership with City Care). It provides toenail cutting and basic footcare. 350 clients were referred into the service. Most were self-referring or referred by family members, with a few from healthcare professionals. The service also has a social element – a chat, a cup of tea and a chance to meet new people

- ★ **100% of people satisfied** with the service (with 86% rated it ‘excellent’)
- ★ **92% saw an improvement** in overall sense of wellbeing
- ★ **99% would recommend** the service to a friend

Our **Secondary Falls Prevention** classes finished on 31<sup>st</sup> March, with responsibility for delivering this passing to East Bridgford Medical Centre. The project delivered exercise classes designed specifically for people who had experienced falls and were looking for ways to improve their confidence and increase their strength and balance to prevent further falls.

Over the last year, we ran 23 courses of 12 classes in each and, overall, 291 people participated. 100% saw an improvement in functional ability and 95% reported an improvement in balance, confidence and reduced fear of falling. The opportunity to meet new people and make new friends was also appreciated.

“ Altogether I feel my fitness is much improved. After an operation last year, I was still using 2 crutches. By the end of the course, I was not using crutches at all ”

“ I feel my mobility has improved. I always felt good after attending the class and it was nice to meet other people as I am quite isolated where I am ”



The **Forces Friends Service** was funded by the Aged Veterans Fund via a collaborative project overseen by Age UK national via a Ministry of Defence contract. The project provided short term support to older veterans in the county to help them reconnect with their local communities or longer-term befriending, if that was more appropriate.

- ★ **262 veterans** and dependents were provided with short term support
- ★ **82 veterans** were provided with weekly befriending

As the funding for this service is due to end in May 2020, we have made applications to other potential funders to allow us to keep the project running.

“ My visitor has changed my life, it’s just lovely to have a bit of company ”

“ I really enjoy the visits; we have lovely chats and play cards. The visits brighten my week ”

“ The volunteer visitor has helped mum regain her confidence and made an enormous difference; she’s been a lifesaver ”

The **Befriending** team worked as hard as ever to dispel loneliness and social isolation amongst local people. 170 people received the service either as a face to face visit or via a telephone befriender. Funding remained challenging for this traditional service, so we began the roll-out of a voluntary donation scheme to enable us to continue to offer such an important service. This was carefully managed by involving volunteers in the process to ensure they understood why we were doing it and what outcome we wanted. We were at the point of rolling it out to existing service users when we had to suspend face-to-face visits because of the Covid-19 pandemic. We will resume the process once face-to-face visits are possible again.

The **Best Foot Forward** programme provided 8 weekly free, accessible guided walks across the City area, with an additional monthly longer walk option.

The Best Foot Forward funding from the City Council ceased in the previous year so the Walk Leaders organised a sponsored walk to help, raising over £1,100.

- ★ **382 guided walks** offered with 3,249 individual walks taking place
- ★ **299 people** participated

**Silver Pride** is our social group for older gay and bisexual men and last year it provided a varied monthly programme of quizzes, talks and outings. The group had 31 members and 129 individual attendances were made. The group was awarded a Certificate of Achievement by Nottinghamshire's Rainbow Heritage in recognition of the valuable social support it provided to older gay and bi men.

Our **Wellbeing at Home** service helped 423 people across Nottingham City to maintain their independence to remain at home for as long as possible. The range of support provided included shopping, meal preparation, wellbeing checks, emotional support, and confidence building. Additional services included housing checks to ensure properties were safe and warm (both of which have a massive impact on health and wellbeing).

The **HMP Whatton OPAL** project delivered 567 activity sessions which provided 27,853 individual participation hours for prisoners to enjoy and to help improve their health and wellbeing. Activities included model making, cognitive stimulation sessions, and discussion groups. The service enabled several self-isolating people to reconnect to the wider prison network. This service transferred to the prison's education department from 1<sup>st</sup> April 2020.

**ClickSilver** continued to offer older people the opportunity to learn more about technology and online safety. We expanded class sizes and were able to support more older people with the help of Business in the Community, funding from Capital One and students from our two universities (Nottingham Trent and University of Nottingham). We held four 6-week courses with a total of 87 people benefitting from the service.

“Thanks to Best Foot Forward I feel fitter and less lonely”

“I thought I was joining a walking group, turns out I now have a group of friends who I meet for a walk!”

“The walk helps with my depression, it lifts my mood.”



**The Lifestyle Centre** continued to provide opportunities for older and/or people with disabilities to access expert assessments, trusted advice and person-centred solutions to enhance their quality of life. It also continued to offer a vast range of products and services (through Advantage Mobility) to help with the tasks of daily living – mobility products, aids and adaptations and other products to make life more comfortable and to help people retain their independence for as long as possible. Rooms were made available to other partners such as Occupational Therapists, legal advice surgeries and advice and information sessions. The centre also continued to host the Safe & Sound Housing Team.

**Men in Sheds** settled into its new Community Interest Company status during this reporting period. There were some changes in personnel with Directors stepping down and joining, along with new ways of working for the volunteers and members. The Shed Directors participated in an in-house social media workshop and developed skills to run their own facebook pages, providing an opportunity to reach the wider community to raise awareness and encourage new members. Members also attended Mental Health Awareness Training at the end of 2019 to enable them to support anyone in the Sheds with mental health needs. Sales and membership fees continued to be an important source of revenue and £33,406 was raised during this period (which covered the first 15 months of providing services). Men in Sheds were also grateful to receive donations from Sherwood Forest Charitable Trust, Veolia, Newark and Sherwood District Council, and Nottinghamshire County Council. The Welbeck Brewery supported the Worksop Men in Sheds as part of their Charity Beer campaign. A special Men in Sheds beer was produced and sold around Nottinghamshire, Derbyshire and South Yorkshire during February and March 2020, raising over £300 for the Shed. In addition to the donation, the Brewery helped raise awareness of the Shed and the fundraising project was featured in the March 2020 edition of Worksop Today. The beer was delicious!

## Specialist Dementia Services

### Case Study - MCST

Following his dementia diagnosis, Mr B quickly lost his confidence with communication and his famed joke telling skills all but disappeared. Even his enjoyment of conversation diminished, and he began to live in a more silent world.

As the MCST course progressed, he began to find some of that confidence and became the entertainer he used to be with a very appreciative audience. He flourished as he realised that others actively enjoyed his stories and were happy to listen. Mrs B reported that she could see a difference at home, too. He looked forward to his weekly class and Mrs B was pleased that he had found his enthusiasm for social activities again.

We secured £10,000 from Age UK national from the Joining Forces funding to deliver **Maintenance Cognitive Stimulation Therapy (MCST)** for 24 weeks, unfortunately we had to stop at 20 sessions due to our Covid-19 closedown. The sessions encouraged participants to share experiences, enjoy discussion and maintain awareness of current events through activities based on different themes each week such as food, life history, current affairs (to name a few). The courses acted as a workout for the brain in a friendly and fun environment, designed to help participants make connections between past and present and to build confidence in their own abilities.

The sessions were effective at ‘drawing out’ people when they felt ready to join in with discussions. This improvement in mood and confidence was often carried over into their home lives which improved quality of life for them and their loved ones.

Membership of the programme enabled us to signpost participants to other relevant services to help improve their overall health and wellbeing as much as possible – such as support and information about financial scams, Advice and Information services, and Safe and Sound housing services, for example.

“Since the group finished (due to Coronavirus) I have noticed the difference, I cannot recall things as well. I do hope that I can take part in the course again in the future”

“I would not miss this, it is the best part of my week!”

An average of 22 people attended our specialist **Sybil Levin day service** each day throughout the year, equating to an average monthly attendance of 440 (a significant increase on the previous year).

A range of new dementia friendly activities were introduced at the centre which were very well received. A few people wanted to play snooker and pool, and so a new table was purchased which proved extremely popular. Regular feedback has been a feature throughout the year which has resulted in several changes including meals and décor.

In 2020-21, we will implement our Charity Dementia Strategy, including a specialised dementia support model using the SPECAL method.



## Safe & Sound Housing Services

Our Safe and Sound team continued to make it possible for people to stay safe, remain at home and independent for longer, and to save money on home energy. The Service ran a variety of services aimed at keeping people safe and well, better informed and better off financially.

- ★ **443 Home Safety Checks** carried out (761 householders)
- ★ **125 Home Energy Checks** delivered
- ★ **27 Emergency Heater Loans** made
- ★ **125 Smart Meter Sessions** delivered
- ★ **362 Smoke Detectors** fitted (along with 43 other fire prevention measures)
- ★ **643 Priority Services Register referrals** made



### Case Study - Safe & Sound

1974. In this year, we had the 3-day week and 2 General Elections, Lord Lucan disappeared, Bagpuss first appeared on the television and Mr S had a gas boiler fitted into his home.

46 years later, that boiler was still there, and the boiler was not well. During a Home Energy Check visit, our own Bob Stephenson noticed that the 2 carbon monoxide alarms were beeping. After checking the units, Bob took them outside to see what happened. They were silent outside and then beeped again when taken indoors. That raised a red flag with Bob, so he contacted the gas emergency service, turned off the boiler and gas supply and ventilated the house by opening the doors and windows. The boiler was condemned as 'immediately dangerous'. To keep Mr S warm, Age UK Notts provided some temporary oil-filled heaters and a Winter Warmth pack and helped him find a trusted trader via the Age UK Notts Business Directory. A new boiler was fitted by a Business Directory Member 2 weeks later and Mr S is now warm and cosy in his home.

\*Stock image used for confidentiality

# Core Services

## FACT

It was an interesting and challenging year for the Fundraising, Communication and Training (FACT) team with some clear advances in the impact of our communications on the staff and volunteer teams, and the wider community. All platforms showed a positive increase, and traffic to our Facebook page increased dramatically once we started running our recruitment campaigns through the platform (with subsequent savings on advertising and postage costs).

Our internal Inside Loop and external Local Loop e-newsletters performed steadily. Inside Loop increased its readership by 12% and the opening rate improved. Local Loop increased its readership by 37% but the opening rate dropped very slightly. Both Loops presented opportunities to share news about the organisation, the wider Age UK network and the work of other organisations in the local community and was a 'value-added' way of building positive relationships.

Press activity was positive with coverage on East Midlands Today and BBC Radio Nottingham for our Covid-19 response and Notts TV for the Welfare Service and Muslims Hands donation. We were granted a regular slot in the Keyworth News (a local publication).

Online training was steady – generating some income through sales to other brand partners and increasingly being used to ensure compliance with requirements of funders and other key functions such as insurers. In-person training was developed to meet specific needs within teams – social media training and loss and bereavement awareness were two well-received sessions which empowered staff and gave them additional tools to use in their daily work. We focussed on mental health awareness for our main staff event in late 2019 and were able to share places with teams across the region.

### Facebook

**+15%** in likes  
**+937%** in inbox traffic

### Instagram

**+91%** in followers

### Age UK Notts Website

**+26%** in users  
**+23%** in sessions

### Twitter

**+5%** in followers  
**+53%** on average monthly impressions

Future plans will include a goal to increase online giving by 20% and to establish more regular placements of news stories and free advertising.

(Fundraising is covered in the Income Generation section on page 18).

## Volunteering

Our committed volunteers continued to be essential to the work of our charity. We spent much of last year refining processes, investigating ways to improve reward and recognition, and making sure that volunteers felt involved in the wider charity.

70% of our volunteers were female and 36% were aged between 60 – 84. The number of volunteers went down slightly on the previous year (a little over 9%) so we will be looking at reasons why people chose to disengage over the coming year to see where lessons can be learned.

- ★ **55,728hrs** = Number of hours given by volunteers per annum
- ★ **£485,948** = Value of volunteer hours (at minimum wage equivalent)

“Thank you for the card it was a lovely surprise. What an inspiring way to celebrate volunteers in Volunteer Week! It really made me feel appreciated”

## HR

Our HR department was as busy as ever. The team processed 152 completed applications for 34 vacancies, held 27 recruitment days during which 85 people were interviewed, processed 24 new starters and 44 leavers. 160 DBS checks or rechecks were completed.

The department navigated the charity through some complex situations and avoided formal action such as tribunals through detailed advice.

The long-planned review of induction processes was completed, and the office went paper-free with the digitisation of all records completed.

In the next financial year, further work on job-shadowing between HR and Finance will continue to provide greater capacity and staff cover. A revised Manager Handbook and Training programme is also under development.

## Finance

The team worked hard in this reporting period to deliver on planned activities – Making Tax Digital goals were achieved and the first VAT return under this system was successfully submitted. All staff expenses claims were successfully transitioned to the ADP online system resulting in greater efficiency and accuracy.

At the end of the reporting period, the team responded quickly and well to the onset of the Covid-19 Pandemic. As well as a transition to home working, the team began to process the first of around 200 shopping receipts per week in support of our Welfare Service.

Future plans include a full review of Gift Aid procedures and establishing more permanent home-working protocols.

- ★ **61,687 accounts package transactions**
- ★ **6,920 supplier/funder/customer invoices** processed
- ★ **528 management costs centres** maintained
- ★ **1,112 Gift Aid transactions** claimed

## Estates, Compliance and Resources

It was a busy year reviewing, maintaining and managing the fabric of our buildings. The work to upgrade Bradbury House Meeting Room 4 was halted due to complex issues with responsibility for the water ingress, liaising with insurance companies, contractors ceasing trading and additional car park work required.

A new handyperson was recruited, and work progressed on the remaining aspects of the reception revamp.

Future plans are to develop a programme of works for the Handyperson and to recruit a supporting volunteer. Bradbury House reception will be completed and Meeting Room 4 (Bradbury House) will be refurbished.

## Data Protection

All staff completed CyberCrime awareness training provided by Hiscox (our insurers) – this will ensure that data held electronically remains secure and protected.

There are plans to review all data protection policies and procedures before instigating an audit compliance process across the organisation.



## ICT

The fight against cyber-crime has been a significant challenge in this reporting period. Our network is attacked around 50 times each hour - which equates to over half a million attacks each year! One made it through which was an attempt to get a bogus invoice paid, this was identified, the ICT Team took immediate action to safeguard the network and the Finance Team did not pay the bogus invoice. We were planning to introduce additional security levels and these plans were implemented immediately across the charity. We reported this incident to the charity commission who were satisfied that we dealt with the matter appropriately and responsibly. We have insurance cover for this type of incident and the experts that assisted us stated that our IT systems and protocols were very good, they said that this was a very sophisticated attack which would have breached many organisations. With the additional steps we have now taken this would not have been successful, it is a continuous process to try to keep one step ahead of the criminals. The personal data that we hold relating to service users, volunteers and members of staff were not at risk during this cyber-attack, these are stored securely outside of our network.

We have also undertaken additional cybercrime awareness training, provided by our insurance company, which has helped staff maintain awareness of the threat on an ongoing basis.

We were also able to take advantage of enhancements Microsoft have made to enable us to securely open up our Microsoft 365 resources (e.g. Teams Sites and SharePoint Sites) to external people, people that don't have an @ageuknotts.org.uk account.

Technology, and particularly the adoption of Microsoft Teams, played an incredibly important role in enabling us to quickly transition to home working when the COVID-19 pandemic forced the closure of our offices. Our telephone system was also designed to be portable. When we decided to close our offices staff could take home their desk telephone and their computer, plug these into their home router and continue to work in the same way as they would in the office – seamless portability meant very limited downtime during this challenging period of time.

## Older People's Advisory Group (OPAG)

The OPAG group continued to meet to discuss issues of interest to older people. It was a political year - there was a general election in December 2019 and the Brexit inspired Withdrawal Act was passed to facilitate our exit from the European Union. Members discussed the impact of these political shifts on older people. We also considered the impact of potential changes to funding of the television licence for the over-75s, the growing crisis in social care and the impact on our local services. They supported our Pension Credit campaign, helping to promote greater awareness of the value of the credit in boosting income and ability to access a range of benefits. OPAG will continue to meet 4 times per year and consider the impact of public policy on older people and our own services, as well as playing an important role in the governance of the charity as they are all voting Members..

# Income Generation Activities

## Fundraising

Including legacies (some notified, and some received), the Fundraising Director raised £112,000 in the reporting period. This was achieved through excellent relationships with corporate partners (existing and new), community activities such as giving talks to community groups, Trees of Life, dormant accounts from solicitors etc. Corporate relationships continued to be important which proved beneficial in terms of donations when our COVID-19 response began. Staff hours in the team were reduced during the year and future plans are being developed following the retirement of the Fundraising Director at the end of the reporting period. Maggie may be leaving the charity but the relationships that she has nurtured will remain as a lasting legacy for the charity for many years to come.

## Sybil's Homemade



Business built slowly but steadily in our newly launched catering initiative. There were some changes of management and some staffing issues which reduced capacity to pro-actively market the service, but this was resolved by summer 2019 when 3 interns were recruited via a University of Nottingham placement scheme. The interns delivered on key elements of our marketing strategy which boosted awareness of the service and resulted in new orders. 60 orders were completed (serving 1,752 people) between June 2019 and March 2020 and orders were building regularly. In

March alone, we had orders for 457 people with a sales value of £1,336. Unfortunately, our entire catering facility had to be closed down as part of our COVID-19 response. Once re-opened, we hope to build on our reputation for excellence and to obtain repeat business from previous customers.

## Charity Shops

We continued to run two shops – clothes and bric-a-brac in West Bridgford and a furniture outlet in Mansfield. In both shops, we augmented the range with bought-in new clothes which proved popular. We implemented a period of restructuring resulting in the appointment of one manager to oversee both shops and a deputy manager in each. There were some redundancies as a result of this restructure which affected overall profitability for this year but that will result in long term savings overall.

A renewed focus on Gift Aid resulted in a 97% improvement against target for the Mansfield shop. The collection and delivery service were also revised resulting in greater efficiency and an increase in shop floor space. Overall income resulted in a deficit of just under £10,000 (due to one-off restructuring costs) but the underlying performance indicated profitability.

In West Bridgford, a 90% uplift in Gift Aid donations was achieved and the one-off restructuring costs resulted in an overall loss, otherwise the shop would have donated a surplus to the charity.

Both shops were closed on 23<sup>rd</sup> March as a result of our COVID-19 response but we are hopeful that once trading returns, the shops will continue to build on their strong performance in this reporting period.



## Age UK Business Directory

It was a volatile year for our Business Directory. Unfortunately, a member of staff failed to follow our procedures which resulted in us needing to report an incident to the charity commission, they were satisfied that we dealt with the matter appropriately and responsibly. Whilst the matter is confidential, we can confirm that there was no financial loss to the company, AUBD Ltd, who are a subsidiary of Age UK Notts.

A restructure took place and new staff members were recruited and inducted. A review of marketing literature resulted in the creation of a new sales pack which was introduced in January 2020. Social media activity was stepped up during the reporting period and articles inserted into the Local and Inside Loop e-newsletters. Some increases in use of the freephone numbers were noted (up 30% on two lines) within the context of an overall decrease of 12% in activity.

Age UK London closed its Business Directory, so the decision was made to bring that back in-house and that process was activated at the end of the reporting period.

Over the next 12 months, we plan to expand the regional areas of operation, update the Business Directory websites and increase membership numbers by 10%

*“First time using and was very impressed with the quality of her work and advice regarding colours given. Highly recommended. She will be coming back in the Summer to do more work for us.*

*Turned up on time, worked hard, explained well, tidied up, charged reasonable rates, first rate job, happy to recommend and use again.*

*I do not know how to put in words how happy I am with my bathroom. These men work really hard and did a great job. They were kind and considerate to my needs and feelings and looked after me.*

*I would recommend them 100% to anybody. I am over the moon with my bathroom.* ”

Plans for 2020-21 are to expand the geographical reach of the areas of operation, review and update the Business Directory websites, and increase membership by 10% (ensuring a good category spread across the regions).

## Age UK Local Trading Ltd (AULT)

We have some bad news to share with you concerning our trading operation which happened suddenly without any warning and has led to the end of trading on 31st January 2020. This was due to the termination of the Appointed Representative Agreement and Trading Alliance Agreement by Age UK national, who also terminated this agreement with all the other local Age UKs across the UK. Age UK national decided to move to a centralised digital and telephone-based trading model, rather than offering products such as insurance, funeral plans, living aids and financial products via the local Age UK network. They may make grants to local Age UKs using some of the profit from these trading activities, but this is not certain.

The financial impact on Age UK Notts of centralising trading in the first year amounts to a loss of £120,087, however Age UK national hope to be able to make a grant to us to cover this first year loss. This grant is not certain and as COVID-19 has had an impact on Age UKs income we are preparing for a potential reduction in this support from the national charity. The loss in the first year included some one-off costs which were incurred such as making people redundant. The loss we will need to cover in the second year (2021/22) and every year thereafter, is at least £84,000, which assume we would not have increased the profit during this time. We are making plans to make up this short fall without it impacting on our services, but there is no guarantee that we will be able to do this.

The income from our trading activities has enabled us to deliver services to older people which are difficult to fund from other sources, it has also enabled us to continue to provide a service to bridge a gap in funding and it allows us to carry out work above and beyond what we are required to do by a funder. This ability will be lost; however, we are considering a number of other potential trading activities which we

may be able to develop over the coming years.

Sadly we had to say farewell to most of the AULT staff who were made redundant, however we did manage to offer positions elsewhere in the Charity to some.

The final management accounts for AULT up to 31<sup>st</sup> March 2020 showed that it finished with a £455 deficit. The final bank balance is £16,967. This reserve was created many years ago when the charity did not take all of the profit made by AULT as the legislation at that time allowed companies to make a small non-taxable profit. This will be paid over to the Charity once the audit has been completed.

## Other Fundraising

We continued to benefit from acts of generosity from local people – donations resulting from sponsored activities such as Kilimanjaro climbs and London Marathon participation, for example. Our own teams continued to raise money through bake sales, raffles and Card sales. Our HR Advent Christmas Raffle raised well over £800.

We are grateful to all those who made donations to our charity, who chose to leave us a legacy, who donated to our charity shops, and who participated in fundraising activities

# 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. Due to cashflow fluctuations, the Charity's funds were not invested in a high interest account. During the year £250,000 was invested within the Flagstone banking platform where the funds were invested across 3 banks with an aim to maximise the income and to ensure protection under the FSCS scheme.

### Plans for 2020-21:

- The Finance and Audit Committee will review investment options, considering all available products

## 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 2 months' running costs PLUS the fundraising target for the year
- Between 3 months' running costs PLUS the fundraising target for the year

(Both 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 or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older people.

Based on the 2020-21 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- 2 months' running costs PLUS the fundraising target for the year = £620,271
- 3 months' running costs Plus the fundraising target for the year = £840,406

Free reserves as at 31st March 2020 = £656,665 which are within the reserve policy parameters identified above.

Resources of the Charity and the group have been reviewed in light of the Covid-19 pandemic, contract and grant funding will continue at the expected levels, there was successful fundraising at the start of the

pandemic for the new Welfare Service and the charity will be eligible for Local Authority Covid-19 funding & will be using the Government Job Retention scheme.

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.

## Our COVID-19 response

We began tracking the onset of the pandemic early in the year, expecting that it would eventually be declared as a pandemic by WHO (which occurred on 11<sup>th</sup> March).

In the early stages, while tracking government guidance, we:

- ★ Ordered Personal Protective Equipment (PPE) and supplies of hand sanitisers and we created Decontamination Kits for all our buildings together with a staff campaign to encourage them to keep their areas clean
- ★ We reviewed and enhanced our remote working protocols, and our IT team identified what measures were required to enable all staff to work remotely
- ★ We created a Volunteering list and canvassed all staff and volunteers about what they might be willing to contribute to our COVID-19 response
- ★ We liaised with the local authorities Emergency Planning programmes to understand our responsibilities and obligations, and where we could add value to the community response
- ★ In Mid-March, we closed our social groups as evidence about the spread of the pandemic indicated older people were most at risk

In March, preparations were significantly speeded up. Key managers and middle managers met to discuss operational requirements and, later that week, an executive manager was diagnosed with the virus, which understandably was of concern to the teams. Staff who had been in close contact immediately self-isolated but testing was not possible as the government had ceased their track and trace operation at that point. Our services were already withdrawing face-to-face delivery and making arrangements to deliver them in alternative and safer ways.

We began to plan to close all of our sites and to transition as many staff as possible to home working, acting upon the protocols we had developed. We reviewed which staff would need to be furloughed and which staff could be redeployed. Detailed planning for the new Welfare Service began, with donations from a local charity and a corporate partner. This involved establishing working protocols, devising allocation and admin processes, and publicising the service to enable us to support older people who were shielding or in need of additional support. Calls for additional volunteers went out with a very positive and robust response from our local communities.

All our buildings were closed on 23<sup>rd</sup> March and full home working was established. The Welfare Service was launched on 25<sup>th</sup> March and we achieved early publicity via BBC East Midlands Today, which led to a very strong response from people who needed help. We mainly concentrated on checks to ensure older people were coping with the lockdown, providing a medication collection service where this was unavailable and carrying out shopping for people who did not have anyone who could do this for them. On average in the first few weeks of lockdown we were providing over 1,000 additional interventions on top of providing, wherever possible, our normal services. We are grateful for the efforts made by our staff and volunteers to make sure that we could help as many older people as possible. We know how valuable this support has been.

# Review of Key Aims 2019-20

Target	Achieved?	Outcome
To launch a new footcare service in Nottingham	Yes	This was achieved in partnership with CityCare for those aged 60+.
Launch Sybil's Homemade Catering company	Yes	Fully launched with a slow but steady increase in customers
Develop a charity-wide dementia strategy	Yes	The strategy was launched in late 2019, focussing on the 'SPECAL' method. Roll-out continues.
Secure funding for Maintenance Cognitive Stimulation Therapy Courses	Yes	Additional courses were run throughout the year, but we have not yet sourced regular income to sustain full roll-out.
To partner with the East Midlands Affordable Warmth Scheme to support people onto the Priority Services Register	Yes	System became operational in early 2020
Seek to improve profitability of West Bridgford and Mansfield shops	Partially	Income levels improved following restructures and a review of the stock mix but did not achieve expected target income.
To strengthen and develop relationships with law firms in line with our fundraising strategy	Partially	Some work carried the relationships forward, with more collaborative work but there is more to do.
To recruit a new Finance Trustee to work alongside the existing incumbent	Partially	A potential trustee has been identified but organisational developments don't yet require continuation of the process
Age UK Local Trading Directors to assess steps needed to free up staff time when travel option is removed from product portfolio	No	The Trading portfolio of insurance products centralised by Age UK in January 2020 resulting in the closure of all brand partner offices. Staff were redeployed or made redundant.
To deliver Mental Health awareness training to volunteers and staff members.	Yes	A series of events was held in Sept/Oct 2019, attended by all staff and volunteers who wanted to.
To continue to prepare to mitigate the impact on the charity of a No-Deal Brexit	Yes	Further planning took place in preparation for A No-Deal Brexit, mitigated by the transition agreement.

# Action Plan – 2020-21

Volunteering	<ul style="list-style-type: none"> <li>★ Fully implement Reward and Recognition scheme</li> <li>★ Roll-out work placements for Year 10 students</li> <li>★ Develop Volunteer Impact Measures survey</li> <li>★ Create new task-based home visiting volunteer opportunity and roll-out across the organisation</li> </ul>
Footcare	<ul style="list-style-type: none"> <li>★ Identify and secure new venues for our footcare service</li> <li>★ Expand volunteer ‘footcare meet and greet’ role</li> </ul>
Connect	<ul style="list-style-type: none"> <li>★ Seek recommission or replacement contract via available tender process</li> </ul>
Finance	<ul style="list-style-type: none"> <li>★ Retail Gift Aid to be reviewed</li> <li>★ Continue to streamline processes to enable more home working in the future</li> </ul>
HR	<ul style="list-style-type: none"> <li>★ Review all contracts to ensure currency and compliance</li> <li>★ Complete work on Managers training and Induction</li> </ul>
Data Protection	<ul style="list-style-type: none"> <li>★ Additional manager-level training on data protection processes and procedures</li> <li>★ Complete data protection audits across the whole charity</li> </ul>
Estates, Compliance and Resources	<ul style="list-style-type: none"> <li>★ Complete revamp of Bradbury House Reception</li> <li>★ Refurbish Meeting Room 4</li> </ul>
Social Prescribing	<ul style="list-style-type: none"> <li>★ Embed skills and service within all GP practices</li> <li>★ Continue to provide staff development opportunities to support new cohorts of service users</li> <li>★ Seek confirmed extension of services in remaining 3 PCNs beyond December 2020</li> </ul>
FACT	<ul style="list-style-type: none"> <li>★ Increase the value of online giving by 20%</li> <li>★ Establish more regular placements for news items and free advertising</li> </ul>
AUBD Ltd	<ul style="list-style-type: none"> <li>★ Increase membership numbers by 10%</li> <li>★ Review and update AUBD website</li> </ul>
Sybil Levin Centre	<ul style="list-style-type: none"> <li>★ Implement the Dementia Strategy</li> </ul>



# 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 27<sup>th</sup> October 1997. These were last reviewed in September 2019. We have 3 subsidiary companies:

- Age UK Local Trading Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 2<sup>nd</sup> March 1995
- AUBD Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 9<sup>th</sup> October 2007
- Age UK Notts Men in Sheds CIC – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 11<sup>th</sup> 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 26<sup>th</sup> June 2009). Age UK Nottingham & Nottinghamshire is the Trustee of the Payling's Charity.

## Appointment of Trustees

The Charity is governed by a Board of Trustees, which normally has 9 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

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 accounts)

## 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 Customer Service and Finance & Audit Committees which began their regular meetings following agreement of their Terms of Reference during January 2018. The need for these committees is reviewed annually during January 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 Chief Executive (Mick Tinkler). We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

The Charity's wholly owned subsidiary, Age UK Local Trading Ltd, was unable to make a donation to the stakeholder charities (Age UK Notts, Age UK Derbys, Age UK Staffs. And Age UK Lindsey) as it did not make a surplus due to the termination of local trading by Age UK national as reported above. 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 to reduce the invoice from VISAV to create the Directory website and database. 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 26<sup>th</sup> June 2009. Its Object is the relief of elderly persons 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 senior staff is reviewed annually and benchmarked against pay levels in other charities of a similar size run on a voluntary basis, including other local Age UKs.

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 23 and 25 to the accounts (page 56).

The Commercial Director of Age UK Local Trading Ltd received a total remuneration of £41,247. The other Directors of Age UK Local Trading Ltd did not receive any remuneration. No Director of AUBD Ltd received remuneration from the company in the reporting period.

## Risk Management

At the end of the reporting period we had 124 risks on the Risk Register (compared to 122 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. 2019-20 was challenging.

- We continued to review our Emergency Preparedness Plan (as part of the wider local authority response)
- Brexit and the economic threat of a No-Deal crash-out in January 2020 continued to exercise the Senior Leadership Team. A last minute agreement to enter the extension period was welcomed as it created a further period of economic and political stability. The threat remains that No-Deal was only deferred until December 2020
- The COVID-19 Pandemic struck at the very end of the reporting period. For a full understanding of our COVID-19 response, see page 22. 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 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.

Our relationship with Age UK national through our commercial arm was ended in January 2020 and we ceased to offer trading products. This required redeployment of staff to other areas and some redundancies. We sought urgent clarification from Age UK regarding compensation rates on offer as the closure of the business will have significant impact on our revenues. This situation extended beyond the reporting period.

# 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. Without the support of so many people and organisations, we could not have achieved all that has been reported above.

We thank the Charity's Trustees for the time, expertise and knowledge they bring to the governance of the Charity. Thank you to the OPAG Board members (our non-Trustee members) who not only oversee our work but also provide links with groups and bodies external to the Charity that also support older people. Thank you to the Directors of our subsidiary companies who volunteer 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 best effect to enhance the quality of life, health and wellbeing of older people across the City and County. As austerity continues to bite and we enter a time of recession – which could be the worst recession in living memory – along with yet further delays to the much-promised Social Care Green Paper, our careful husbandry and ability to build effective relationships with commissioners and corporate partners continue to be an important part of our management philosophy.

Our dedicated members of staff and our volunteers, of all ages and from a variety of backgrounds, continued to make a huge difference to the effectiveness of the Charity and the lives of older people. In addition to our longer-term volunteers, we recognise the contribution made by people who wanted to spontaneously volunteer for our COVID-19 Welfare Service response, allowing us to activate plans so quickly. Whether in a back-office support role, or working directly with older people, each and every one made an enormous contribution to our overall effectiveness.

We are proud of our achievements in the reporting period, but we know there is more to do in a country that will be irrevocably changed by the COVID-19 Pandemic. We anticipate those 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 the smaller companies exemption.

By order of the Board of Trustees

Mick Tinkler  
**Chief Executive**

Sheila Wright  
**Chair of Trustees**

# 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.

## Emphasis of matter – Impact of the outbreak of COVID-19 on the financial statements

In forming our opinion on the financial statements, which is not modified, we draw your attention to the trustees' view on the impact of COVID-19 as disclosed on page 22 and the consideration in the going concern basis of preparation on page 21.

The potential impact of COVID-19 became significant in March 2020 and is causing widespread disruption to normal patterns of business activity across the world, including the UK.

The full impact following the recent emergence of COVID-19 is still unknown. It is therefore not currently possible to evaluate all the potential implications to the Charity and group's trade, customers, supplier and the wider economy.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees' have not disclosed in the financial statements any identified material uncertainties that

may cast significant doubt about the group's or the parent charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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 or our knowledge obtained in 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 Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report 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 group and the parent charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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 parent charity financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specific by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the Trustees' Report

## Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 28, 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 these financial statements.

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](http://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 (Senior Statutory Auditor)  
for and on behalf of Mazars LLP

Chartered Accountants and Statutory Auditor

Park View House  
58 The Ropewalk  
Nottingham  
NG1 5DW

Date:



# Financial Statements

## Consolidated Statement of Financial Activities (Including Summary Income and Expenditure Account) for the Year Ended 31st March 2020

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	George Henry Francis Payling's Charity Endowment Fund	Total 2020	Total 2019
		£	£	£	£	£	£
<b>Income and Endowments from:</b>							
<b>Donations and Legacies</b>							
	3						
Housing Services		-	-	57,624	-	57,624	83,220
Advice		11,488	-	39,986	-	51,474	18,153
Advocacy		-	-	19,114	-	19,114	360
Health & Wellbeing		-	-	25,014	-	25,014	16,020
Core Services		139,901	-	-	-	139,901	205,484
Shops	5	17,863	-	-	-	17,863	15,514
<b>Charitable Activities</b>							
Grants and Service Agreements							
Housing Services	2a	31,070	-	36,890	-	67,960	37,645
Advice	2b	28,644	-	16,092	-	44,736	101,605
Advocacy	2c	251,443	-	-	-	251,443	264,329
Health & Wellbeing	2d	988,640	-	144,385	-	1,133,025	1,098,801
Core Services	2e	88,034	-	4,000	-	92,034	64,157
Rent Receivable		600	-	-	-	600	5,084
<b>Other Trading Activities</b>							
Merchandising Income	5	118,283	-	-	-	118,283	145,055
Fundraising Income	6	39,940	-	7,181	-	47,121	35,696
Trading Subsidiaries		414,452	-	-	-	414,452	573,903
Fees and Contributions		413,094	-	-	-	413,094	414,381
<b>Investments</b>		5,421	-	-	277	5,698	3,330
<b>Other</b>		18,815	-	-	4,532	23,347	10,474
<b>Total</b>		<b>2,567,688</b>	<b>-</b>	<b>350,286</b>	<b>4,809</b>	<b>2,922,783</b>	<b>3,093,211</b>
<b>Expenditure on:</b>							
<b>Cost of Raising Funds</b>							
Merchandising Costs	5	156,103	25,479	-	-	181,582	161,831
Fundraising Costs	6	29,377	-	-	-	29,377	47,877
Trading Subsidiary Costs		355,807	-	-	-	355,807	461,900
<b>Expenditure on Charitable Activities</b>							
Charitable Expenditure	8						
Housing Services		56,444	-	99,290	-	155,734	119,153
Advice		183,466	6,211	56,795	830	247,302	261,035
Advocacy		215,117	-	19,141	-	234,258	256,687
Health & Wellbeing		1,175,365	4,075	189,852	-	1,369,292	1,390,915
Core Activities		303,313	95,956	26,219	7,231	432,719	466,104
<b>Total</b>		<b>2,474,992</b>	<b>131,721</b>	<b>391,297</b>	<b>8,061</b>	<b>3,006,071</b>	<b>3,165,502</b>
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	(13)	(13)	(4)
<b>Net Income/Expenditure</b>		<b>92,696</b>	<b>(131,721)</b>	<b>(41,011)</b>	<b>(3,265)</b>	<b>(83,301)</b>	<b>(72,295)</b>
Transfer between Funds	17	(49,522)	49,522	-	-	-	-
Minority Interest	1	(787)	-	-	-	(787)	5,601
<b>Net Movement in Funds</b>		<b>42,387</b>	<b>(82,199)</b>	<b>(41,011)</b>	<b>(3,265)</b>	<b>(84,088)</b>	<b>(66,694)</b>
<b>Total Funds brought forward</b>		<b>886,089</b>	<b>762,862</b>	<b>272,639</b>	<b>62,006</b>	<b>1,983,596</b>	<b>2,050,290</b>
<b>Total Funds carried forward</b>		<b>928,476</b>	<b>680,663</b>	<b>231,628</b>	<b>58,741</b>	<b>1,899,508</b>	<b>1,983,596</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities except Age UK Local Trading Limited which ceased to trade on 31st January 2020 (see Note 21, Page 54)

**Balance Sheet as at 31<sup>st</sup> March 2020**  
**Company No. 03455485**

	Notes	The Group		The Charity	
		2020	2019	2020	2019
		£	£	£	£
<b>Fixed Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Investments	10	-	-	92	92
Tangible Assets	9	<b>593,931</b>	597,885	<b>591,203</b>	576,125
<b>George Henry Francis Payling's Charity</b>					
Investments	10	<b>11,055</b>	11,068	<b>11,055</b>	11,068
Tangible Assets	9	-	45,765	-	45,765
		<u><b>604,986</b></u>	<u>654,718</u>	<u><b>602,350</b></u>	<u>633,050</u>
<b>Current Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Stock		<b>24,786</b>	14,812	<b>24,786</b>	14,812
Debtors	11	<b>514,188</b>	840,087	<b>707,932</b>	1,016,779
Cash at Bank and in Hand		<b>869,614</b>	571,085	<b>827,034</b>	553,302
<b>George Henry Francis Payling's Charity</b>					
Debtors	11	-	-	-	-
Cash at Bank and in Hand		<b>47,967</b>	6,144	<b>47,967</b>	6,144
		<u><b>1,456,555</b></u>	<u>1,432,128</u>	<u><b>1,607,719</b></u>	<u>1,591,037</u>
<b>Creditors: amounts falling due within one year</b>	12				
<b>Age UK Nottingham &amp; Nottinghamshire</b>		<b>180,527</b>	120,254	<b>146,452</b>	72,910
<b>George Henry Francis Payling's Charity</b>	12	<b>773</b>	1,083	<b>773</b>	1,083
		<u><b>181,300</b></u>	<u>121,337</u>	<u><b>147,225</b></u>	<u>73,993</u>
<b>Net Current Assets</b>		<u><b>1,275,255</b></u>	<u>1,310,794</u>	<u><b>1,460,494</b></u>	<u>1,517,044</u>
<b>Total Assets less Current Liabilities</b>		<u><b>1,880,241</b></u>	<u>1,965,509</u>	<u><b>2,062,844</b></u>	<u>2,150,094</u>
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Creditors: amounts falling due after one year					
Loans	14	<b>443</b>	2,410	-	-
<b>Net Assets</b>		<u><u><b>1,879,798</b></u></u>	<u><u>1,963,099</u></u>	<u><u><b>2,062,844</b></u></u>	<u><u>2,150,094</u></u>
<b>Funds</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Restricted	15	<b>231,628</b>	272,639	<b>231,628</b>	272,639
Designated	17	<b>680,663</b>	762,862	<b>680,663</b>	762,862
Unrestricted		<b>928,476</b>	886,089	<b>1,091,812</b>	1,052,587
<b>George Henry Francis Payling's Charity</b>					
Permanent Endowment	15	<b>52,424</b>	52,492	<b>52,424</b>	52,492
Expendable Endowment	15	<b>6,317</b>	9,514	<b>6,317</b>	9,514
<b>Funds of the Charity</b>	16	<u><b>1,899,508</b></u>	<u>1,983,596</u>	<u><b>2,062,844</b></u>	<u>2,150,094</u>
Minority Interest		<u><b>(19,710)</b></u>	<u>(20,497)</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>		<u><u><b>1,879,798</b></u></u>	<u><u>1,963,099</u></u>	<u><u><b>2,062,844</b></u></u>	<u><u>2,150,094</u></u>

Approved by the Board of Trustees and authorised for issue on 17th September 2020 and signed on its behalf by:

**Director T Brown**

**Director C Dorkes**

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 (£87,250) (2019: £81,236).

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).

The notes on pages 36-56 form part of these financial statements.

# Honorary Financial Adviser's Report

## 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 26<sup>th</sup> June 2009.

The object of the Charity is the relief of elderly persons 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 31<sup>st</sup> March 2020 were £58,741 of which £52,424 were permanent endowments and £6,317 were expendable endowments. The property held by the charity was sold during the year with the proceeds being invested as a permanent endowment. Any monies earned from these investments will be available as part of the expendable endowment

The charity made 37 (60 last year) grants to individuals who were resident in the District of Mansfield during the year 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 totalling £830 (£1,435 during 2018/19).

## Financial Review

The Consolidated Statement of Financial Activities (SOFA) on page 33 shows that income was lower this year with total incoming resources for the year of £2,922,783 compared with £3,093,211 for the previous year, a decrease of 6%. This was mainly due to reduced income from the Trading Subsidiaries.

Total resources expended have decreased from £3,165,502 in 2018/19 to £3,006,071 in 2019/20, this was also due to reduced Trading activity.

Within resources expended charitable expenditure decreased from £2,493,894 in 2018/19 to £2,439,305 in 2019/20. This decrease being due to a change in the contract for integrated care with less funding being available, we also had to reduce the level of benefits advice provision due to lower levels of funding. However, there was an increase in expenditure on our housing services due to new contracts starting during the year.

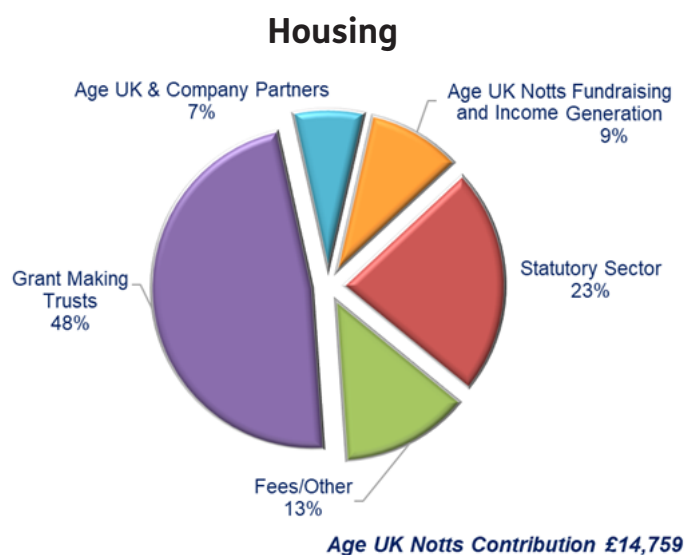
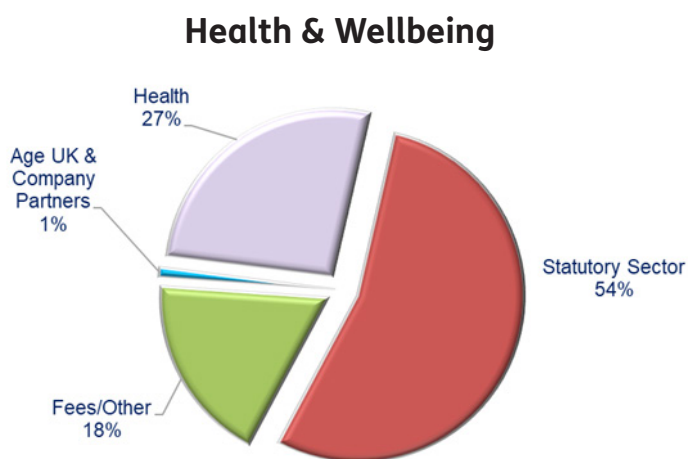
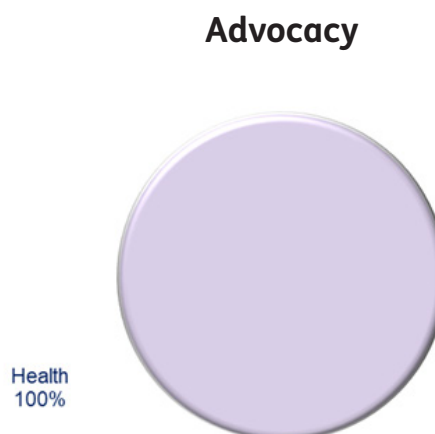
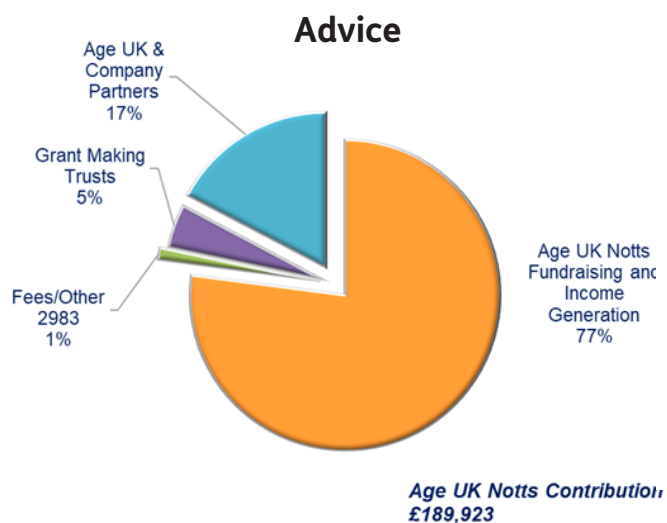
Income for the Trading Subsidiaries decreased by 28% from £573,903 in 2018/19 to £414,452 in 2019/20. This decrease was due to the termination of the Trading Allowance agreement by Age UK national forcing trading to cease from 1<sup>st</sup> February 2020. AUBD made a profit of £7,870 which enabled a repayment to the Charity of part of the long-term loan.

As the fundraising targets of £205,000 for 2018/19 were achieved the 2019/20 Eric Hallam Service Investment designated fund of £135,200 was not required to be used therefore this has been re-designated into the 2022/23 Eric Hallam Service Investment fund plus increasing the other designated funds. £9,000 was set aside for the Buildings fund to cover planned works, £28,155 to replace vehicles, £16,667 to go into the IT fund for replacing equipment over the coming years plus £35,920 invested back into the employer's liability fund to cover any future redundancies or long-term staff absence. See note 17 on 53 for full details of all the designated funds which total £680,663 at 31<sup>st</sup> March 2020.

The unrestricted surplus for 2019/20 was £42,387 with an increase in free reserves to £656,665 which is in line with our reserves policy see 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 2019/20:



During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £204,682 and, in this connection, we are grateful for the support of the following:

- |  |                              |                         |
|--|------------------------------|-------------------------|
| Actons Solicitors                                      | Asda Foundation              | Chris Brown PSG         |
| Advantage Social Enterprise C.I.C.                     | Bailey Thomas Provident Fund | Cotgrave Town Council   |
| Age England Association                                | Bassetlaw District Council   | Department of Health    |
| Age UK   | Boots UK Ltd                 | E.ON                    |
| Age UK Derby & Derbyshire - Smart Meter Project        | Broxtowe Borough Council     | Experian                |
| Age UK Leicester Shire & Rutland - Smart Meter Project | Business in the Community    | F Barker                |
| ALEA Casino  | CSJ Construction             | Fernwood Parish Council |
| Arsleff  | Capital One                  | Fifty Fund (The)        |
|  | CEMA                         | Foundations             |

Foundations Independent Living Trust	NHS Rushcliffe CCG	Rotheras
Gas Safe Foundations Independent Living	North Leverton & Hablesthorpe Parish Council	Rushcliffe Borough Council
Gedling Borough Council	Nottingham CityCare Partnership	S Roderick
Geoff Ball (Stationary suppliers)	Nottingham City Council	Sainsbury's
George Henry Francis Payling's Charity	Nottingham Energy Partnership	Santander UK
George Square Financial Management	Nottingham High School	Savills
HMP Whatton	Nottingham Land Registry	Screwfix Foundation
Hudson Wealth Management Ltd	Nottingham Legal Services	Sherwood Forest Hospitals NHS Trust
Indian Community Association	Nottingham Revenue & Benefits	Sir John Eastwood Foundation (The)
Institute of Cemetery & Crematorium Management (Bramcote Crematorium)	Nottingham Trent University	Skerritt Trust (The)
J N Derbyshire Trust (The)	Nottingham University Hospitals NHS Trust	Smart Energy GB in Communities
Jones 1986 Charitable Trust (The)	Nottinghamshire County Council	Specsavers
King's Church, Arnold	Nottinghamshire County Cricket Club	St. James's Place Foundation
Late Shopper (Nuthall Road)	Nottinghamshire Fire & Rescue	St. James's Place Wealth Management plc
Marks & Spencer plc	Nottinghamshire Healthcare NHS Trust	St Marks Woodthorpe
Matt Arnold	Nottinghamshire Police	Tesco Groundwork UK
Mazars Charitable Trust	Nottinghamshire YMCA	Tesco Cinderhill
Ministry of Defence	Notts. Police & Crime Commissioner	The Alternative Adviser
Muslim Hands	PAPET (The Forman Hardy Holdings)	Theatre Royal Nottingham
NHS Bassetlaw CCG	Pauleen Davies	Turton Builders
NHS Mansfield & Ashfield CCG	Persimmon Charitable Foundation (The)	University of Nottingham
NHS Newark & Sherwood CCG	Peter Moore	Walgreens Boots Alliance
NHS Nottingham City CCG	R Marshall	Warm Homes Fund
NHS Nottingham North & East CCG	R Newton	Watnall & District Allotment
NHS Nottingham West CCG	Newark & Sherwood District Council	Walton Hotel (The)
		West Stockwith Parish Council
		Woodland Trust

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**

**Finance Trustee**

# Reference and Administrative Details

<b>Registered Office:</b> Bradbury House 12 Shakespeare Street Nottingham NG1 4FQ	<b>Telephone:</b> 0115 844 0011 (Fax) 0115 841 4460	<b>Website</b> <a href="http://www.ageuknotts.org.uk">www.ageuknotts.org.uk</a>
	<b>Email</b> <a href="mailto:info@ageuknotts.org.uk">info@ageuknotts.org.uk</a>	<b>Social Media</b> <a href="https://facebook.com/ageuknotts">facebook.com/ageuknotts</a> <a href="https://twitter.com/ageuknotts">twitter.com/ageuknotts</a> <a href="https://instagram.com/ageuknotts">instagram.com/ageuknotts</a>

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

Rotheras, 2 Kayes Walk, Stoney Street, The Lace Market Nottingham, NG1 1PZ

Actons Solicitors, 20 Regent Street, Nottingham, NG1 5BQ

### 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

Pauleen Davies MBE

Eric Edwards

Joyce Hackett

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)

Len Simmonds (Vice Chair)

Terry Brown (Hon. Financial Adviser)

Brian Burdus

Graham Cox

Mike Williamson (until 6<sup>th</sup> April 2020)

Sandra Warzynska MBE (until 6<sup>th</sup> March 2020)

Chris Dorkes

Christina Yardley (from 21<sup>st</sup> November 2019)

## In Attendance

Mick Tinkler – Chief Executive and Company Secretary

Michelle Elliott – Assistant Chief Executive (Resources)

## Non-Trustee Members

Bryanna Bruce

John Cockcroft

Jane Davies

Eric Edwards

Janice Fox

Eileen Heppell

Davy Hudson

Peter Moore RD, RNR, DL

Marge Morris

Carole Rowley

Neil Williamson

Nigel Cullen

Maxine Robinson

## Finance and Audit Committee

Terry Brown – Trustee and Chair

Graham Cox – Trustee

Mike Williamson – Trustee (until 6<sup>th</sup> April 2020)

Mick Tinkler – Chief Executive

Michelle Elliott – Assistant Chief Executive (Resources)

Lesley Fairclough (Finance Manager)

## Customer Focus Committee

Len Simmonds – Trustee and Chair

Sandra Warzynska MBE – Trustee (until 6<sup>th</sup> March 2020)

Di Trinder – Assistant Chief Executive (Services) and Quality Lead

Maria Cooke – Communications Director

## The George Henry Francis Payling's Charity

### Trustees and Directors

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

## Subsidiary Companies

### Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

#### Board of Directors

Sandra Warzynska MBE (Chair) (until 6<sup>th</sup> March 2020)  
Eric Edwards (until 28<sup>th</sup> November 2019)  
Ann Gregory (until 28<sup>th</sup> November 2019)  
Naomi Pay (from 3<sup>rd</sup> April 2019 to 28<sup>th</sup> November 2019)

Katy Pugh (until 28<sup>th</sup> November 2019)  
Andy Storer (until 28<sup>th</sup> November 2019)  
Valda Smith (until 28<sup>th</sup> November 2019)  
Clive Parkin (Chair from 6<sup>th</sup> March 2020)

#### Company Secretary

Mick Tinkler

### AUBD Limited (Age UK Business Directory)

A company limited by shares (Registration Number 06393966)

#### Board of Directors

Sandra Warzynska MBE (Chair) (until 6<sup>th</sup> March 2020)  
Eric Edwards (until 20<sup>th</sup> May 2020)  
Kat Coggan (from 16<sup>th</sup> June 2020)

Andrew Sawford (from 16<sup>th</sup> June 2020)  
Mick Tinkler  
Visav Limited (until 16<sup>th</sup> June 2020)

#### Company Secretary

Mick Tinkler

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

A company limited by guarantee (Registration Number

#### Board of Directors

Christina Yardley (chair)  
Peter Anderson  
Davy Hudson (from 5<sup>th</sup> September 2019)  
Charles Rouse (until 13<sup>th</sup> November 2019, then from 5<sup>th</sup> February 2020 to 20<sup>th</sup> May 2020)  
David Ives (from 10<sup>th</sup> May 2019)  
Alan Ormston (from 10<sup>th</sup> May 2019)

Sandra Warzynska (from 11<sup>th</sup> December 2018 to 24<sup>th</sup> January 2019)  
Alan Stuart  
Les Taylor (until 19<sup>th</sup> March 2020)  
Sid Knowles (until 13<sup>th</sup> November 2019)  
Bernard Miles (until 7<sup>th</sup> June 2019)  
Dennis Owen (until 26<sup>th</sup> March 2019)

#### Company Secretary

Mick Tinkler



## Key Management Personnel (Executive Team)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
Mick Tinkler Chief Executive					
Di Trinder Assistant Chief Executive (Services)					
Michelle Elliott Assistant Chief Executive (Resources)					
Valda Smith Commercial Director (until 28 November 2019)					
Kat Coggan Service Leader AUBD					

