



**Age Concern Nottingham
and Nottinghamshire**

Limited by Guarantee

ANNUAL REPORT & ACCOUNTS

for the year ended

31st March 2010

Making More of Life

Acknowledgement:

The Trustees would like to express their appreciation to Nottingham City Council, Nottinghamshire County Council, our local NHS Trusts and the Charitable Trusts, local companies and individuals who have given us support throughout the year



**Company No. 3455485
Registered Charity No. 1067881**

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Trustees and Advisers

Registered Office

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Registered Charity No. 1067881

A company limited by guarantee, Registration No. 3455485

President:

Cdr Peter R Moore RD*, DL, RNR

Life Vice-Presidents:

Mrs I Aynsley

Mrs O Baines

Mr R Batterbury

Mrs P Davies

Mrs J Hackett

Mr D Hancock

Mr T Martin

Mrs C Moore

Mrs J Lewis

Mr T Parr

Mr L Stevens

Miss M Timson

Mrs V Wright

Board of Trustee Directors:

Mrs S I Warzynska (Chair)

Mr B Burdus (Vice-Chair)

Mr E G Edwards (Hon. Financial Adviser)

Dr P Cansfield

Mr C N Cullen

Mr A Ghelani

Mr D Hancock (to 21/10/09)

Mr T Jones (from 17/02/2010)

Mrs J L Lewis

Mr M Williamson

In Attendance:

Mr S Main

(Age UK Representative)

Mr M I Tinkler

(Chief Executive & Company
Secretary)

Non-Trustee Members:

Cllr J Allin
Dr D Arey
Mr D Atkinson
Dr E Cliffe
Mrs P Davies
Mr D Hancock

Mrs C Moore
Dr R Harwood
Mrs K Hoyland
Dr L Shah
Mr N Williamson

Age Concern Local Trading Limited

A company limited by guarantee Registration No. 03028410

Board of Directors:

Mrs S I Warzynska (Chair)
Mr E G Edwards
Mr C Parkin
Mrs E A Gregory

Company Secretary

Mr M I Tinkler

Age Concern Business Directory Limited

A company limited by guarantee, Registration No. 06393966

Board of Directors:

Mrs S I Warzynska (Chair)
Mr E G Edwards
Mr M I Tinkler
Visav Limited

Company Secretary:

Mr M I Tinkler

Auditors: Smith Cooper Nottingham, 309-329 Haydn Road,
Sherwood, Nottingham NG5 1HG

Solicitors: Freeth Cartwright LLP, Cumberland Court
80 Mount Street, Nottingham NG1 6HH

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

Barclays Bank plc, Notts & Derbyshire Corporate Team,
PO Box 493, Sir Frank Whittle Road, Derby, DE1 1UU



OBJECTIVE

The object of Age Concern Nottingham and Nottinghamshire is to promote the relief of elderly people in any manner which, now or hereafter, may be deemed by law to be charitable in and around Nottingham and Nottinghamshire

Date of Annual General Meeting

Wednesday 15th September 2010 at 11.00 am

The Training Room

Bradbury House

12 Shakespeare Street

Nottingham

NG1 4FQ



Chair of Trustees Statement

Looking through the activities of the last twelve months makes me very proud to be part of this organisation. The charity is, as usual, well organised and professional about the important role it contributes towards the enhancement of the lives of older local people – and it is always upper-most in our minds as Trustees and guardians of this organisation that we put older people first in every decision we make and the consequent duties taken by our dedicated and highly motivated staff and volunteers.

It has been a challenging and changing year but we have risen to those challenges and changes so the critical duties of this organisation are performed in the most efficient and effective way possible.

At last we now know the new name and brand of the new national charity – Age UK – and we are in negotiation with the new charity to become an early adopter of the brand provided some key areas in the Brand Partnership Agreement are ironed out. With the joining of two large charities (Age Concern England and Help the Aged) there are obvious benefits to us as an organisation and to older people at large in particular; firstly, that confusion on who does what will hopefully now go away and, secondly, that as a much larger and more powerful body it will be able to influence the decision makers to ensure a fairer deal for older people in the future.

I am delighted to report that our Information and Advice Service has secured funding from various sources to increase our staffing levels to be able to offer, once again, a much improved and very vital service to older people – particularly in a time of change and uncertainty helping with advice as to their entitlements and benefits which they truly deserve.

ACNN I & A Service was seen as a flagship service by other Age Concerns throughout the country – and we are now working towards establishing ourselves once again as one of the best in terms of volume and productive outcomes to which others may aspire.

The weather impacted very strongly on the processes carefully put in place to ensure we could respond quickly to unusual and unpredictable circumstances. Following a really awful summer we had the worst winter weather for many, many years. Our emergency procedures were tested and found to be sound – helping older people stay warm and fed during the weeks when it would have been impossible and dangerous for them to venture outside. Special thanks go to those who worked and volunteered over weekends and evenings to ensure continuity of service.

Chair of Trustees Statement (Continued)

The swine 'flu epidemic was predicted to be worse than it actually turned out to be. This was a great relief, of course, but we were ready to help and support those in need if the 'flu bug spread quickly and dramatically through our community. It was also important to ensure we ourselves as an organisation could operate at an effective level if staffing numbers were reduced. Thank goodness this did not happen, but it was reassuring to know that we could respond to such emergencies in a highly effective and swift manner, showing once again how we as a charity are professionally organised. Our procedures are assessed and restructured if required on a regular basis and lessons were learned which we took on board.

Our Trading Company (Age Concern Local Trading Limited) is once again the top training company in the country. It has not been the easiest of trading conditions and thanks must go to the staff and volunteers who continue to help older people in the sometimes complicated and difficult world of insurance, funeral plans and other services we offer.

Age Concern Business Directory has had its fair share of success this trading year. At last some of the other Age Concerns round the country are seeing the sense of joining the Business Directory to produce some income for themselves and to offer an effective service to their own local older people, family and friends. This year ACBD has made a small profit but the future looks much more promising and our faith in this project is now coming to fruition.

We have had a new Trustee join our Board, Mrs Jackie Lewis, who is a solicitor practising in Nottingham – and she is proving to be a very effective and committed member. We have been looking for a further Trustee who has skills in financial management. Mr Trevor Jones, who has a financial background with Boots, joined the Board as a Trustee in February.

At this stage can I thank all the members of the Board of Trustees. They are all very busy people and give up their precious time to support me in the serious decisions we have to make to ensure the charity is run properly, lawfully and prudently, now and in the future. Also, a mention to the Non-Trustee Members who meet with us on a quarterly basis to ensure we are making the right decisions and running the charity in a proper manner.

I would like to place on record a really special mention of Denys Hancock who resigned from the Board after many years of association with ACNN (too many to count actually as we do not have records going back far enough to confirm an actual date, but at least 30 years or more). Denys has given of his time and experience within the National Health Service and as a Magistrate to help move ACNN from a very small operation way back when to the much larger and more professional organisation it is today – and growing.

Denys took on the Chairmanship at a very critical time when the organisation was changing and strong leadership was required – we owe him a great debt and thank



him very much for all he has done for us. He has agreed to stay on as a Member and Life Vice-President – we were eager not to lose the balanced view and wisdom Denys brings to the decisions we make – and are delighted he has accepted still to be involved with us during his “retirement”.

The support from our many funders enables us to continue the important work to help improve older people’s quality of life. I would like to thank once again the many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government – we couldn’t provide the support we do without you.

An organisation is only as good as the people in it and at ACNN we have some truly amazing people, both staff and volunteers, who are committed to ensuring the needs of older people are paramount. I am always proud of what we achieve and how many people we help. This is down to good team work led by our Chief Executive, Mick Tinkler. It is a privilege to work alongside him and to see at first hand the wonderful work done on a day to day basis which may sometimes seem endless but I know does change and save lives of older people in our community. Without the dedicated staff and our invaluable volunteers united in their commitment to create a society where every older person counts, we would not exist.

Thank you.

Sandra Warzynska

Chair



Chief Executive's Statement

As I write this we have come to the end of another successful year in which we have seen thousands of older people benefiting from our services and support. The work of our professional, dedicated and committed staff and volunteer team has made such a huge difference to the quality of life of older people across the city and county. It is a huge honour to lead such a magnificent Charity that is making such a positive difference to the lives of older people.

The last year has had challenges, the threat of pandemic swine 'flu, the challenges of severe winter weather and the continuing impact of the global economic climate. As ever we have risen to the challenges that have faced us and ensured we keep the Charity on course, delivering positive results for older people.

Our trading team has, once again, had a very successful year, in a very difficult trading environment. We continue to be the best performing Age Concern in the country and the income generated by our trading operation has enabled us to provide services which otherwise would not have been funded from other sources. The Age Concern Business Directory has also performed extremely well, given the current recession. We look forward to further expansion of this initiative over the coming years.

As I mentioned in my message last year, we have been adapting the organisation to respond to the changes outlined by the Government under the policy initiative "Putting People First". This represents a huge shift in the way in which social care support is accessed and delivered. We have changed and responded as a service provider of social care and have also continued to deliver early intervention and preventative services.

Following a successful tender in Nottingham City we have established a support brokerage service which will support older people who choose to arrange their own care and support via an individual budget. We are well placed to advise older people as we have a wealth of knowledge about available support services and have sought to ensure flexible, robust and innovative care plans are put in place that really meet the needs of the individual.

I am pleased that we have also established the Signposting Service which will ensure older people are able to access services via a central hub to link individuals up with a range of different support agencies. We also aim to establish a new website that will bring together, in one place, information about support and services for older people, as well as ensuring they can access news and information that will be of interest to them.

Following the reduction in our Information and Advice team last year I am pleased to be able to report that we are back up to full strength having accessed funding from Central Government via the Hardship Fund for I&A services in the County. We have also accessed funding for the City I&A service following a successful joint bid

with Nottingham City Council to our Local Strategic Partnership, One Nottingham. Although it should be noted that both of these funding streams are time limited, and so we will be working hard during the year ahead to secure sustainable long-term funding for these vital services.

We have also extended our handy person services into Derbyshire, working with Derbyshire County Council and Age Concern Derby and Derbyshire. This is an excellent example of how Age Concerns can work together to ensure services and support are available to some of the most vulnerable members of our community.

As Sandra mentions in her statement, I have been working hard to negotiate how we will work in the future with Age UK, the new National Charity that brings together Age Concern England and Help the Aged. As I write this message we have finalised the key areas that will form a partnership arrangement with Age UK which best represents the interests of older people in the City and County. This will mean that we will be rebranding the Charity and changing our name to Age UK Nottingham & Nottinghamshire during 2010.

I should point out that the setup and staffing of our services will remain the same; the merger will have no adverse impact on service provision in Nottinghamshire. Age UK Notts will continue to work with the new National Charity in a similar way to how we used to work with Age Concern England. We will remain, as we are now, an independent local Charity working with the National Charity to deliver a better quality of life to older people throughout Nottingham and Nottinghamshire.

There are substantial plans for the future of the Age UK family of charities and I am looking forward to this new, exciting chapter of the life of our Charity as we work with Age UK going forward.

To conclude this message I would like to thank every person and organisation who supports our work; be that our funders, our partners, our advisers, our Board of Trustees or our staff and volunteer team - thank you for your time and contribution which ensures Age Concern Nottingham and Nottinghamshire is such a successful charity and one that touches the lives of so many older people.

Mick Tinkler

Chief Executive

Staff of Age Concern Nottingham and Nottinghamshire (31/3/10)

Senior Management Team

Mick Tinkler	Chief Executive
Diane Trinder	Executive Officer (Services)
Michelle Elliott	Finance and Administration Manager
Simon Cook	Service Manager (Community Services and South Notts) (to 05/03/10)
Chris Salter	Service Manager (Day Care and North Notts)
John Wheeldon	Service Manager (Housing and City)

Staff

Trina Allcock	Office Cleaner (Northern Office)
Alison Allen	Co-ordinator (Age Well)
Robert Anderson	Advocate (Community)
John Anderton ^{BD}	Business Development Manager (Age Concern Business Directory)
Paula Bailey	Home Safety Manager
Linda Ball	Handy Van Network Administrator (Derbyshire)
Darren Barker	Staying Put Manager
Michelle Bell	Cleaner (St. Bartholomew's Court)
Adrian Bingley	Lunch Club Co-ordinator
Lynn Bland	Care Assistant (Sybil Levin Centre and Stapleford Day Centre)
Karl Bonshor	Handy Van Operative (Derbyshire)
Anne Boyle	Care Assistant (Sybil Levin Centre)
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Office Cleaner (Bradbury House)
Neil Brittain	IT Manager
Paul Brotherton	Service Co-ordinator (Visiting)
John Bryan	Home Security Technician (Make Safe/Feel Safe)
David Buxton	Handyperson
Mary Cann	Regional Day Care Manager
Mark Cawkwell	Handyperson
Sandra Clark	Advocate (Mental Health and QMC)
Andrew Clarke	Information & Advice Co-ordinator (City & North)
Jacqueline Clarke ^{BD}	Internal Sales Support Co-ordinator (Age Concern Business Directory)
Ruth Coffey	Advocate (Hospital)
Kat Coggan	Information & Advice Manager
Mick Connelly	Service Co-ordinator (Home Safety)
Glenys Conway	Care Assistant (Gedling Day Centre)
Linda Crick	Advocacy Service Manager
Nigel Cruickshank	Service Co-ordinator (Hospital Discharge)
Beverley Daniels	Support Worker (Hospital Discharge) and Support Broker

Rob Davis	Handyperson
Denis Dear	Driver (Mansfield Shop)
Wendy Dranfield	Administrator (Signposting Service)
Elaine Draper	Advocate (Community)
Patrick Dyer	Driver/Handyperson/Cleaner (Sybil Levin Centre)
Ian Elliott ^{BD}	Administrator (Age Concern Business Directory)
Lesley Ellison	Co-ordinator (Housing Services)
Adrian Flint	Handyperson
Miriam Flint ^{LT}	Insurance Arranger
Julie Forte	Shop Manager (Mansfield)
Brian Foster	Handyperson
Lee Foster	Handyperson
Jenny Gale	Information & Advice Co-ordinator
Paul Gallanagh	Senior Caseworker (Staying Put)
Alison George	HR Manager (from 22/03/10)
Shelagh Glover	Clerical Assistant (Central Services)
Sue Godfrey	Finance Assistant
Joanna Grainger	Advocate (Community)
Nicola Grantham	Clerical Assistant (Handyperson Service)
Kate Greaves	Advocate (DoLS)
Tony Greasley	Special Projects Co-ordinator
Debbie Griffiths	Care Assistant (Sybil Levin Centre)
Trevor Hackworth	Service Co-ordinator (Home Safety)
Kay Hammond ^{LT}	Insurance Arranger
Jean Hart	Activity Co-ordinator (HMP Whatton)
Chris Hawkes ^{LT}	Insurance Arranger
Peter Haynes	Welfare Rights Adviser (City)
Siân Hopkins	Assistant Administrator (Central Services) and HR Administrator
Margaret Humphreys	PA to Executive Team
John Hunt	Handy Van Operative (Derbyshire)
Sophie James	Service Co-ordinator (Kindred Spirits – South)
Suneil Johal	Sales and Marketing Executive
David Johnson	Cook (Sybil Levin Centre)
Brian Jones	Driver (Mansfield Shop)
Judith Keegan	Co-ordinator (Signposting Service)
Ken Keeton	Handyperson
Jean Kerslake	Deputy Shop Manager (West Bridgford)
Donna La Gette ^{LT}	Insurance Arranger
Liam Lambert	Handyperson
Marie Littlestone	Co-ordinator
Gwilym Lloyd-Williams ^{LT}	Insurance Arranger
Tony Loggenberg ^{LT}	Insurance Arranger
Jane Mallett	Co-ordinator (Community Outreach)
John Marlow	Handyperson
John Matthew	Senior Caseworker (Staying Put)

Staff of Age Concern Nottingham and Nottinghamshire (Continued)

Gail Maxfield	Support Broker
Clair Mellors	Day Centre Organiser (Newark Day Centre)
Diana Moore	Day Centre Organiser (Gedling Day Centre)
Tracy Morley	Service Co-ordinator (Kindred Spirits – North)
Robert Norton	Service Co-ordinator (Counselling)
Louise Osborn	Day Centre Organiser (Newark Day Centre) and Carers Support Service Co-ordinator
Laura Page	HR Co-ordinator
Clive Parkin ^{LT}	Commercial Director
David Pearce	Support Broker
Louise Pike	Sutton Activities Organiser
Nicola Powell	Admin Assistant (Hospital Discharge Service)
Rita Price	Care Assistant (Sybil Levin Centre)
Andrew Pyrah	Marketing Executive
Rory Ralph-Lillae	Support Broker
Derek Redfearn	Handyperson
Lorraine Rhodes	Service Co-ordinator (Gedling Carers and West Bridgford Visiting Services)
Michelle Sanderson	Manager (Sybil Levin Centre)
Jo Scott	Assistant Co-ordinator (Kindred Spirits – South) and Training Co-ordinator
Angela Skinner	Assistant Manager and Care Assistant (Sybil Levin Centre)
Karen Sheppard	Day Care Driver/Attendant (Mansfield Day Centre), Day Care Assistant (Retford Day Centre) and Lunch Club Co-ordinator
Vanessa Sissons ^{BD}	Internal Sales Support Co-ordinator (Age Concern Business Directory)
Lilian Smith	HR Manager (to 31/03/10)
Judith Southall	Accounts Administrator and Assistant Finance Manager (ACEM & ACBD)
Suzy Stephens	Training Administrator
Bob Stephenson	Assistant Caseworker and Administrator (Staying Put)
Sara Stewart	Administrator (Make Safe/Feel Safe)
Chipso Stevens	Assistant Finance Manager
Nichola Storey	Day Centre Organiser (Newark and Retford Day Centres)
Christina Szoreta	Clerical Assistant (Handy Person Service)
Rachel Talbot	Information & Advice Co-ordinator (City)
Amy Taylor	Advocate (Community) and Support Broker
Linda Taylor	Administrator (Central Services)
Suzanne Taylor	Deputy Shop Manager (Mansfield)
Judi Thomas ^{LT}	Insurance Arranger
Eileen Tomany	Training Manager

Steve Towe	Day Centre Organiser/ Day Centres Day Care Assistant (Worksop Day Centre)
Lisa Turner	Service Co-ordinator (Shopping Service)
Jennifer Unwin	Sutton Project Co-ordinator
Adele Walker	Co-ordinator (Community Outreach)
Terry Waterfield	Handyperson (Home Maintenance)
Terry Watson	Driver (Sybil Levin Centre)
Jennifer Wattley	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Group Support Worker
Ruth Widdowson	Shop Manager (West Bridgford)
Carol Wilby	Community Manager
Keith Wilkinson	Information & Advice Co-ordinator (City)
Carol Wood	Information & Advice Co-ordinator (North)
Sarah Wood	Advocate (Community) (Maternity Leave)

LT Employed by Age Concern Local Trading Limited
BD Employed by Age Concern Business Directory Limited



Objectives and 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

The **Mission Statement** of the Charity is:

To enhance the quality of life and promote the well being of all older people in Nottingham and Nottinghamshire.

The **Functions** of the Charity are:

- Services and support
- Public education and social advocacy
- Innovation and research
- Partnership and co-operation
- Communication and support for local Age Concerns

The **Core Values** of the Charity are:

Enabling - We enable older people to live independently and exercise choice

Influential - We draw strength from the voices of older people and ensure that those voices are heard

Dynamic - We are innovative and driven by results and constantly deliver for older people

Caring - We are passionate about what we do and care about each individual

Expert - We are authoritative, trusted and quality-orientated

The **Principles** of the Charity are:

The **Strategic Aims** of the Charity are to:

Ageism is unacceptable: we are against all forms of unfair discrimination and challenge unfair treatment on grounds of age

Improve the quality of life of older people

All people have the right to make decisions about their lives: we help older people to discover and exercise these rights

Achieve greater social inclusion of older people in society

People less able to help themselves should be offered support: we seek to support older people to live their lives with dignity

Provide high quality, effective and efficient services for older people

Ensure high levels of staff and volunteer development

Diversity is valued in all that we do: we recognise the diversity of older people and their different needs, choices and values

Increase the Charity's financial resources

Develop effective internal and external communication

Unity is our strength: it is only through working together that we can use our local, regional and national presence to the greatest effect

Assess, influence and respond to the external environment in which we work

The individual departments within the Charity have operational plans that set out objectives to help to fulfil these aims.

Volunteers continue to play a vital role to assist the Charity to fulfil its Mission, details of the contribution that

volunteers make can be found on page 48 below on volunteering.

The main departmental objectives and details of significant activities can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**
- **Core Services**

Achievements and Performance

Details of achievements and performance against objectives can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**
- **Core Services**

Details of achievements can also be found in the statistics section on page 58.

Housing Services

The **Housing Services Team** has completed another successful year working hard to enable older people to exercise their choice to continue to live independently and safely in their own homes.

Services Provided

- **Staying Put** – Aims to provide older people's independence by enabling homeowners (60+) in the City to access finance through Nottingham City Council to make home improvements such as central heating, wiring, bathrooms and remove trip hazards

☎ Darren Barker on 0115 895 9209

- **Handyperson Service** – A reliable handyperson for all Nottingham City Council areas helps older people (60+) or disabled people, with small jobs/repairs such as fitting new locks, fixing shelves or curtain rails, tiling, SMART Water security marking and replacing tap washers. There are no labour costs – service users only pay for materials

☎ Marie Littlestone on 0115 952 5331

"Both my wife and myself would like to congratulate your excellent handling of your Age Concern programme. To say we are very grateful for the conversions would be a huge understatement. We hope you will also send congratulations to everyone involved not forgetting Nottingham City Council..."

- **Safe and Sound** – A free service that aims to help older people (60+) in the Nottingham City area to stay safe and independent in their home by carrying out a home safety



preparing light meals

☎ Nigel Cruickshank on 0115 962 7993

- **Make Safe, Feel Safe** – A six month project, funded under the Home Office Safer Homes Fund, with the objectives of making a property safer and thereby helping older people to feel safer in their own homes. This service aims to make a property safer and help the household to feel safer in their own home. A one month extension to this project was secured enabling more visits to individual's homes in the City where security issues were checked and discussed and security equipment was fitted

- **Hospital Discharge Handyperson Service** – A reliable handyperson works with the QMC, City Hospital, PADS (Preventative Adaptations Scheme), Intermediate Care and other Health professionals to facilitate safe discharges. The service operates in the Nottingham City Council area for anyone 55+ and carries out small jobs around the house

☎ Marie Littlestone on 0115 952 5331 or 952 3509

check, resulting in safety and security information, signposting to other services and access to free home safety products such as smoke alarms, slippers and thermal mugs

☎ Darren Barker on 0115 895 9209

- **Hospital Discharge Service** – Based at Valebrook House on the City Hospital Campus, this service aids a patient's discharge by providing home visits from a support worker and/or volunteer. Tasks vary depending on the need of the individual but could include shopping, emotional support, signposting to other services and

What Staying Put achieved last year

- We received 397 enquiries, resulting in 395 first visits being made
- First visits were made within an average of 1.2 weeks compared to a target time of 4 weeks
- 176 service users were assisted

during the year and 174 jobs completed

Improvements included:

- ✓ Installing or updating central heating
- ✓ Rewiring
- ✓ Treating causes of damp
- ✓ Removing asbestos
- ✓ Renewing paths to help prevent falls
- Nottingham City Council put the Home Improvement Agency contract out to tender – we successfully won this tender
- We worked with the City Council to move to a loans-first policy regarding its Decent Homes Programme

How many people did Staying Put assist last year?

- Staying Put helped 543 people
- Staying Put carried out improvement work on 199 homes.

What the Handyperson Services achieved last year

- The Handyperson Service, funded by Nottingham City Council, completed 3,180 visits
- 4,842 Nottingham City residents aged 60+ or people receiving a disability allowance were assisted to live independently in their own homes
- The average time from enquiry to

"I'm highly satisfied and grateful for the help as I am fragile and have weak wrists and cannot do these jobs myself."

"I am writing to say a huge thank you and to express what a difference the Handyperson service has made to us. Me and my partner live together and are both full-time wheelchair users. When I found out your service existed, my heart skipped a beat...for the last few years, rooms have been left without lights (because we could not change the bulbs), books and other items have piled up for years waiting for sufficient shelving...It made us feel very low and frustrated, seeing the jobs that needed doing, but it being out of control. The Handyperson service has now made this possible.."

first visit was 1.4 weeks against a target of 2 weeks

Small jobs included:

- ✓ Fitting stair rails and grab rails
- ✓ Fitting door chains, window and door locks
- ✓ Fitting curtain rails, shelving, key safes
- ✓ Changing light bulbs

The Handyperson Service (Hospital Discharge) responded to 559 requests for assistance. These requests included:

- ✓ Fitting grab rails
- ✓ Fitting key safes



- Safe and Sound achieved a 100% satisfaction feedback
- In January 2010 Safe and Sound completed its 3,000th home safety check

How many people did Safe and Sound assist last year?

The Safe and Sound team assisted 671 people in 505 homes

- The volume of interventions provided up to this point in the annual report amounts to

How many people did the Handyperson Service assist last year?

3,884.

- The Handyperson Services helped 4,842 people
- The Handyperson Services carried out 3,180 jobs.
- The volume of interventions provided up to this point in the annual report amounts to 3,379.
- The services up to this point in the Annual Report helped 5,385 people

- The services up to this point in the Annual Report helped 6,056 people

What Make Safe, Feel Safe achieved last year

- 350 visits were carried out in the six months of the project
- A further month's funding was secured and an extra 57 visits were carried out

What Safe and Sound achieved last year

- Safe and Sound provided 505 free home safety checks for City residents

How many people did Make Safe, Feel Safe assist last year?

The Make Safe, Feel safe service assisted 448

(The Make Safe, Feel Safe project has "...been of great benefit to my Father-in-Law...(Your staff's) workmanship and understanding of the situation was very much appreciated, as is my peace of mind knowing that Dad is far more secure than previously. Once again, thank you very much."

people.

- The volume of interventions provided up to this point in the annual report amounts to 4,291.
- The services up to this point in the Annual Report helped 6,504 people

What the Hospital Discharge Service achieved last year

- Referrals up 24.3% to 1,406
- Reached its 15th year and continues to effectively help older people being discharged from the City Campus of Nottingham University Hospital Trust
- Support provided by 46 committed volunteers includes:
 - ✓ Shopping
 - ✓ Paying bills
 - ✓ Collecting prescriptions
 - ✓ Providing emotional support
 - ✓ Referrals to ACNN I&A Service
 - ✓ Signposting to other ACNN services

How many people did the Hospital Discharge Service assist last year?

The service assisted 1,406 older people last year.

- The volume of interventions provided up to this point in the annual report amounts to 9,691.
- The services up to this point in the Annual Report helped 7,910 people

"She was very friendly; the service is invaluable. If we could only pick one service, it would be the Hospital Discharge Service. You were 'heaven sent'.. At a time when we were struggling to come to terms with the change that my mother's stroke had made to our lives and my mother's life too" and "her very pleasant personality made it easy to ask questions. When one is ill, because of surgery etc., it is wonderful to know that someone is there to help us. "

Review of last year's objectives

- We aimed to secure £1.25 million to improve the homes of older people via Staying Put – funding of £1.2m was secured
- We aimed to develop the Staying Put Service to adapt to the changing demands of service delivery – we tendered and won the Home Improvement Agency contract and from January 2010 we changed to a loans-first policy via an Equity Release Programme
- We aimed to expand our Handyperson Service – via our subsidiary company ACLT in partnership with Age Concern in Derbyshire, we won a contract to deliver a Handyperson Service across Derbyshire (see separate report under Trading Company below)
- We aimed to develop and adapt our Housing Services to a position ACNN for future changes in funding and service demands – we changed to an Equity Release Programme, we developed a new Handyperson Service in Derbyshire and prepared for the introduction of Self-Directed

Support

- We aimed to expand the Safe and Sound Service into the County – we sought to develop this service outside of the City but have not yet managed to secure funding to do this
- We aimed to re-configure the Hospital Discharge Service to enable us to support more older people – we restructured the service and helped even more older people

Next year we aim to:

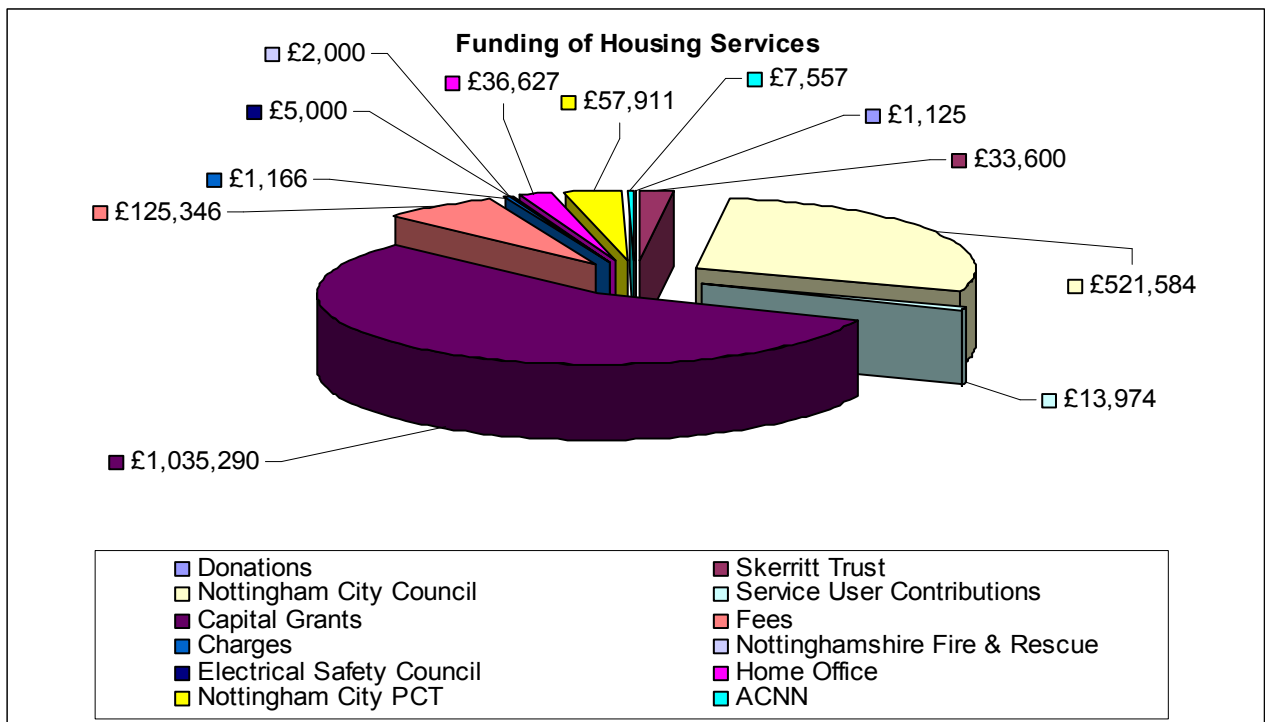
- ✓ secure capital funds to ensure the sustainability of the ACNN Home Improvement Agency
- ✓ deliver the Home Improvement Agency services in line with the City Council’s new loans-first policy through the Equity Release pilot
- ✓ Establish a signposting service and develop a web-portal for older

people across Nottingham

Towards the end of the year ACNN were awarded the contract to deliver the new **Nottingham Signposting Service** which, during 2010-11 and onwards, will provide a dedicated referral process for City residents to a range of partner services and agencies.

The Housing Services team continued to monitor and review the services it provided during the year in order to improve the quality and efficiency of the service experienced by older people. The team will continue to work in a culture of continuous improvement with its many partners and stakeholders and seek to expand and improve its services during the coming year.

For further information contact John Wheeldon, Service Manager (Housing & City) on 0115 844 0011



Community and Advocacy Services

March 2010 concludes another successful year for the **Community Team**.

Services provided

- **Age Well Peer Mentoring** – aims to assist older people in becoming more physically active to improve their physical and mental health. Service users are paired with mentors and encouraged to take up new physical activities until their confidence is high enough for them to go it alone.

☎ Ali Allen on 0115 919 4877



- **Best Foot Forward Walk Programme** – a series of low level, short walks using public places around the City offering people the opportunity to have fun, improve their health and make new friends

☎ Ali Allen on 0115 919 4877

- **City Befriending** – this holistic service provides trained, local volunteers to visit the loneliest and most isolated people over 50 in St. Ann's, Sneinton and the Meadows. Service users are provided with support in their home and can also be accompanied to enjoy local amenities such as cafes, shops and community groups.

☎ Paul Brotherton on 0115 841 4478

- **Fit-as-a-Fiddle** – the aim of this service is to encourage as many people aged 50 and over to improve their health and well-being by providing physically stimulating activities that are appropriate to age and ability

☎ Ali Allen on 0115 919 4877 (Urban)

☎ Tracy Morley 01623 488211 (Rural)

- **Gedling Carers' Support Service** – using volunteers, the service provides short breaks for carers in the Gedling Borough area. Specialist advice is also provided to carers.

☎ Lorraine Rhodes on 0115 841 4491

- **Harmony Counselling** – trained volunteers provide counselling in neutral settings

☎ Robert Norton on 0115 919 4876

- **Kindred Spirits** – aims to reduce the social isolation and loneliness of older people by encouraging them to share interests and make friends. It is for independent, self-supporting

people aged 60 and over

☎ Sophie James on 0115 841 4473 for the Nottingham area or

☎ Tracy Morley on 01623 488211 for the Mansfield area

- **Shopping Service** – operates in the Ashfield & Mansfield areas using volunteers to assist older people with their shopping.

☎ Lisa Turner 01623 488218

- **West Bridgford Visiting Service** – a team of volunteers visit and befriend older people. They can carry out simple tasks, e.g. returning books to the library.

☎ Jo Scott on 0115 841 44

- **Carers' Support (Mansfield and Ashfield)** – volunteers offer a flexible approach to supporting carers in the Mansfield and Ashfield areas. The service also offers advice and signposting.

☎ Louise Osborn on 01623 488210

- **Prison Project for Older Prisoners** – this project at HMP Whatton is designed to help older prisoners become involved, be more active and to overcome isolation. The project gives support to this group of prisoners to help provide more meaningful activities and interests for prisoners, which would potentially reduce re-offending amongst this group.



☎ Chris Sanderson 01949 803 419

- **Community Outreach Adviser Services in Gedling and Ashfield** – assists the more isolated person aged 50+. Following assessment, assistance is by signposting to other local services and follow up.

☎ Jane Mallett on 07872 839561 for Ashfield

☎ Adele Walker on 07872 839624 for Gedling

- **Information & Advice Service** – provides Welfare Benefits advice throughout the City and County through home visits and a weekly drop-in surgery at Bradbury House and other City locations. The service also provides a range of information including fact sheets and other leaflets on issues relevant to older people and their carers

☎ Kat Coggan on 0115 993 3382

What the Age Well Peer Mentoring Service achieved last year

- In line with the government initiative to offer free swimming to the over 60s, we provided 16 blocks of 6-8 weeks of free lessons, giving nearly 200 people the chance to learn to swim
- A new initiative to work with existing lunch clubs and community centres where activity is either not offered or not taken up
- The Service Co-ordinator is now trained to provide chair-based exercise classes and will be providing chair-based exercise classes at our Sybil Levin Centre, along with an activity afternoon with table tennis and Wii
- Age Well group activities include:
 - ✓ Nordic Walking
 - ✓ Mature Moves aerobics
 - ✓ Self Defence
 - ✓ Chair-based exercises

- ✓ Tai Chi
- ✓ Table tennis
- ✓ Bowling
- ✓ Knitting
- ✓ Walking

How many people did Age Well assist last year?

The Age Well service assisted a total of 12 people who participated in 576 activity sessions.

- The volume of interventions provided up to this point in the annual report amounts to 10,267.
- The services up to this point in the Annual Report helped 7,922 people

What the Best Foot Forward Service achieved last year

- The service has been successfully accredited by Natural England's Walking for Health Scheme
- With 16 guided walks, 114 new people have enjoyed the service throughout the year with approximately 768 walks and 3,120 walkers during the year
- How many people did Best Foot Forward assist last year?

Last year a total of 102 people used the Best Foot Forward Service.

- The volume of interventions provided up to this point in the annual report amounts to 11,044.
- The services up to this point in the Annual Report helped 8,036 people



What the City Befriending Service achieved last year

- Sixty-two referrals received by the service
- A team of 18 volunteers provided holistic support to 39 lonely and/or isolated people aged over 50

"The effect you have had on the people we have referred is truly wonderful, just like when neighbours used

holistic

How many people did the City Befriending Service assist last year?

The service provided a support service to 39 older people last year, a total of 313 visits were made by our volunteers.

- The volume of interventions provided up to this point in the annual report amounts to 11,635.
- The services up to this point in the Annual Report helped 8,075 people

What the Fit-as-a-Fiddle Service achieved last year

- Another successful year with 826 service users taking part in activities which include:
 - ✓ Aerobics
 - ✓ Pilates
 - ✓ Yoyalates
 - ✓ Water aerobics
 - ✓ Gym sessions
 - ✓ Nordic walking
 - ✓ Line dancing
 - ✓ Salsa dancing
 - ✓ Ten pin bowling
 - ✓ Dominoes and bridge
 - ✓ Walks

How many people did Fit-as-a-Fiddle assist last year?

Last year 826 people enjoyed over 750 activity sessions.

- The volume of interventions provided up to this point in the annual report amounts to 11,785.
- The services up to this point in the Annual Report helped 8,901 people

What the Gedling Carers' Support Service achieved last year

- The introduction of a fast response short-term sitting service for carers
- Volunteers carried out over 640 visits giving over 1,800 hours of support to carers

"(Without the service) it would be extremely difficult for me to get out of the house and have any time to myself"

How many people did the Gedling Carers Support Service assist last year?

Last year the Gedling Carers' Support Service assisted 78 people with 640 short breaks for carers.

- The volume of interventions provided up to this point in the annual report amounts to 12,425.
- The services up to this point in the Annual Report helped 8,979 people

What the Harmony Counselling Service achieved last year

- 144 referrals were received with 58 of these becoming clients.
- Referrals were received from:

- ✓ Social Workers
- ✓ Support Workers
- ✓ Self-referrals
- ✓ Health professionals

- On average 57 clients were receiving counselling at any one time
- Seven new counsellors recruited giving a total of 24 volunteer counsellors

• How many people did Harmony Counselling assist last year?

Harmony Counselling helped 114 people last year with a total of 2,720 counselling sessions.



“I have found your charitable service extremely useful in helping several of my older patients come to terms with psychological illness”

“I felt totally isolated when moving back to Nottingham.....Kindred Spirits has helped me to cope. I have a life now too – a very busy one.

What the Kindred Spirits Service has achieved this year

- The volume of interventions provided up to this point in the annual report amounts to 15,145.
- The services up to this point in the Annual Report helped 9,093 people

- 3,142 service users
- Developed work with students with learning difficulties from a local college, including a coffee morning staffed by them

- Activities this year included:

- ✓ Beginners’ Sequence Dancing Class

“Getting out of the house chatting to others in the same position as yourself and on leaving that day feeling so much happier and able to cope with life”

- ✓ Holiday to Blackpool
- ✓ Line Dancing “Mature Moves” class
- ✓ Fund raising Summer Garden Party
- ✓ Knitting Group fund raising stalls at fairs
- ✓ Computer sessions at Bradbury

- House
- ✓ Debating Group

How many people did Kindred Spirits assist last year?

The 3,142 service users attended over 1,324 activity sessions.

- The volume of interventions provided up to this point in the annual report amounts to 33,897.



- The services up to this point in the Annual Report helped 12,335 people

What the Shopping Service has achieved this year

“With regards to the shopping, frankly it has been a life saver and I am very grateful indeed”

- The service benefits from fourteen dedicated volunteers supporting service users for a total of 612 shops
- 392 shops were volunteers shopping on a service user’s behalf, with 220 shops carried out by volunteers accompanying service users
- 180 requests to the service were responded to by providing information and signposting
- Linkage funding through Nottinghamshire County Council has been secured for a further year, along with funding through Mansfield District Council Participatory Budget Initiative

How many people did the Shopping Service assist last year?

Last year 220 people were assisted by the shopping service and a total of 612 shops were carried out and 180 people were given information by the service.

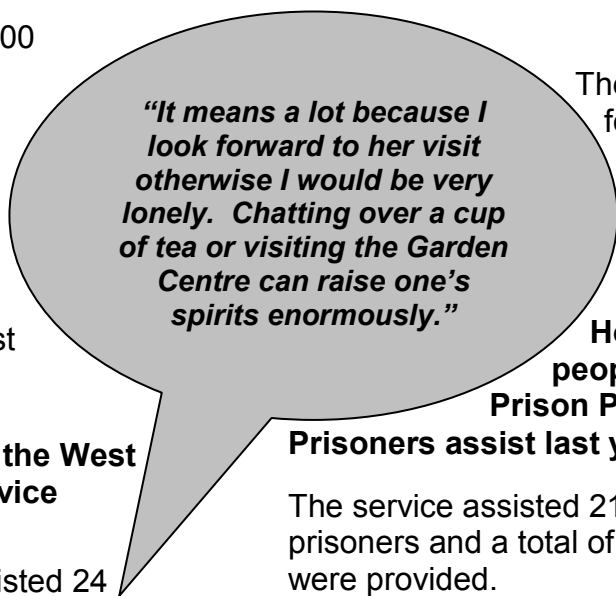
- The volume of interventions provided up to this point in the annual report amounts to 34,689.
- The services up to this point in the Annual Report helped 12,555 people

What the West Bridgford Visiting Service has achieved this year

- Volunteers undertook 770 visits

providing almost 1,200 hours of support

- We successfully achieved Approved Provider Standard from the Mentoring & Befriending Foundation in August 2009



The Prison Project for Older Prisoners is funded by the Lankelly Chase Foundation

How many people did the Prison Project for Older Prisoners assist last year?

The service assisted 213 older prisoners and a total of 144 sessions were provided.

How many people did the West Bridgford Visiting Service assist last year?

The visiting service assisted 24 people last year with 770 visits.

- The volume of interventions provided up to this point in the annual report amounts to 35,459.
- The services up to this point in the Annual Report helped 12,579 people

- The volume of interventions provided up to this point in the annual report amounts to 35,603.
- The services up to this point in the Annual Report helped 12,792 people

What the Prison Project for Older Prisoners achieved last year

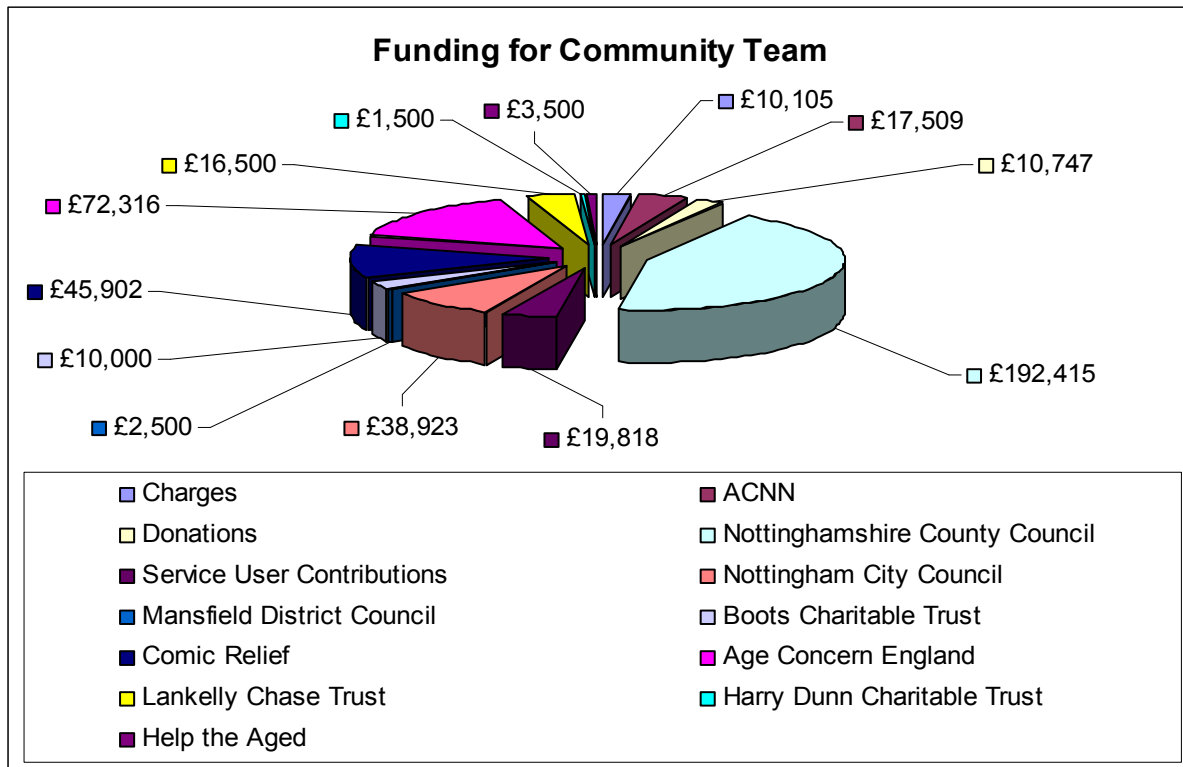
- The project has been very successful in engaging older prisoners and has campaigned for the provision of a day centre for older prisoners. The project now operates three afternoons a week in the cabin, providing three sessions:
 - ✓ A weekly discussion group attended by up to 20 older prisoners
 - ✓ Chat and a Cuppa Session – this is proving popular amongst older prisoners who gather for a hot drink and a chat
 - ✓ The Reminiscing Group is also popular, with old films and prisoner discussions

What the Community Outreach Advisor Services in Gedling and Ashfield Achieved last year

- Two dedicated COAS drop-in sessions in Ashfield have been organised through partnership working and one is now planned in Gedling
- The COAS has received a total of 790 referrals
- 2,026 contacts, including home visits, have been made
- A slightly higher number (34) of BME clients have accessed the Gedling service and in both areas rurally isolated people have been helped

How many people did the COAS assist last year?

Last year we assisted 790 older people



and carried out 2,026 contacts (visits or phone calls) with them.

- The volume of interventions provided up to this point in the annual report amounts to 37,629.
- The services up to this point in the Annual Report helped 13,583

What the Information & Advice Service achieved last year

- The **Information & Advice Service** experienced a major restructuring during 2009 which resulted in a much reduced service. However, the invaluable support of the volunteer team enabled the service to continue to support vulnerable older people
- In November 2009 ACNN was successful in securing some short term funding to expand the I&A Service across the City and County. The new team was



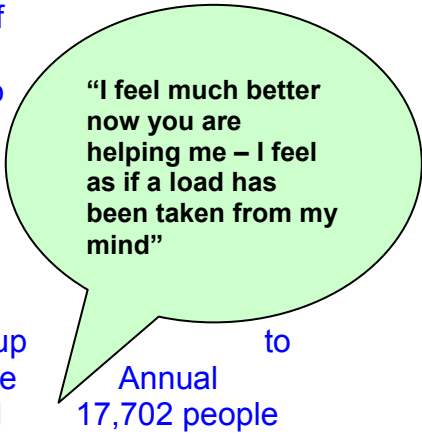
relocated to offices on Upper Parliament Street.

- A new Manager was appointed in February who, as well as I&A, has responsibility for the new services of Brokerage and Signposting.
- To date during 2009/10 we dealt with 550 referrals resulting in benefit gains of over £1 million.

How many people did the I&A service assist last year?

- During the year:
 - ✓ 350 older people were assisted who attended one of our I&A surgeries
 - ✓ 2,289 telephone enquiries for advice were taken
 - ✓ 930 personal enquiries for I&A were dealt with

- The volume of interventions provided up to this point in the annual report amounts to 41,748.

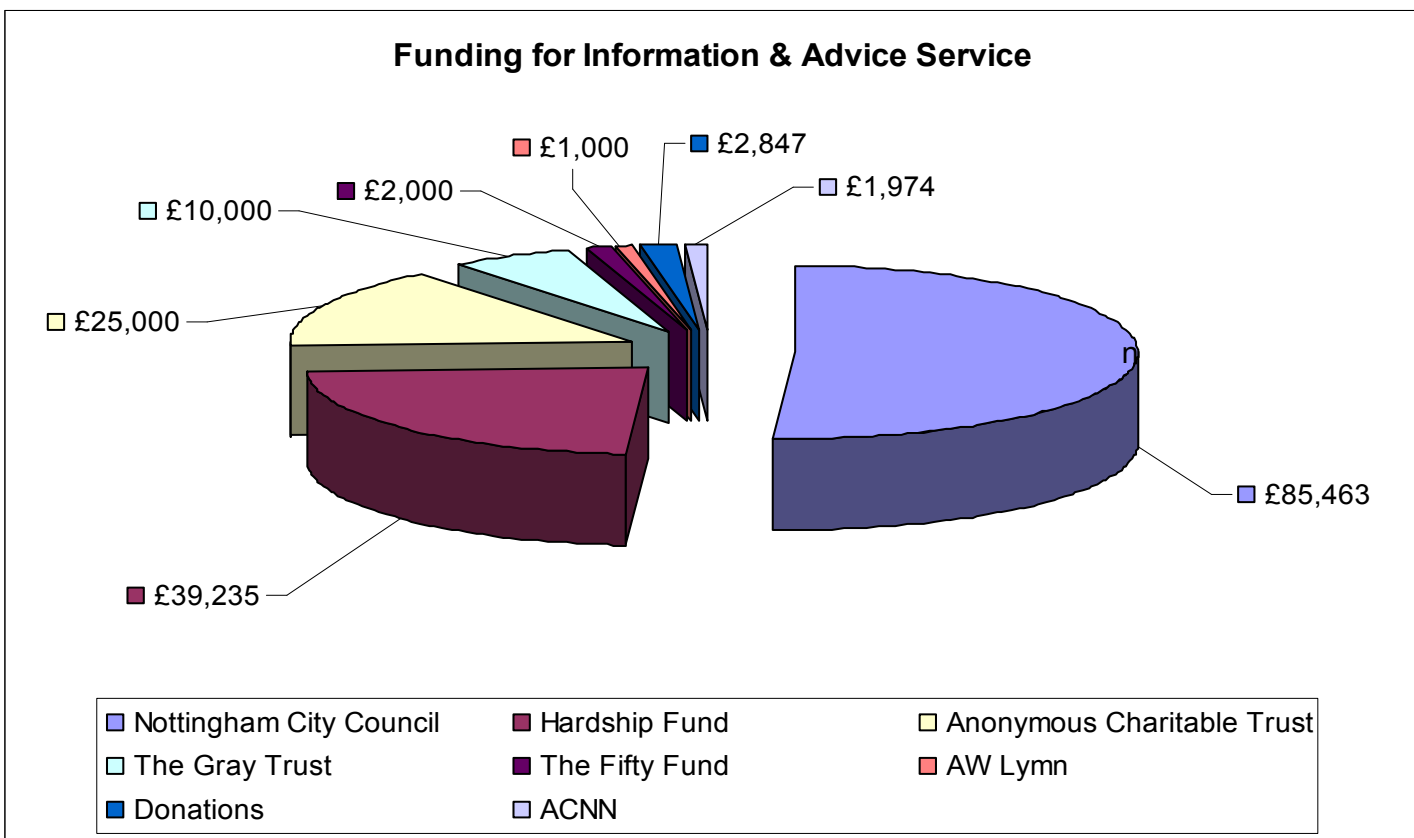


- The services up to this point in the Report helped 17,702 people to Annual

The ACNN **Community Advocacy and Patient’s Representative Services** facilitate self-expression, and promotes autonomy and independence.

Services provided

- **Community Advocacy Service** – providing advocacy for older people aged 65+ living in the community and residential/nursing homes



☎ Joanna Grainger on 01623 488214 and Barbara Dzuda on 01623 488215 for North Notts

“You are the only person wh understands how I feel”

☎ Amy Taylor on 0115 9194880 and Elaine Draper on 0115 9194878 for City and South Nottin

- **Patients’ Representative (QMC)** – provides advocacy and support to patients on the Healthcare of the Elderly wards at the QMC

☎ Sandra Clark on 0115 924 9924 ext. 66013

- **Advocacy Services (St. Francis)** – provides advocacy and support to patients and their carers at St. Francis and QMC (wards A23/B50)

☎ Sandra Clark on 0115 969 1169 ext. 57299

- **Advocacy Services (Highbury, Lings Bar, Parkside and Bramwell)** – provides advocacy and support to patients and their carers at Highbury Hospital (Silverbirch and Autumn Wards), Lings Bar , Parkside , Bramwell and Bestwood Ward at St. Francis)

☎ Ruth Coffey on 0115 854 2286

- **Deprivation of Liberty Safeguards Paid Representative Service** – providing representation

and support to relevant persons in matters relating to the Deprivation of Liberty

“The service is a lifeline to people in care who need a voice”

Safeguards

☎ Kate Greaves on 0115919 4881

What the Community Advocacy Service achieved last year

- The Service provided assistance to almost 300 older people. Issues included:
 - ✓ financial issues
 - ✓ supporting people with problems around care packages
 - ✓ assistance to access other services and groups
 - ✓ supporting through allegations of abuse
 - ✓ problems stemming from rogue traders
 - ✓ assisting with complaint processes

Here is an example of the work we have been involved with:

A lady had been taken into a care home due to ill health and needed support in returning home. The advocate:



✓ ***arranged for a social worker to be allocated to the case***

attended meetings with the service user and her solicitor to enable her to organise a Power of Attorney

✓ **arranged for quotes for essential work to be carried out on the service user's home to enable her to return home**

✓ **liaised with the tradesman selected to carry out the work and ensured the work was completed satisfactorily**

This involvement has helped facilitate the transition from a care home setting back to the person's own home

"I didn't know what to do about Power of Attorney. The advocate explained it all and supported through the whole process. I couldn't have done this on my own"

invited to join the Dementia Care Group at Lings Bar Hospital which is looking at improving the hospital experience of patients with dementia.

How many people did the Advocacy Service assist last year?

The community and hospital based advocates assisted 671 people.

- The volume of interventions provided up to this point in the annual report amounts to 43,585.
- The services up to this point in the Annual Report helped 18,373 people

What the Deprivation of Liberty Safeguards Paid Representative Service achieved last year

- We successfully gained the tender for the 12 month pilot which started in April 2009 and have also been successful in securing an extension to the pilot until March 2011.
- Since the service began, the Paid Representatives have supported 27 people, who have had a combined total of 44 authorisations
- In maintaining regular contact with the relevant persons we have carried out a total of 189 visits.
- With increased awareness of this legislation we have seen a significant increase in referrals over the last few months and expect this trend to continue as people recognise and understand the process of Deprivation of Liberty Safeguards.

What the Patients' Representative Service achieved last year:

- The hospital based **Patients' Representatives** have provided support and representation for 296 people at various hospital settings:
 - ✓ Highbury
 - ✓ Parkside
 - ✓ Bramwell
 - ✓ St. Francis
 - ✓ QMC
- Referrals are steadily increasing to the new Patients' Representative Service at the QMC

We have representation on committees within the Mental Health Services for Older People and have also been

How many people did the DoLS paid representative assist last year?

The DoLS staff assisted 27 people and carried out a total of 189 visits.

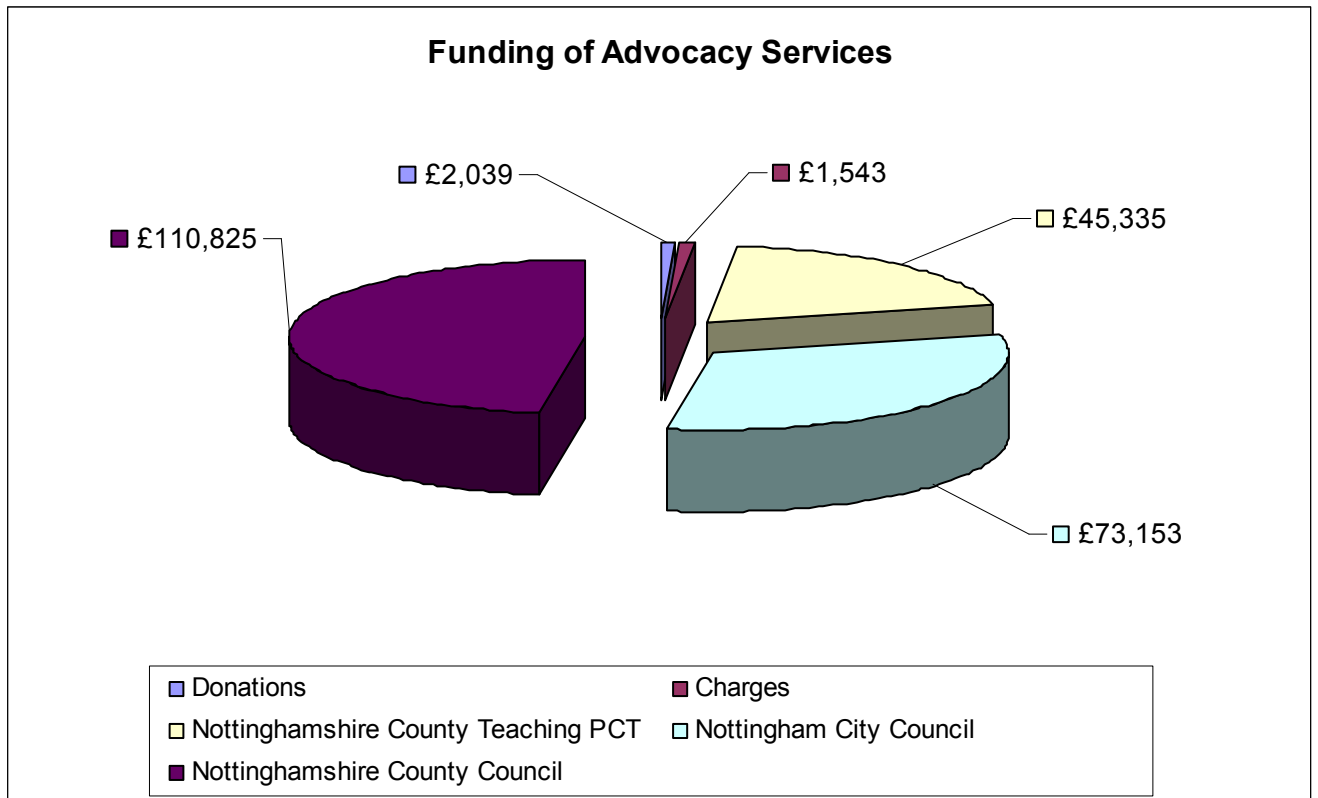
- The volume of interventions provided up to this point in the annual report amounts to 43,774.
- The services up to this point in the Annual Report helped 18,400 people

Review of last year's Objectives

- We aimed to develop a short term sitting service for Gedling Carers. However, with volunteers in agreement to provide the service, even with effective networking, the opportunity has not been taken up as much as expected, as yet
- The Advocacy Team aimed to build outcomes monitoring and this is being achieved via the case

closure outcomes summary forms

- We aimed to explore internet shopping for the Shopping Service. This service is now offered to users of the service
- We aimed to secure funding for services where contracts are due to end and funding for the West Bridgford Visiting Service, Gedling Carers Service, Community Outreach Service, Shopping Service and Kindred Spirits has been secured. In addition a £2,000 donation has been received from the Thomas Farr Charity for the City Befriending Service
- We aimed to develop safeguarding practices of volunteer based services in line with new Prevention Strategy and this is now in place
- The Advocacy Team aimed to



- develop more effective and regular file audits have been carried out throughout the year
- We aimed to prepare for the imminent changes which may occur from the Personalisation Agenda and we have engaged with City and County Councils and are members of a number of self-directed support forums
 - We aimed to start and establish the Patient's' Representative Service at the QMC and this has now been introduced
 - We aimed to run a successful DoLS Paid Representative pilot and this was established and a further year's funding was secured
 - We aimed to develop some Care Home Befriending provision in partnership with Nottinghamshire County Council and funding for the development of Care Home Befrienders is still being pursued with interested parties
 - We aimed to develop greater links on an operational level between the two teams and they have become more integrated as a result of the Community Team Manager and Advocacy Team Manager working together on joint initiatives, e.g., Safeguarding, Quality Assurance and at an operational level
 - We aimed to develop support for the BME community in areas surrounding Nottingham and further connections, particularly in Gedling, have been made resulting in a consistent flow of referrals from the BME community
 - We aimed to continue to develop the invaluable, high quality and potentially far-reaching COAS and to extend our operation further and this has been achieved except in the case of the Gypsy and traveller communities where further training and access to chaperones may be needed
 - We aimed to progress the operation of the COAS in the more rural locations and significant in-roads have been made into the more rural parts of both Ashfield and Gedling which is reflected in the level of referrals from these areas
 - We aimed to further consolidate ties with smaller and larger organisations at both grass roots and more strategic levels and this has been achieved as our Advisors have continued to visit and re-visit older persons' groups and enhanced the service identity with other professionals who increasingly respect the quality of the service

Next year we aim to

- ✓ Establish a service for older men in North Nottinghamshire with a link to healthy lifestyles and combating social isolation
- ✓ Pilot a home support service
- ✓ Develop safeguarding practices of volunteer based services in line with the new Prevention Strategy

George Henry Francis Payling's Charity

The George Henry Francis Payling's Charity (Payling's Charity) was granted a uniting direction order by the Charity Commission which means that from 1st July 2009 Age Concern Nottingham and Nottinghamshire became the Trustee of this Charity.

The principle reason for the uniting direction order was that the former Trustees of the Payling's Charity did not have the local networks necessary to identify individuals in need. It was felt by the Trustees that Age Concern Nottingham and Nottinghamshire was better placed to be able to identify the individuals in need in the Mansfield area to enable the funds of the Payling's Charity to be applied.

Prior to this date the Trustees of the Payling's Charity were nominated by Age Concern Nottingham and Nottinghamshire (three Trustees) and Mansfield District Council (three Trustees). Age Concern Nottingham and Nottinghamshire provided support to the charity as Clerk.



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 at the rear of this annual report, it can be seen that the total assets of the charity on 31st March 2010 were £147,753 of which £58,457 were permanent endowments and £89,296 were expendable endowments.

The charity made 41 grants to individuals who were resident in the District of Mansfield during the year 1st April 2009 to 31st March 2010, totalling £4,217.70, plus 100 individuals were helped with security measures by having PIR alarms fitted in their homes costing £822.

The charity also had core activity expenditure of £3,426 covering property insurance, water rates, repairs and administration.

Day Care

The Day Care Service continues to provide an important lifeline to older people, their families and carers, ensuring that there is a friendly and welcoming environment for those who benefit from meeting in a warm and sympathetic setting. Day Care covers a range of needs from providing carers with respite care to providing a lively and participatory day for older people.



Services provided

- **The Sybil Levin Centre** - continues to provide a range of important services to older people and their carers. Based in north Nottingham the centre aims to provide a caring and sensitive service to older people and their carers.

☎ Michelle Sanderson on 0115 978 0011

- **County Day Care** - we continue to operate a number of day centres in the County of Nottinghamshire at Newark, Mansfield, Gedling, Stapleford and Worksop

☎ Mary Cann on 0115 919 4879

- **Lunch Clubs** – the clubs provide hot meals and social interaction at Selston, Sutton-in-Ashfield, Kirkby-in-Ashfield and Jacksdale

☎ Adrian Bingley on 07872 839631

What the Sybil Levin Centre achieved last year

- The centre provides 65 places each week, with up to 3,000 places across the year and supports 1,300 breaks for carers

- The centre also provides a drop in service with home cooked meals twice a week
- The centre provides a range of classes for older people including:
 - Computing for beginners
 - Yoga class
 - Movement to music
 - Craft class
 - Table tennis
 - Art for beginners
 - Ballroom dancing
 - Chair-based exercise

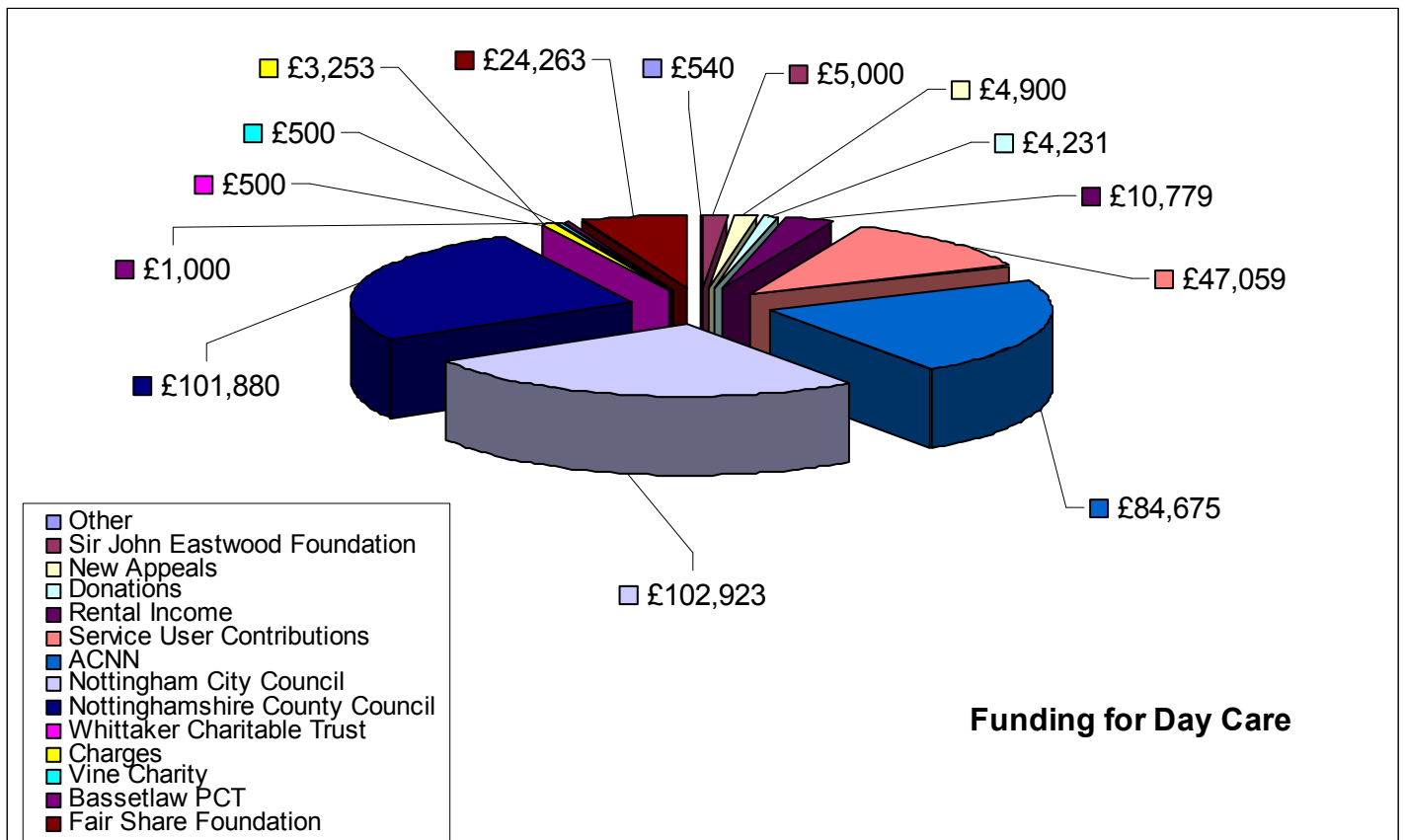
Other services also provided at the centre for older people include:

- Healthy home cooked meals
- Minibus door to door service
- Hairdressing
- Bathing
- Provision of information
- Signposting to other services
- Friendly support to older people and their carers

How many people did the Sybil Levin Centre assist last year?

The Sybil Levin Centre assisted 3,000 people

- [The volume of interventions provided up to this point in the annual report amounts to 43,774](#)
- [The services up to this point in the Annual Report helped 21,400 people](#)



What County Day Care achieved last year

- An additional centre at Retford for service users with early dementia has been set up
- We provide a nutritious and hot mid-day meal as well as mid-morning snacks and frequent fluids to our service users, which contribute to their improved general health, well-being and nutritional status as well as a socially interactive forum.
- A successful innovation to our programme this year at Newark has been the People Jigsaw designed by one of our day care staff. This is a wonderfully effective tool in promoting the interaction of dementia-challenged service users

with each other.

- A large proportion of day care is funded by Carers' G
- Grant from the County Council and we provided over 6,800 breaks across 10 regular days each week over the year with 4,759 of those being provided as carers' breaks
- The volume of interventions provided up to this point in the annual report amounts to 49,774
- The services up to this point in the Annual Report helped 26,159 people

What the Ashfield Luncheon Clubs achieved last year

- Eight lunch clubs now run in the Ashfield area offering 150 places per week and serving up to 6,400 nutritious hot meals
- Free door to door minibus transport is provided if clients use both the lunch club and the exercise classes
- A number of lunch club users have benefitted from additional help, including home visits from our own Community Outreach Advisor in Ashfield who visits our clubs regularly

How many people did the Ashfield Luncheon Clubs assist last year?

The Ashfield Luncheon Clubs assisted 7,200 people

- The volume of interventions provided up to this point in the annual report amounts to 56,174
- The services up to this point in the Annual Report helped 33,359 people

Review of last year's objectives

- We aimed to develop new day care services providing support for older people and respite care for carers in the Bassetlaw area and a new service was opened in Retford
- We aimed to develop further services for older people in the Newark and Sherwood area but due to funding constraints this has not been possible. However detailed discussions have taken place regarding day services in Ollerton

- We aimed to increase the number of spot contracts at the Sybil Levin Centre but, as this varies according to demand, we have not seen a significant increase
- We aimed to participate in the Carers' Strategy Demonstrator Sites Project and we are currently running a pilot service in Ashfield and Mansfield

Next year we aim to

- ✓ Fully develop the new day service in Retford
- ✓ Develop additional support for carers in the County area
- ✓ Work with the City and County Councils with the introduction of Personalised Budgets to ensure there are a range of flexible services available for older people



Core Services

Central Services

Finance & Administration - provide finance and administrative support to all areas of the organisation

☎ Michelle Elliott on 0115 841 4459

Training – This department designs and delivers training for all staff and volunteers from ACNN and other organisations. It also develops and delivers bespoke courses for Social Services, Health Services, social care organisations and other voluntary organisations

☎ Eileen Tomany on 0115 841 4476

Group Support – In addition to the work carried out by ACNN in the County, there are currently seven other Age Concern federation member charities in Nottinghamshire working to improve the lives of older people. ACNN recognises the vital role that these groups play in supporting older people in the County and has continued to offer them support through our Group Support Worker.

☎ Nicky Wheddon on 0115 919 4871

Human Resources - provides the Charity staff with support and consultancy relating to employment law, best practice, people management, learning and development, performance management and recruitment and retention

☎ Alison George on 0115 841

ICT – provides a support function across the whole organisation for all matters associated with information & communication technology

☎ Neil Brittain on 0115 841 4490

Protection of Vulnerable Adults – provides a structure to respond effectively to instances of alleged abuse of older people and pro-actively raise awareness of issues associated with elder abuse

☎ Linda Crick on 0115 844 0011

User Involvement – ACNN is committed to actively involving older people directly in evaluating and shaping service provision, as well as using their expertise to monitor, evaluate and consult regarding the Charity as a whole

☎ Kate Greaves 0115 919 4878

Equality and Diversity – ensures the active implementation of our equality and diversity policy and strategy

☎ Di Trinder on 0115 841 4482

Volunteers - The Charity relies on our volunteer team to ensure we continue to provide support to older people

☎ Lorraine Rhodes on 0115 844 0011

What Finance & Administration achieved last year

- 5,092 visitors to Reception at Bradbury House
- 15,825 telephone calls were dealt with by Central Services
- Changes to the staffing structure of the Central Services team took

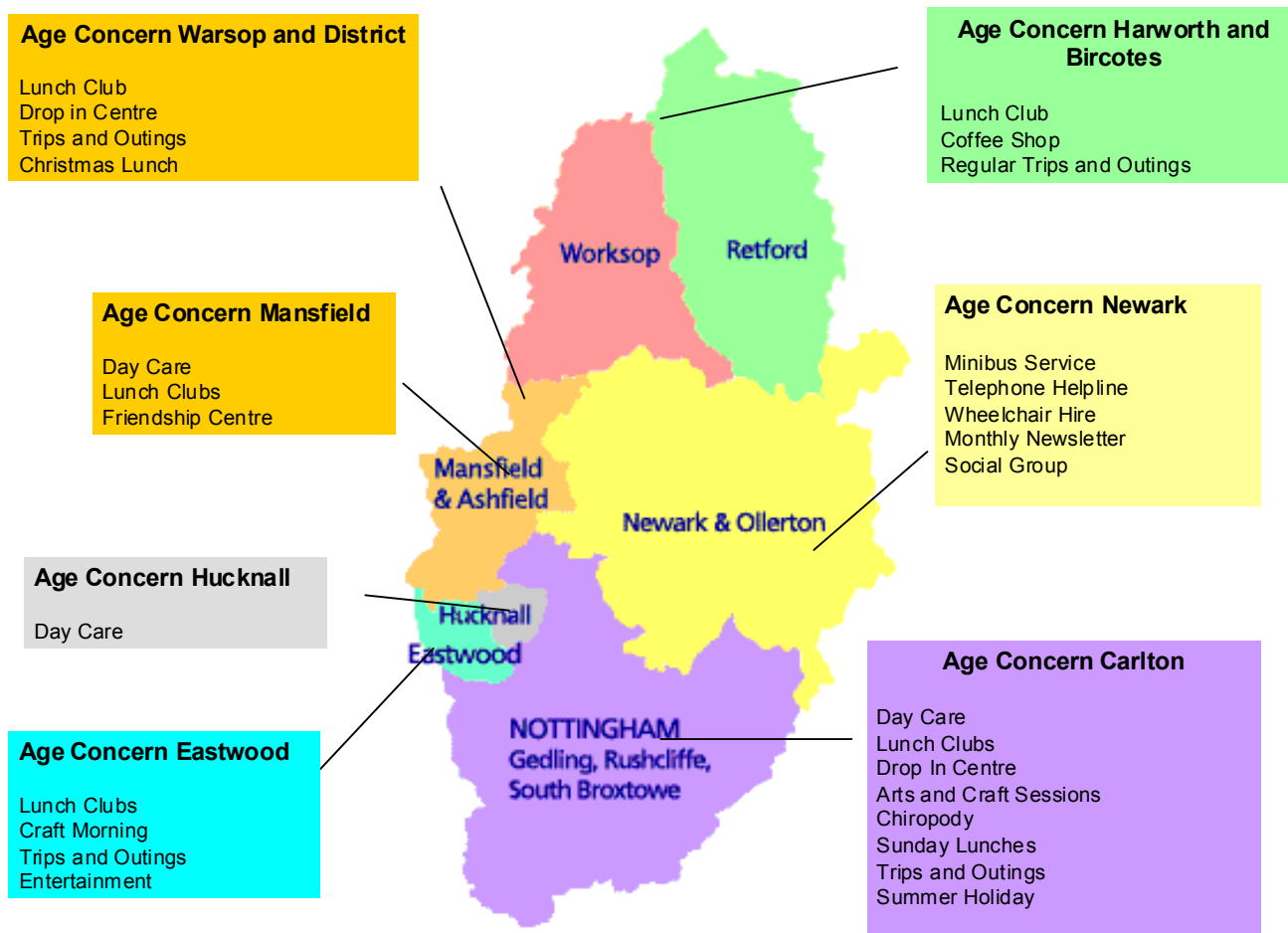
place during the year:

- ✓ Chipo Stevens, Assistant Finance Manager returned from maternity leave
- ✓ Jean Foreman, Clerical Assistant (Finance), retired after 12 years with the Charity
- ✓ Sarah Stewart, temporary Finance Assistant, moved to the role of Administrator with Make Safe, Feel Safe
- ✓ Sue Godfrey, temporary Finance Assistant, became a permanent member of the Finance Team
- ✓ Judith Southall took on the role of Accounts Administrator with one day per week as Assistant Finance Manager for the Age Concern Business Directory and Age Concern East Midlands
- [The volume of interventions provided up to this point in the annual report amounts to 56,174](#)
- [The services up to this point in the Annual Report helped 54,276 people](#)

What the Training Department achieved last year

- Bespoke training has been delivered to a variety of organisations resulting in an 185% increase in bespoke training delivery over the previous year. Training courses provided included:
 - ✓ Equality Diversity
 - ✓ Lone Working & Personal Safety

- ✓ Mental Capacity Act
- ✓ Dementia
- ✓ ISA Vetting & Barring Scheme
- ✓ Dealing with Difficult People
- ✓ Volunteering
- ✓ Effective Communications
- ✓ Age Discrimination
- ✓ Successful Activity Co-ordinator
- ✓ Advocacy
- ✓ Loss & Bereavement
- ✓ Challenging Behaviour
- The department also continued to meet the training needs of ACNN staff & volunteers throughout the year and in total 322 places were accessed
- In order to streamline practices and remain effective, the development of Fire Safety workbooks to be completed at employees' and volunteers' workplace rather than requiring their attendance on a traditional course have been introduced
- We have continued to offer access to other voluntary and statutory organisations both within and beyond Nottinghamshire and this has again been well received with 242 training places taken up by non ACNN personnel
- Training Administrator, Suzy Stephens, gained her level 3 NVQ in Business Administration
- Trainer, Jo Scott, is currently undertaking a Certificate in Training Practice with New College Nottingham.



What the Group Support Worker achieved last year

- The Group Support Worker's role is to provide support, information and advice to federation groups in Nottinghamshire and to assist them in managing safe and supportive groups for older people in their area
- The group provides invaluable support at a local level through a range of services as is illustrated in the diagram above
- Over the last year the groups have collectively helped to improve the lives of over 1,600 people
- The level and type of support required varies by group and over the last year has included:
 - ✓ Service Delivery
 - ✓ Trustee Recruitment
 - ✓ Health and Safety
 - ✓ Finance
 - ✓ Policies and procedures
 - ✓ Employment and Volunteering Practice
- The feedback we receive indicates that groups acknowledge and value the support they receive from ACNN
- In turn, we would like to congratulate all the dedicated Age Concerns in the county on the

remarkable work that they do

What the HR Department achieved last year

- We support the Charity with Criminal Records Bureau checks and we are also prepared for the Independent Safeguarding Authority scheme which becomes compulsory in November 2010. Not only are we training our members of staff we are also delivering external training to schools.
- The department has strengthened its knowledge and skill base this year with the part time Human Resources Co-ordinator attaining her Certificate in Personnel and Practice qualification
- Throughout the last year the department has helped to successfully recruit strategic positions within the following new services as well as the expansion of the Business Directory:
 - ✓ Signposting Service
 - ✓ Support Brokerage
 - ✓ Make Safe Feel Safe
 - ✓ Retford Day Centre
 - ✓ Derbyshire Handy Van Service
- The department has updated several policies in response to legislation and best practice, namely the Family Friendly and Disciplinary and Grievance policies
- The department has continued to strengthen its links with the Employee Council specifically with the revision and implementation process for the new Employee Handbook and the Statement of



Main Particulars of Employment

For further information contact Alison George, Human Resource Manager, on 0115 859 9264

ICT

Neil Brittain, our IT Manager, has had a particularly busy year and has been involved in the following:

- Building a new server and upgrading the router at the Sybil Levin Centre
- Designing a Meeting Room, Resources and Car Park Booking System
- Assisting with the establishment of ICT infrastructure at new office sites at Upper Parliament Street and St. Bartholomew's Court

Customer Complaints

The Charity strives to provide high quality services to its service users. If there are areas that could be improved

we welcome feedback from users of our services to enable us to take steps to make improvements.

The majority of complaints are dealt with informally to the satisfaction of the complainant. During the year 2009/10 no formal complaints were made to the Charity.

Equality and Diversity

ACNN promotes the well-being of all older people and works to make later life a fulfilling and enjoyable experience. We recognise that every person is an individual with different needs, preferences and abilities. We aim to reflect this diversity in everything we do, including making our services inclusive and accessible to older people from all sections of the community and attracting and retaining a diverse workforce.

Diversity means difference, variety and multiplicity. It is also an approach to tackle inequality stemming from discrimination based on gender, age, race, colour, nationality, ethnic or national origin, disability, marital/civil partnership status, sexual orientation, responsibility for dependents, trade union or political activities, criminal record, place of residence, religion or other beliefs, health status and other facets of identity. A diverse approach implies not simply toleration but respect for and celebration of how and what we are because of all our differences.

ACNN aims to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment. We aim to value

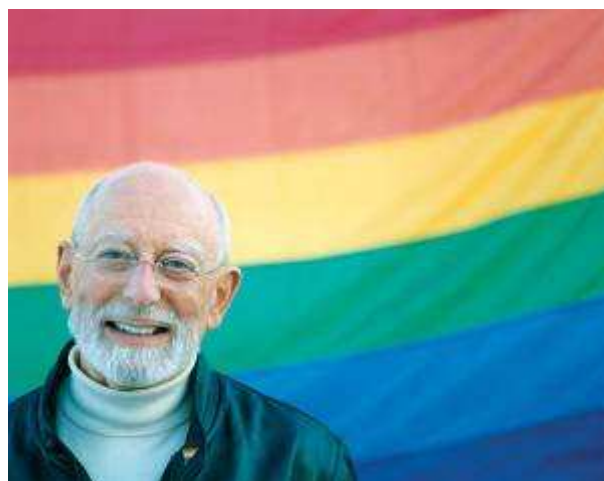
differences positively. ACNN believes that harnessing different life experiences, attributes and contributions will make ACNN a more effective organisation and a better place to work.

ACNN is committed to Equality and Diversity. Our Principles state that Diversity is valued in all that we do, and that ageism is unacceptable.

For further information contact our Diversity Lead, Diane Trinder, Executive Officer (Services), on 0115 844 0011

Diversity Policy

Diversity welcomes difference. By



understanding, respecting and using these differences we can maximise our impact through meeting individual needs and staying in touch with the changing societies in which we work.

Staff and volunteers need to recognise and fulfil their personal role in making ACNN a genuinely inviting and inclusive organisation.

ACNN has a commitment to diversity which is about:

- Recognising and valuing difference
- Recognising and seeking to redress inequality and disadvantage
- Treating all in a fair, open and honest manner
- Recognising the right of volunteers, employees and service users to be treated with dignity and respect

ACNN is committed to:

- Equality of opportunity
- Tackling discrimination and disadvantage
- Tackling harassment and intimidation
- Making its workforce and the organisation as a whole more representative of the diverse communities that make up Nottingham and Nottinghamshire
- Encouraging other organisations to adopt similar policies on Equality and Diversity

ACNN will not tolerate less favourable treatment on the grounds of gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, criminal record, place of residence, religion or other beliefs, health status or any other reason which cannot be shown to be justified. ACNN believes that discrimination is wrong and should be actively opposed. Discrimination denies human dignity, a freedom for people to be themselves and a place in a free society.

We will ensure all older people, Trustees, volunteers, employees and

the public are treated fairly and consistently without discrimination.

ACNN is primarily committed to the welfare of older people and to maintaining their individual dignity and their value to society. The Charity is also committed to policies of Equality and Diversity in service delivery and in employment practices and will not accept discrimination in its work with and for older people.

The organisation will seek, therefore, to encourage diversity in its management and employment practices, and through its relationships with contractors and suppliers, by taking account of the effects of discrimination, and by actively encouraging others to do the same.

ACNN demonstrates its commitment to these statements by adopting a policy of Equality and Diversity and a Diversity Training Programme

What Protection of Vulnerable Adults achieved last year

- A Safeguarding Vulnerable Adults Champions Group (SVACG) has been formed to focus on a proactive approach to safeguarding older people.
- A “Safeguarding Vulnerable Adults Prevention - Best Practice Guide” has been produced
- ACNN has “**Zero Tolerance**” of abuse towards older people and the SVACG are

“Excellent session, amazing but totally effective methodology”

actively raising greater awareness and training around recognising abuse.

“This has made me more aware of my duty to report any concerns”

- In March this year ACNN organised a Safeguarding Awareness Training Event delivered by AFTA Thought, a training consultancy that uses drama to effect positive change. This event was extremely well received by all who attended.
- During the last year ACNN has **reported 11 cases of alleged abuse** to social services for further investigation: The type of abuse reported included:
 - ✓ financial
 - ✓ psychological
 - ✓ physical
- ACNN also provide much needed support to older people who have been victims of abuse and their cases have already been reported or investigated by social services.
- ACNN services, particularly Advocacy and Harmony Counselling Services have provided support to a further 49 older people during the last year who have suffered elder abuse.
- The volume of interventions provided up to this point in the annual report amounts to 56,174
- The services up to this point in the Annual Report helped 54,287 people

User Involvement

- ACNN is committed to actively involving older people directly in evaluating and shaping service provision, as well as using their expertise to monitor, evaluate and consult regarding the Charity as a whole.
- Particular areas of older people involvement include:
 - ✓ Involvement in service evaluation
 - ✓ Involvement in recruitment and selection of staff
 - ✓ Involvement in the production of information and publicity
 - ✓ A consultation group
 - ✓ Direct consultation by individual services e.g. Kindred Spirits
 - ✓ Involvement in the ACNN Older Peoples' Advisory Group
- To ensure older people have a voice and are fully involved within the Charity, Older People



Representatives are:

- ✓ Represented on Support and Advisory Groups
 - ✓ Represented on the Board of Trustees
 - ✓ Represented on the ACNN Older Peoples' Advisory Group (OPAG)
 - ✓ Represented at stakeholder and service user events
 - ✓ Given the opportunity to complete satisfaction surveys and questionnaires
- OPAG meets quarterly and gathers to discuss a usually very packed agenda. This year OPAG have:
 - ✓ continued to support the work of ACNN
 - ✓ contributed to new service development in particular the restructured Information and Advice Service, City Visiting Service and more recently our new Carers' Support Service
 - ✓ supported Nottingham City Council with their Fairer Charging Policy
 - ✓ supported Nottinghamshire County Council with their Self Directed Support agenda.

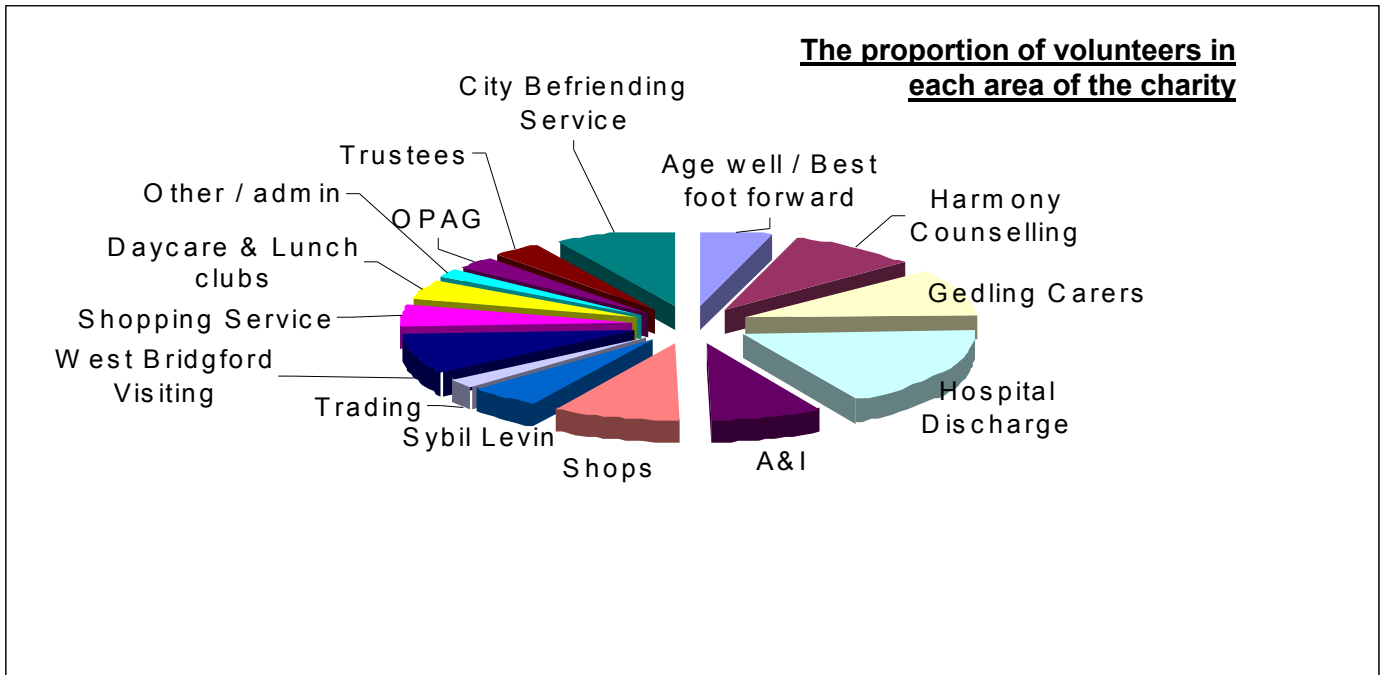
us support older people.

- Most volunteers contribute more than 1 hour per week; however if each of these people carried out just 1 hour per week of paid work at minimum wage, this would cost **£76,305** (£5.80 x 13,156 hours) per year.



Volunteers

- Volunteering continues to be the linchpin of ACNN, in terms of the resources and skills volunteers provide for the Charity.
- From Trustees to Administrators, Befrienders to Counsellors, OPAG to Advice Workers, Shop Workers to Shoppers, Walk Leaders to Day Care Assistants, there are currently 253 volunteers helping



Breakdown of Active Volunteers

Gender:

Female	188 (74%)
Male	65 (26%)

Age:

18-29	15 (6%)
30-39	23 (9%)
40-49	29 (11%)
50-59	35 (14%)
60-69	71 (28%)
70-79	38 (15%)
80+	15 (6%)
Unknown	27 (11%)

- Over the last year we have also benefitted from the time and efforts of corporate and student volunteers, for example:
 - ✓ Nottingham Ice Arena helping with hamper delivery
 - ✓ A group of students from Nottingham Trent University carrying out a feasibility study of providing a will writing service
 - ✓ An intern from Nottingham University provided branding and marketing assistance

Review of last year's objectives

- We aimed to be involved on a national level with Equality issues in relation to service provision for older people and we were in

- attendance at joint LGB and BME national networks. We are also a member of a new Single Equality Network looking at national, regional and local equality issues
- We aimed to work with Stonewall to improve the accessibility of our services for older lesbian, gay and bisexual people although our Equality Champions registration is on hold due to the prohibitive cost involved
 - We aimed to work with B&ME residents in Care Homes but this work was not progressed as difficulties were encountered around recruiting B&ME elders to a consultation group
 - We aimed to review the layout of the Annual Report and this was carried out by the Chief Executive, Finance and Administration Manager and PA to the Executive Team
 - We aimed to ensure that fund raising activities such as “Bobble Hats” and Will Writing took place and these events were a successful part of our fund raising activity for the year
 - We aimed to develop the work of the ACNN B&ME Elders Forum but following a decision made by the Forum members, it was agreed the Forum would discontinue. The active members within the Forum joined the ACNN Older Peoples’ Advisory Group (OPAG)
 - We aimed to review IT policies and these are now in draft form awaiting approval
 - We aimed to review all websites along with looking at a fund raising website but this was put on hold following the re-branding for Age UK
 - We aimed to consider the introduction of VOIP (Voice Over Internet Protocol) but due to pressure of work this was not achieved
 - We aimed to review Gift Aid to ensure maximisation of income but due to pressure of work this was not achieved
 - We aimed to review the structure of the Finance Team and this was carried out following the return from maternity of one member of staff which led to an additional member of the team
 - We aimed to review finance systems, in particular accounting software to ensure its use is maximised leading to improved efficiency and this was carried out by the Finance and Administration Manager working with a financial consultant
 - We aimed to continue to develop a Lesbian, Gay and Bisexual Older Persons Group and the first LGB Group meeting has been arranged
- Next year we aim to**
- ✓ Enter into a brand partnership arrangement with the National Charity Age UK
 - ✓ Rebrand the Charity and change our name to Age UK Nottingham & Nottinghamshire

- ✓ To carry out a full review of OPAG, including Terms of Reference, members' role descriptions and develop an outcomes based operational plan

Structure, Governance and Management

Age Concern Nottingham and Nottinghamshire (ACNN) is an incorporated Charity. It is, therefore, registered as a charity with the Charity Commission and registered as a company with Companies House. ACNN can trace its origins back to 1942.

The Charity's governing document is a Memorandum and Articles of Association. These were adopted when the charity incorporated in 1997.

The Charity is governed by a Board of Trustees which has nine members, details of whom are included on page 4 of this annual report. Trustees are elected by the Membership of the Charity, details of Members can be found on Page 5. The Trustees serve a three year term of office.

The Board may appoint persons to fill any casual vacancies which occur during the year amongst the elected members of the Board, such appointments to terminate at the end of the term for which the original member was elected.

In addition to the Trustees, Age UK have a representative who is a non-voting member of the Board. The current representative is the Regional Manager for the East Midlands, Simon Main.

New Trustees undergo a Trustee Induction Programme and the training needs of Trustees is reviewed periodically and at least annually.

The Board of Trustees governs the Charity and sets the strategic direction. Trustees delegate responsibility to managers within the Charity as defined in various policies and procedures that have been approved by the Board.

The Charity has two subsidiary companies, Age Concern Local Trading which was incorporated in 1995 and Age Concern Business Directory which was incorporated in 2007. Each of these companies have a governing document in the form of a Memorandum and Articles of Association. Details of the Directors of these companies can be found on page 5 of this report.

Age Concern Nottingham and Nottinghamshire is a member of the Age Concern federation in England which is made up of about 400 independent charities working together with and for older people, locally, regionally and nationally.

The federation has a quality framework, *Quality Counts*, which is endorsed by the Charity Commission as compatible with the "hallmarks of an effective charity" (CC60). The only impact being a member of the federation has on the operating policies of ACNN is that they have to be in line with this standard.

Risk Management

The Charity has a robust Risk Management policy. "Risk" is defined

as the uncertainty surrounding events and their outcomes that may have a significant effect, either enhancing or inhibiting:

- operational performance;
- achievement of aims and objectives; or
- meeting expectations of stakeholders.

The number of risks detailed in the Charity's risk register has increased from 117 risks on 31st March 2009 to 120 risks at the end of the last financial year. Each risk is given an Impact and Probability rating.

The Charity has four basic strategies to mitigate risks:

- transferring the financial consequences to third parties or sharing it (e.g. insurance, outsourcing)
- avoiding the activity giving rise to the risk completely (e.g. a potential grant or contract not taken up)
- management or mitigation of risk
- it can be accepted (e.g. assessed as an inherent risk that cannot be avoided if the activity is to continue)

Risk Management is undertaken by ACNN's Management Team and Board of Trustees on a monthly basis. The risk management process ensures that:

- new risks are properly reported and evaluated by the management team at their monthly meetings
- risk aspects of significant new projects are considered as part of project appraisals

- any significant failures of control systems are properly reported and actioned by the management team at their monthly meetings
- there is an adequate level of understanding of individual responsibilities for both implementation and monitoring of the control systems via training and developed and monitored via staff supervision sessions
- any further actions required are identified and recorded in the risk register
- Trustees consider and review the annual process in June of each year

During the year 2009/10 there were no failures of control systems.

Public Benefit

The Board of Trustees has referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Details of what we have achieved during the last year to meet our Aims and Mission, and the impact of that work on our beneficiaries and the wider public can be found in each of the four sections below under the headings:

- **Housing Services**
- **Community and Advocacy Services**
- **Centre-based and Outreach Services**

- **Core Services**

All of our services aim to enhance the quality of life and promote the well being of all older people in Nottingham and Nottinghamshire. In our view, carrying out these services does not cause any detriment or harm to others.

Our services are targeted at older people and their carers in and around Nottingham and Nottinghamshire. As mentioned above, we are part of a federation of Age Concerns across the country. These other Age Concerns carry out activities to support older people and their carers in other geographical areas.

The opportunity to benefit from services and support provided by ACNN is not restricted by the ability of beneficiaries to pay any charges for services. Where there are charges for services these are minimal charges and there is discretion available to waive charges if this would preclude someone from accessing the service. The Charity has a Charging Policy in place.

No one receives any private benefits from ACNN, other than as a beneficiary of the Charity.

Income Generation Trading

The 2009/10 financial year has been challenging. Against the backdrop of the global economic downturn and its impact on the domestic financial services markets, we have had to work very hard in order to maintain business growth.

Following the momentous near-

collapse of some key parts of the market in the previous financial year, the financial services sector has been navigating a recovery journey. Growth, albeit slow, has been welcome and some levels of consumer confidence have been evident. At the same time, the general insurance customer has never been so competitively fought over. Within the industry the phenomenon of the dot com comparison sites has provided serious challenges to the traditional direct providers. Indeed, the vast majority of growth in conquest new business is being transacted in the internet sector.

By comparison, Age Concern has continued to provide its customers with the following contact options:

- telephone to the local office
- face-to-face at the local office
- telephone to the national call centre
- on-line via the ACE website (with links from ACNN website)

The service provided by our local offices (Nottingham, Mansfield and Derby) is still the preferred option for most of our customers.

Age Concern Local Trading Limited (ACLT) has continued to grow the business with a 7% year-on-year increase in generated income.

Given the circumstances, this has been a notable achievement, and our new business growth has made us the best performing Age Concern in the country for the second consecutive year.

ACLT has, for the third successive year, proved to be the nation's most successful

trader of Travel Insurance with locally arranged transactions for the year totalling 2,005 compared to 1,373 for the second best performer (Lancashire, with 20 offices).

Similarly, we have again retained the No 1 spot for new home insurance with sales of 443 new policies sold locally.

Income from Funeral Plans has more than doubled year-on-year.

With the exception of Aidcall personal alarms, all other products have performed in line with expectation.



Overall, income for 2009/10 was £271,230 compared to £243,899* in the previous year.

Prudent cost management has been maintained in order to maximise the surplus donated to the charity.

The Upper Parliament Street premises continue to be the mainstay of the business, and the Derby office has shown consistent growth in traffic throughout the year, a trend that should continue into the future.

The trading company is a well-managed operation that benefits from a committed, competent and enthusiastic workforce of staff and volunteers. The hard work and dedication of this team is gratefully acknowledged.

We look forward with a degree of cautious optimism. Our customers value what we do and remain loyal to the brand. This loyalty gives us a sound platform upon which to maintain business growth, going forward.

(* Not including £49,668 special one-off bonus payment)

For further information contact Clive Parkin, Commercial Director, on 0115 841 4447

Derbyshire Handy Van Service

Following a successful tender we commenced a handy van operation at the end of the financial year across Derbyshire which is funded by Derbyshire County Council.

This is run through Age Concern Local Trading as it is outside the area of benefit for the main charity.

We are working closely with Age Concern Derby and Derbyshire to deliver this service.

Retail

- Our staff and volunteers at Mansfield and West Bridgford were again faced with challenges during the recession.
- Whilst furniture at the Mansfield shop was

in great demand, the lack of quality donations often left them with very little stock in the shop. Various methods to try to increase the level of furniture donations were tried which included advertising in the local newspaper, leaflet drops, etc., and donations have gradually improved during the year.

- The introduction of a credit/debit card taking facility at the West Bridgford shop resulted in an improvement in sales of 8.5%
- Sales have reduced at Mansfield but costs have also reduced giving a deficit for 2009/10 of £2,379 compared to £9,113 in 2008/09. Improved sales recently suggest the shop should be in surplus for the current financial year (2010/11).

For further information contact Margaret Humphreys on 0115 844 0011

Fund Raising

- We continue to seek to generate income from giving by individuals, companies and grant making trusts.
- Due to the current economic climate fund raising has presented us with challenges over the last year.
- We were extremely pleased to be selected by Sainsbury's Plc at their Castle Marina store. Our thanks go to all the staff and shoppers who together raised a magnificent £3,074.
- We continued to support the annual Bobble Hat knit in conjunction with Innocent Drinks and once again held the successful Will writing days in conjunction with Berryman solicitors.
- The income generated from fundraising activities amounted to £14,171, 12.5%



higher than in 2008/9 (although this does not include income generated from legacies or grant making trusts).

- The costs of generating these funds amounted to £1,818 a reduction in costs by 95% when compared with 2008/9 following the loss of our funding development manager.

Age Concern Business Directory

Age Concern Business Directory Limited (ACBD), a subsidiary of Age Concern Nottingham and Nottinghamshire, was set up to run an online directory of local reputable traders that can be used by local people as protection against becoming a victim of rogue traders.

The directory can be found at:

www.AgeConcernBusinessDirectory.co.uk

The directory is available for anyone to use. For those people who do not have a computer we have added in and publicised a free phone number (0800 0114643)

The major benefits of the project for the users of the directory (the older people, their families, friends and carers) are as follows

- Access to a 'free to use' on line directory of reputable local companies that supply reasonable and reliable products or services. Users can also use the free phone number for help in finding a trader or business in their area.
- Peace of mind knowing that the businesses on the directory have been checked by Age Concern staff
- Access to businesses that agree to abide by published standards set out in the ACBD Customer Charter
- Access to an interactive directory where users have the ability to post and read customer feedback about the individual member companies. This is equivalent to word of mouth recommendations from neighbours and friends.
- Online access to helpful tips from Age Concern Guides such as How to Avoid Scams
- Confidence from the knowledge that the local Age Concern will act as mediator should any problems occur and that ACBD will remove any companies that do not abide by the customer charter

Through annual member company subscriptions ACBD raises unrestricted funds for ACNN and other local Age Concerns that adopt the project in their areas. This income is used to run the directory and any surplus is used to support the services run by the local

AC organisations.

Despite the very difficult trading conditions, due to the recession, the past 12 months have been a growth period for ACBD Ltd. By March 2009 the directory had

been running in Nottinghamshire for nearly 2 years and hosted approximately 250 member companies.

In the past 12 months Age Concern Oxfordshire City and County (AC Oxon) adopted the project and at the end of the financial year had recruited 83 companies.

In the East Midlands both Age Concern Derby & Derbyshire and Age Concern Leicester Shire & Rutland agreed to adopt the project. To help kick start the projects in both these regions member company recruitment is being handled by the experienced ACBD and ACNN staff that are dedicated to the project.

By the end of March 2010 there were 35 member companies on the Derbyshire directory and 9 on the Leicestershire directory where recruitment has only just started.

Further expansion is expected in 2010/2011 as other local Age Concerns develop the directory in their areas of benefit. The adoption of the Age UK brand offers a great opportunity to publicise the directories directly from the national Age UK web portal. We anticipate that there will be interest from many more local Age UK charities once the new brand is in place.

For further information contact John Anderton, Business Development Manager (ACBD), on 0115 844 0011.



Age UK - Update

Following the national merger between Age Concern England and Help the Aged, we are delighted to share a positive update on the status of Age Concern Nottingham and Nottinghamshire.

As all local Age Concerns are independent charities run separately from the National Charity, we had the option of whether or not to sign up to a formal partnership with Age UK (the new national charity).

After a period of consultation with Age UK, our Board of Trustees have decided that it is in the interest of Age Concern Nottingham and Nottinghamshire and of older people in the area to enter into a partnership arrangement with the new National Charity. As a result of this, during 2010, we will be changing our name to **Age UK Nottingham & Nottinghamshire**.

The key points are;

- At a national level Age Concern England and Help the Aged merged last year to form a new charity, Age UK.
- As an independent local charity, it was our decision whether or not to enter into a partnership agreement with the new charity.
- After working to forge an agreement that best reflects the interests of older people in Nottingham and Nottinghamshire, we have decided to enter into a formal partnership with Age UK and we will become **Age UK Nottingham & Nottinghamshire**.

What this will mean on a practical level:

- Whilst we intend to work closely with Age UK, Age UK Nottingham & Nottinghamshire will remain an independent local charity focused on the needs of older people in the city and the county.
- The staffing and volunteer base will remain

exactly the same; the merger will have no adverse affect on service provision.

This is a new exciting period for the Charity and we sincerely hope we can continue to count on your support as we enter a new chapter in our life.



Statistics

	2008/09	2009/10
No. of personal callers and telephone enquiries for information	28,653	20,917
No. of users of the Information and Advice Service	16,900	4,119
Estimated value of the benefit gains from the Advice Service	£2.7m	£1m+
No. of people supported through the Advocacy Service	561	623
No. of people supported through the Gedling Carers' Support Service	130	104
No. of volunteers supporting the Gedling Carers' Support Service	38	26
No. of people who regularly received visits from the Visiting Service	55	24
Total no. of visits made by the Visiting Service	1,631	1,260
Total no. of visiting hours provided by the Visiting Service	1,688	1,260
No. of people supported by the Harmony Counselling Service	72	114
No. of individuals accepted by the Kindred Spirits Service	2,935	3,142
Total no. of Kindred Spirits service users	1,279	1,154
No. of people assisted by the Hospital Discharge Service	1,131	1,406
No. of people supported by the Staying Put Service	688	543
No. of jobs completed through the Handyperson Service	1,941	3,180
No. of Home Safety Checks carried out by Safe and Sound	440	505
No. of training places provided by the Training Department	1,215	1,316
No. of volunteers available for all services	248	253
No. of volunteers recruited and trained for all services	260	334
No. of volunteer hours provided for all services	67,717	69,082
No. of people who enjoyed free walks with the Best Foot Forward Programme	2,495	3,019

Statistics for Gedling Carers Support	2008/09	2009/10
Total No. of People Supported:	130	104
Carers	46	39
Cared for	46	39
Volunteers	38	26
No. of new Carers Referred:	18	20
Source of new referrals:		
Self	2	3
Family	-	2
Health	2	-
Social Services	12	11
Age Concern	2	2
Carers Federation	-	2
Age of new referrals:		
50-59	1	3
60-69	4	6
70-79	6	5
80-89	7	4
90+	-	2
Gender of new referrals:		
Male	10	4
Female	8	16
Ethnic Background:		
White British	18	20
No. of enquiries/non-referrals:	25	20
No. of talks/special events:	6	9
No. of hours spent on talks/	25	22
No. of volunteers recruited:	5	1
Total no. of volunteers:	25	5
Total no. of hours of volunteer support:	2,204	1,867

Kingston Close Day Centre, Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2008/09	2009/10	2008/09	2009/10
No. of days of day centre operation	46	48	49	48
No. day centre places	552	576	490	480
Source of Referral: Self	10%	2%	-	-
Total number of placements filled	442	478	363	384
% of day centre users suffering mental health problems	100%	100%	100%	100%
Age of users:				
60-69	-	-	-	-
70-79	8%	12%	8%	12%
80-89	78%	72%	78%	72%
90 plus	14%	16%	14%	16%
Gender of users:				
Female	67%	63%	60%	58%
Male	33%	37%	40%	42%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	4	9	3	9
No. of volunteers available during year	0	0	0	0
No. of carers supported	25	28	20	26



Financial Review

The financial statements included with this Annual Report are presented in the standard format required by regulation and cover the activities of Age Concern Nottingham and Nottinghamshire and its trading subsidiaries Age Concern Local Trading Limited and Age Concern Business Directory Limited.

The annual report and accounts have been prepared to reflect the requirements of SORP (Statement of Recommended Practice) 2005.

The Consolidated Statement of Finance Activities (SOFA) on page 70 shows the gross income from all sources and the split of activity between restricted, designated, unrestricted and endowments funds. The endowment funds relate to the George Henry Francis Payling's Charity for which Age Concern Nottingham and Nottinghamshire is the Trustee. These endowment funds are separate to the funds of Age Concern Nottingham and Nottinghamshire, as shown in the Balance Sheet, and, therefore, have not been included in any of the following calculations.

Total incoming resources for the year were £3,643,100 compared with £4,004,322 for the previous year, a decrease of 9%. This was mainly due to legacy income being £260,747 less than the previous year.

The donation from Age Concern Local Trading Company has reduced from £93,000 in 2008/09 to £56,200 in 2009/10, a decrease of 40%. This was mainly due to the one-off commission bonus that the Company received during 2008/09 as a result of exceeding targets over several years.

The shops have performed better than in the previous year with an overall surplus of £12,051 in 2009/10 compared to a surplus of £4,056 in 2008/09. Sales at the West Bridgford shop increased from £61,706 in 2008/9 to £66,993 in 2009/10, which having the facility to accept payment by credit/debit cards has contributed to.

Unfortunately, sales at the Mansfield shop have decreased from £84,235 in 2008/9 to £80,582 in 2009/10. However the shop deficit reduced from £9,113 in 2008/09 to £2,379. Furthermore, improved sales recently suggest the shop should be in surplus for the current financial year, i.e., 2010/11.

Expenditure has reduced from £4,106,928 in 2008/09 to £3,568,553 in 2009/10. Within that, charitable expenditure reduced from £3,631,619 in 2008/09 to £3,208,200 in 2009/10. This was due, in part, to the reduced Information and Advice

Service which had always been funded entirely from the Charity's own reserves and past levels of funding (£150,812 in 2008/09) could no longer be sustained. However, funding was secured from 1st January 2010 from the Nottingham City Council to build the service back up. Also the home improvement grants budget for our Staying Put Service was £162,671 lower during 2009/10.

Income for the Trading Subsidiaries increased from £341,297 in 2008/09 to £375,066 in 2009/10. This was due to an increase in the turnover of Age Concern Business Directory by £65,374. However there was a decrease in the turnover of Age Concern Local Trading by £22,337 due to the one off bonus that was received in 2008/09.

Net unrestricted income for the year was £6,449 after designating £133,114 of unrestricted income increasing the total of designated funds to £346,891. Of the £133,114, the IT fund was increased by £40,000 to cover planned expenditure to replace old equipment over the next few years. Also the specific charitable services fund was increased by £44,369 due to funding finishing for the following services: Ashfield Lunch Clubs, Harmony Counselling and St Ann's Visiting. However the Charity will endeavour to source funding for these services. Full details of the designated funds can be seen in note 14 (page 90) to the accounts.

Restricted reserves, including fixed assets, increased over the course of the year by £2,651 to £581,626 at the year end. Details of restricted funds can be found in note 12 to the accounts (pages 84 to 88).

The Trustees reserve policy is to maintain free reserves to include both unrestricted and designated current assets of three to six months running costs net of trading subsidiary expenditure and capital expenditure, mainly capital sums received by way of home improvement grants for use by the Staying Put Service.

Free reserves as at 31st March 2010 totalled £486,971, slightly below the desired level being the equivalent of some 2½ months net costs. However, with a budgeted surplus for the current year ending 31st March 2011 and, hopefully, further surpluses in future years, we anticipate free reserves being at the required level within an acceptable term.

How Services are Funded

ACNN is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following gives a breakdown of how services have been funded during 2009/10:

Service	Funder	Amount	Percentage
Handyperson Service	Donations	£700	0.19%
	Skerritt Trust	£8,600	2.3%
	Nottingham City Council	£343,506	93.7%
	Service user contributions	£13,974	3.81%

Service	Funder	Amount	Percentage
Sybil Levin Centre	Other	£540	0.28%
	Sir John Eastwood Foundation	£5,000	2.6%
	New Appeals	£4,900	2.5%
	Donations	£1,707	0.8%
	Rental Income	£10,779	5.5%
	Service user contributions	£32,995	16.9%
	ACNN*	£35,946	18.62%
	Nottingham City Council	£102,923	52.8%
County Day Care	Donations	£2,524	1.6%
	Service user contributions	£14,064	9%
	Nottinghamshire County Council	£101,880	65.5%
	ACNN*	£37,140	23.9%
Ashfield Lunch/ Activity Clubs	Whittaker Charitable Trust	£500	1.2%
	ACNN*	£11,589	28.3%
	Charges	£3,253	7.9%
	Vine Charity	£500	1.2%
	Bassetlaw Primary Care Trust	£1,000	2.4%
	Fair Share Foundation	£24,263	59%
Volunteer Co-ordinator	Charges	£10,105	100%
Gedling Carers' Support	ACNN*	£3,177	12%
	Donations	£370	1.4%
	Nottinghamshire County Council	£23,045	86.6%
Carers Demonstration Site	Nottinghamshire County Council	£22,095	100%
Shopping Service	Nottinghamshire County Council	£30,445	84.3%
	Donations	£1,645	4.6%
	ACNN*	£4,033	11.1%
Advocacy Services	Donations	£2,039	0.9%
	Charges	£1,543	0.7%
	Nottinghamshire County Teaching PCT	£45,335	19.5%
	Nottingham City Council	£73,153	31.4%
	Nottinghamshire County Council	£110,825	47.5%

Service	Funder	Amount	Percentage
Kindred Spirits	Nottinghamshire County Council	£30,600	27.4%
	ACNN*	£9,311	8.3%
	Service user contributions	£19,818	17.7%
	Nottingham City Council	£30,923	27.7%
	Mansfield District Council	£2,500	2.2%
	Boots Charitable Trust	£10,000	9%
	Donations	£8,627	7.7%
Staying Put	Capital Grants	£1,035,290	76.3%
	Nottingham City Council	£168,835	12.4%
	Fees	£125,346	9.2%
	Charges	£1,166	0.1%
	Nottingham Fire & Rescue	£2,000	0.1%
	Electrical Safety Council	£5,000	0.4%
	Skerritt Trust	£20,000	1.5%
Safer Homes	Home Office	£36,627	100%
Hospital Discharge	Nottingham City PCT	£57,911	90%
	ACNN*	£4,440	7%
	Donations	£425	0.7%
	Nottingham City Council	£1,500	2.3%
Harmony Counselling Service	Comic Relief	£45,902	99%
	ACNN*	£321	0.7%
	Donations	£105	0.3%
Fit as a Fiddle	Age Concern England	£53,316	100%
Best Foot Forward	Nottingham City Council	£8,000	100%
Community Outreach Advisors	Nottinghamshire County Council	£60,730	100%
Information & Advice	Nottingham City Council	£77,720	49.3%
	Hardship Fund	£39,235	24.9%
	Anonymous Charitable Trust	£25,000	15.8%
	The Gray Trust	£10,000	6.3%
	The Fifty Fund	£2,000	1.3%
	A W Lymn	£1,000	0.6%
	Donations	£2,847	1.8%

Service	Funder	Amount	Percentage
Signposting	Nottingham City Council	£7,743	79.7%
	ACNN*	£1,974	20.3%
Energy Right	The Skerritt Trust	£5,000	81.4%
	ACNN*	£1,143	1.86%
Whatton Prison	Lankelly Chase Trust	£16,500	100%
Activity project			
West Bridgford & St Ann's Visiting Service	ACNN*	£667	1.3%
	Age Concern England	£19,000	37.9%
	Harry Dunn Charitable Trust	£1,500	3%
	Help the Aged	£3,500	7%
	Nottinghamshire County Council	£25,500	50.8%

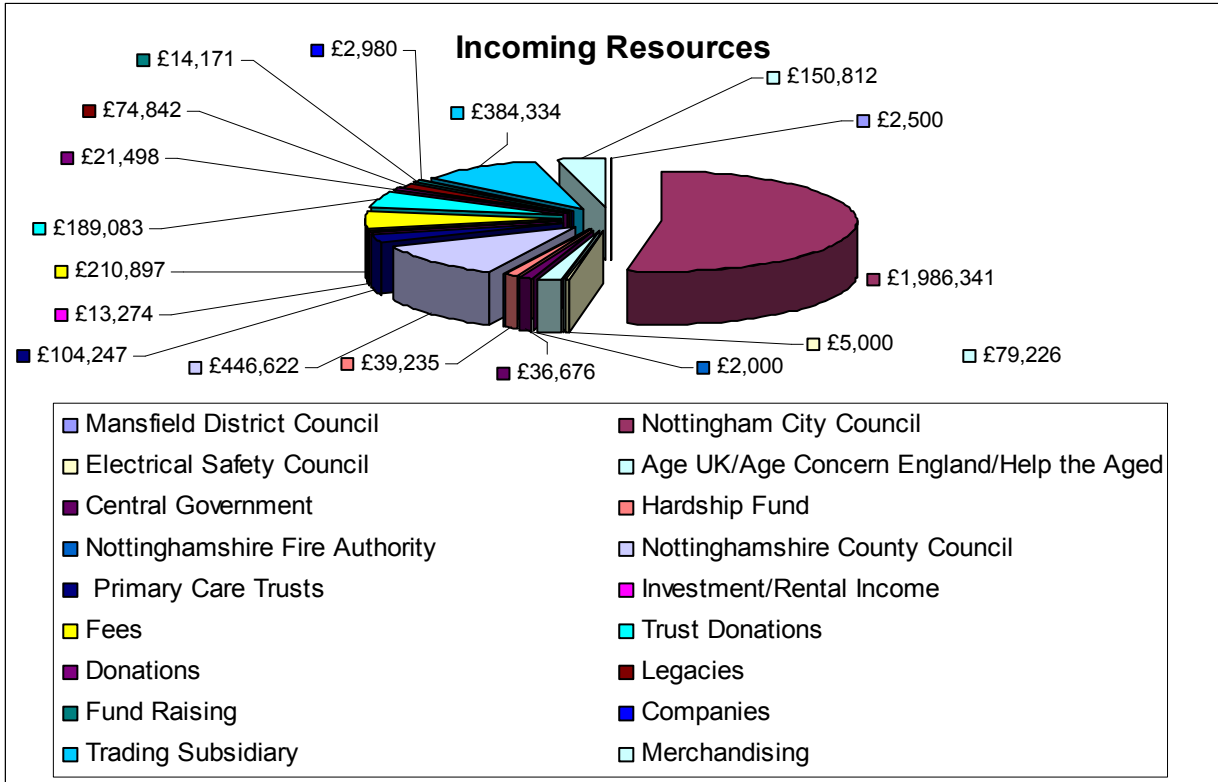
*During the last financial year ACNN had to generate funds to ensure all these services were maintained. For the year, this totalled £109,741 and in this connection we are grateful for the support of the following:

The J N Derbyshire Trust
The Rothera Family Trust
The Sir John Eastwood Foundation
The Foreman Hardy Charitable Trust
The George Henry Francis Paylings 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.

Eric Edwards

Honorary Financial Adviser



AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

REPORT OF THE DIRECTORS

The directors present their report with the financial statements of the charity for the year ended 31st March 2010.

1. Principal Activity

The principal activity of the Charity in the year under review was to enhance the quality of life and promote the well being of all older people in and around Nottingham and Nottinghamshire.

2. Directors' Responsibilities

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit for that year. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities Statement of Recommended Practice
- make judgements and estimates that are reasonable and prudent; and
- stated whether applicable accounting standards have been followed subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

3. Audit Information

There is no relevant audit information of which the Charity's auditors are unaware, and the directors have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of this information.

4. Review of the Business

A full report and review of the business can be found in the Annual Report of which these financial statements form a part.

5. Small Company Provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

6. Directors

The directors are as follows:

Mrs. S.I. Warzynska (Chairman)
Mr. E.G. Edwards
Mr. B. Burdus
Mr. M. Williamson
Mr. D.G. Hancock (resigned 19/08/09)
Dr. P. Cansfield
Mr. A. Ghelani
Mr. C.N. Cullen
Mr. T. Jones (appointed 17/02/10)
Mrs. J Lewis (appointed 19/08/09)

The Board of Trustees meets monthly and administers the Charity. The Chair and Members of the Board are elected for three years and are then eligible for re-election save that the Chair may serve for a maximum of six consecutive years.

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

7. Investment Powers

Under the Memorandum and Articles of Association, the Charity has power to make any investment which the Board sees fit provided the Board shall seek, when appropriate, proper professional advice. At present the Charity's funds are kept in a high interest bank account.

8. Reserves Policy

The Trustees have reviewed the Charity's need for reserves in line with the guidance issued by the Charity Commission. The Trustees have also undertaken a financial risk assessment that examines potential liabilities (staff, contracts and leases) and assets (both current and fixed). The Trustees have, therefore, identified the need to build a free reserve which includes unrestricted and designated net current assets of between three and six months running costs, excluding the capital payments associated with the Staying Put project or other capital projects agreed by the Board of Trustees. The reserve fund will be used to safeguard the Charity's service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations or other unexpected expenditure. The Trustees believe that reserves should be at least at this level to ensure the Charity can run efficiently and meet the needs of local older people.

9. Risk Assessment

A full risk assessment is carried out annually and reviewed on a monthly basis. The risk assessment includes actions necessary to limit each identified risk, further details can be found on pages 51 and 52.

10. Governing Document

The Charity is governed by the Memorandum & Articles of Association which were adopted on 31st January 1998.

By Order of the Board

M.I. TINKLER
Chief Executive and Secretary

Date 21st July 2010

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

**REPORT OF THE INDEPENDENT AUDITORS
TO THE MEMBERS OF AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

We have audited the financial statements of Age Concern Nottingham and Nottinghamshire for the year ended 31st March 2010 which comprise the Statement of Financial Activities, the Balance Sheets and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the Charity's members as a body, in accordance with Section 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity'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 Charity and the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Directors and Auditors

The Trustees' (who are also the directors of Age Concern Nottingham and Nottinghamshire Ltd for the purposes of Company Law) responsibilities for preparing the Directors' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Directors' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the Directors' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the Charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and other transactions is not disclosed.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatement within it.

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice of the state of the group and company affairs as at 31st March 2010, and of the group's incoming resources and application of resources, including its income and expenditure, in the year then ended;
- the financial statements have been properly prepared in accordance with the Companies Act 2006; and
- the information given in the Directors' Annual Report is consistent with the financial statements.

Kelly Boorman
Senior Statutory Auditor

For and on behalf of:
Smith Cooper Nottingham
Chartered Accountants and Statutory Auditors
Haydn House
309-329 Haydn Road
Nottingham
NG5 1HG

Date 21st July 2010

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2010

	<u>Note</u>	<u>Unrestricted Funds</u>	<u>Designated Funds</u>	<u>Restricted Funds</u> <u>Endowment Fund</u>	<u>George Henry Francis Payling's Charity</u>	<u>Total 2010</u>	<u>Total 2009</u>
		£	£	£	£	£	£
Incoming Resources							
Donations and Legacies							
Housing Services	3			34,748		34,748	28,820
Community and Advocacy		35,000		90,353		125,353	67,671
Day Care				38,036		38,036	33,019
Core Services		87,286				87,286	318,533
Activities in furtherance of Charity's Objects							
Grants and Service Agreements	2						
Housing Services		1,730,888		45,127		1,776,015	2,099,443
Community and Advocacy		77,524		593,573		671,097	452,385
Day Care		41,457		164,346		205,803	201,526
Core Services		51,432		480		51,912	51,923
Fees and Contributions		82,549		19,818		102,367	208,649
Rent Receivable		4,172			2,100	6,272	4,110
Activities for Generating Funds							
Merchandising Income	5	150,812				150,812	154,603
Fundraising Income	6	14,171				14,171	12,597
Investment Income		3,265			897	4,162	29,746
Trading Subsidiaries		375,066				375,066	341,297
Total Incoming Resources		2,653,622		986,481	2,997	3,643,100	4,004,322
Resources Expended							
Cost of Generating Funds							
Merchandising Costs	5	138,516	245			138,761	155,525
Fundraising Costs	6	1,818				1,818	33,818
Trading Subsidiary Costs		183,915				183,915	246,318
Cost of Activities in furtherance of Charity's Objects							
Charitable Expenditure	12						
Housing Services		1,668,268		72,775		1,741,043	2,046,862
Community and Advocacy		147,669		684,106	5,040	836,815	778,410
Day Care		165,090	17,627	208,796		391,513	406,172
Core Activities		176,535	40,715	18,153	3,426	238,829	400,175
Governance Costs	7	35,859				35,859	39,648
Total Resources Expended	8	2,517,670	58,587	983,830	8,466	3,568,553	4,106,928
Net Incoming/(Outgoing) Resources before Transfers							
		135,952	(58,587)	2,651	(5,469)	74,547	(102,606)
Transfer between Funds	14	(133,114)	133,114				
Minority Interest	1	3,611				3,611	5,745
Net Incoming/(Outgoing) Resources and Net Movements in Funds							
		6,449	74,527	2,651	(5,469)	78,158	(96,861)
Realised/Unrealised Gains on Investments					593	593	
Net Incoming/(Outgoing) Resources and Net Movements in Funds after Realised/Unrealised Gains on Investments							
		6,449	74,527	2,651	(4,876)	78,751	(96,861)
George Henry Francis Payling's Charity Balance at 1st July 2009							
					152,629	152,629	
Balance at 1st April 2009		999,063	272,364	578,975	-	1,850,402	1,947,263
Balances carried forward at 31st March 2010		1,005,512	346,891	581,626	147,753	2,081,782	1,850,462

The notes on pages 72 to 92 form part of these financial statements

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
BALANCE SHEETS

AS AT 31ST MARCH 2010

	<u>Notes</u>	<u>2010</u> £	<u>The Group</u> <u>2009</u> £	<u>2010</u> £	<u>The Charity</u> <u>2009</u> £
<u>Fixed Assets</u>					
Age Concern Nottingham and Nottinghamshire					
Investments	1	-	-	90	90
Tangible Assets	9	1,364,277	1,359,950	1,345,622	1,342,007
George Henry Francis Paylings Charity					
Investments		20,459	-	20,549	-
Tangible Assets	9	53,000	-	53,000	-
<u>Current Assets</u>					
Age Concern Nottingham and Nottinghamshire					
Debtors	10	181,747	308,811	306,938	364,558
Cash at Bank and in Hand		794,300	526,283	717,133	458,955
George Henry Francis Paylings Charity					
Cash at Bank and in Hand		82,760	-	82,760	-
		<u>1,058,807</u>	<u>835,094</u>	<u>1,106,831</u>	<u>823,513</u>
<u>Creditors: amounts falling due within one year</u>					
Age Concern Nottingham and Nottinghamshire					
Accruals and Deferred Income		317,001	251,234	313,314	231,695
Taxation and Social Security		56,441	50,251	45,331	43,565
Other Creditors		18,044	20,497	10,169	1,326
Vehicle Finance Loan	11	4,239	4,239	4,239	4,239
George Henry Francis Paylings Charity					
Accruals and Deferred Income		8,466	-	8,466	-
		<u>404,191</u>	<u>326,221</u>	<u>381,519</u>	<u>280,825</u>
<u>Net Current Assets</u>		<u>654,616</u>	<u>508,873</u>	<u>725,312</u>	<u>542,688</u>
<u>Total Assets less Current Liabilities</u>		<u>2,092,352</u>	<u>1,868,823</u>	<u>2,144,573</u>	<u>1,884,785</u>
Age Concern Nottingham and Nottinghamshire					
<u>Creditors: amounts falling due after one year</u>					
Loans	11	19,916	24,156	2,916	7,065
<u>Net Assets</u>		<u>2,072,436</u>	<u>1,844,667</u>	<u>2,141,657</u>	<u>1,877,720</u>
<u>Funds</u>					
Age Concern Nottingham and Nottinghamshire					
Restricted	12	581,626	578,975	581,626	578,975
Designated	14	346,891	272,364	346,891	272,364
Unrestricted		1,005,512	999,063	1,065,387	1,026,381
Minority Interest	1	(9,346)	(5,735)	-	-
George Henry Francis Payling's Charity:					
Permanent Endowment	12	58,457	-	58,457	-
Expendable Endowment	12	89,296	-	89,296	-
	13	<u>2,072,436</u>	<u>1,844,667</u>	<u>2,141,657</u>	<u>1,877,720</u>

Approved by the Board on 21st July 2010 and signed on its behalf by:

Director E.G. EDWARDS

Director B. BURDUS

The financial statements have been prepared in accordance with the small companies regime of the Companies Act 12006.
The notes on pages 72 to 92 form part of these financial statements

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

1. **ACCOUNTING POLICIES**

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

a) **Basis of Accounting**

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 2005) and the applicable accounting policies.

b) **Consolidation**

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age Concern Local Trading Limited and Age Concern Business Directory Limited. A separate statement of financial activities for the Charity is not shown due to the exemption by the Charity Commission as detailed in paragraph 397 of the SORP 2005.

c) **Voluntary Income**

Gifts and legacies are included in full in the statement of financial activities.

d) **Grant Income**

Grant & Service Agreement income is included in the financial statements as entitlement arises.

e) **Deferred Income**

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

f) **Fixed Assets**

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

Freehold Property	-	2% and 5% (straight line)
Computer Equipment	-	33% (straight line)
Fixtures and Other Equipment	-	10% (on reducing balance)
Motor Vehicles	-	25% (straight line)
Leasehold Improvements	-	5% (straight line)

g) **Investment Income**

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

h) **Gifts in Kind**

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods until they are sold.

i) **Direct Charitable Expenditure**

Direct charitable expenditure includes the direct costs of the activities and depreciation on related assets. Where such costs relate to more than one functional cost category, they have been split on an estimated usage basis and included within direct charitable expenditure.

j) **Funds**

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 14.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 12 gives a detailed breakdown of all restricted income and expenditure.

Unrestricted Funds

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

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

1. **ACCOUNTING POLICIES** (continued)

k) **Voluntary Help**

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution.

l) **Grant Making Policy**

The Charity makes small grants to individual older people who are in need and who cannot access financial support from other sources.

m) **Pension Costs**

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 8% of salary contributions made to these schemes are charged against revenue as they are paid.

n) **Operating Leases**

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

o) **Allocation of Funds within Note 8**

Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 7.

p) **Minority Interest**

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

q) **Investments and Share Capital**

The parent company Age Concern Nottingham and Nottinghamshire holds 90% of the issued share capital of Age Concern Business Directory Limited.

This investment is held at a cost of £90 in the Charity accounts.

2. **GRANTS AND SERVICE AGREEMENTS**

	<u>2010</u>		<u>2009</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
a) <u>HOUSING SERVICES</u>				
<u>Nottingham City Supporting People/</u>				
<u>Nottingham City Capital</u>				
Staying Put / Safe & Sound (see Note 4)		1,316,804	-	1,496,384
First Link		0	-	218,838
Home Maintenance (Hospitals)		39,260		29,445
Home Maintenance (City)		304,246		206,574
 <u>Nottingham City Council</u>				
Home Maintenance (Hospitals)	-		9,815	-
City Hospital Discharge	1,500		1,500	-
Staying Put Handover Packs		12,667		30,000
 <u>Nottingham Primary Care Trust</u>				
City Hospital Discharge		57,911	-	57,911
 c/f	1,500	1,730,888	11,315	2,039,152

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

2. **GRANTS AND SERVICE AGREEMENTS** (continued)

	<u>2010</u>		<u>2009</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	1,500	1,730,888	11,315	2,039,152
a) <u>HOUSING SERVICES</u> (continued)				
<u>Electric Blanket Testing</u>				
Nottinghamshire Fire Authority			2,000	
Nottingham City PCT			1,000	
<u>Home Office</u>				
Safer Homes	36,627			
<u>Nottinghamshire Fire Authority</u>				
Co2 Detectors	2,000			
<u>Electrical Safety Council</u>				
Electrical Grant Work	5,000			
<u>Safe & Sound</u>				
Nottinghamshire Fire Service			5,000	
<u>Age Concern England/E-on</u>				
Energy Right			40,380	
<u>Help the Aged</u>				
Senior Link			-	596
	<u>45,127</u>	<u>1,730,888</u>	<u>59,695</u>	<u>2,039,748</u>
b) <u>COMMUNITY AND ADVOCACY</u>				
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	25,500		25,000	-
Gedling Carers	-	23,045	-	22,595
Mansfield Kindred Spirits	19,268		19,510	-
Nottingham Kindred Spirits	11,332		10,490	-
Generic Advocacy	109,425		108,835	-
Link Age Community Outreach	60,730		56,074	
Link Age Shopping Service	30,445		43,020	
Carers Demonstration Site	22,095			
Advocacy	-	1,400		
Voluntary Agency Co-ordination	1,472			
<u>Nottinghamshire Healthcare Trust</u>				
Hospital Advocacy			-	22,254
<u>Nottinghamshire County Teaching PCT</u>				
Hospital Advocacy		35,080		
QMC Advocacy		10,256		
<u>Rushcliffe Primary Care Trust</u>				
Hospital Advocacy				<u>12,612</u>
c/f	<u>280,267</u>	<u>69,781</u>	<u>262,929</u>	<u>57,461</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	<u>2010</u>		<u>2009</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b) b/f	280,267	69,781	262,929	57,461
b) <u>COMMUNITY AND ADVOCACY</u> (continued)				
<u>Nottingham City Hospital NHS Trust</u>				
City Hospital Patients Representative			-	10,655
<u>Help the Aged</u>				
St Anns Visiting	3,500		2,500	
Action Against Burglary	1,700			
<u>Nottingham City Supporting People</u>				
Sign Posting		7,743		
<u>Mansfield District Council</u>				
Kindred Spirits Mansfield	2,500			
<u>Hardship Fund</u>				
Information and Advice	39,235			
<u>Department of Work and Pensions</u>				
Financial Inclusion	49			
<u>Nottingham City Council</u>				
Generic Advocacy	23,153		22,699	
Kindred Spirits	30,923		30,412	
Kindred Spirits –Bestwood Area	0		4,119	
Best Foot Forward	8,000		8,078	
Deprivation of Liberty Advocacy	50,000			
Information and Advice	77,720			
<u>Vodafone</u>				
Marketing/Brand Project	2,500			
<u>Age Concern England</u>				
Fit as a Fiddle	53,316		50,535	
Winter Work	960		500	
January Fund	750			
St Anns Visiting	19,000			
<u>Nottinghamshire Teaching Primary Care Trust</u>				
Whatton Prison Project			2,497	
	<u>593,573</u>	<u>77,524</u>	<u>384,269</u>	<u>68,116</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	<u>2010</u>		<u>2009</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
c) <u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin	102,923		100,905	-
<u>Nottinghamshire County Council</u>				
Gedling Respite Service		22,470	-	22,470
Worksop		18,987	-	18,614
Stapleford	10,608		10,608	-
Mansfield	21,433		21,013	-
Newark	26,677		26,154	-
Retford	1,705			
<u>Help the Aged</u>				
Crossings Lunch Club			762	
<u>Bassetlaw Primary Care Trust</u>				
Ashfield Lunch Clubs	1,000		1,000	
	<u>164,346</u>	<u>41,457</u>	<u>160,442</u>	<u>41,084</u>
d) <u>CORE SERVICES</u>				
<u>Nottingham City Council</u>				
Core Activities		11,402	-	11,178
<u>Nottinghamshire County Council</u>				
Core Activities		40,030	-	39,245
<u>SEEM Ltd - Business Link</u>				
Training Grant	480			
Training Research Grant			1,500	
	<u>480</u>	<u>51,432</u>	<u>1,500</u>	<u>50,423</u>
	<u>803,526</u>	<u>1,901,301</u>	<u>605,906</u>	<u>2,199,371</u>

Note

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

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>
Anonymous	25,000	25,000
Dignity Funerals		500
Forman Hardy Charitable Trust	300	300
G A Barnes		250
Kings Church	250	0
Lowdham Village		662
Mrs P Hydes		500
A Powell in Memory of V Powell		500
S Mason	500	
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	2,000	2,000
The Lady Hind Trust		1,000
The Late J Cooper		500
The Late G A F Hardy		5,000
The Late V Jackson		200
The Late M Needham		2,000
The Late J Morton		200,358
The Late A Priestley		1,000
The Late M Renshaw		51,189
The Late S Schofield		1,000
The Late D Judd	11,000	0
The Late J Bostock	12704	0
The Late P Axelrod	500	0
The Late M M Burnett	15,638	0
The Late B Moulton Smith	35,000	0
The Late D Marriott		
The Rothera Family Trust	400	400
The Sir John Eastwood Foundation	1,500	1,500
West Bridgford Shop in lieu of Flowers		438
Others < £250	<u>7,494</u>	<u>14,236</u>
	<u>122,286</u>	<u>318,533</u>

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>
<u>Staying Put</u>		
The Skerritt Trust	28,600	28,600
<u>Home Maintenance</u>		
Individuals	723	35
<u>Energy Right</u>		
The Skerritt Trust	5,000	0
<u>Carbon Monoxide Testers</u>		
University of Nottingham Students Union		185
<u>City Hospital Discharge</u>		
J R Thomas	300	
Individuals	<u>125</u>	
	<u>34,748</u>	<u>28,820</u>

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

b) **COMMUNITY AND ADVOCACY**

	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>
<u>West Bridgford Visiting Scheme</u>		
Harry Dunn Charitable Trust	1,500	1,500
Individuals		25
<u>Gedling Carers</u>		
Individuals	370	
<u>Advocacy Service</u>		
Individuals	25	70
C Wells	300	
The Paylings Charity	1,694	
<u>Information & Advice</u>		
The Fifty Fund	2,000	0
A W Lymn	1,000	0
Save Our Service Campaign	435	531
Abbey Charitable Trust		3,540
<u>Counselling Service</u>		
Comic Relief	45,902	39,702
Individuals	105	80
<u>Kindred Spirits Mansfield</u>		
Individuals	872	656
<u>Kindred Spirits</u>		
Individuals	7,755	4,597
The Boots Charitable Trust	10,000	
<u>Home Safety – Locks</u>		
Capital Shopping	250	470
<u>Shopping Service</u>		
Individuals	1,645	
<u>Whatton Prison Service</u>		
Lankelly Chase	16,500	16,500
	90,353	67,671
	90,353	67,671

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010**

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2010</u>	<u>2009</u>
	£	£
c) <u>DAYCARE</u>		
<u>The Sybil Levin Centre</u>		
Wollaton Park Rotary Club – Sybil Levin B Partridge	350	1,500
<u>The Sybil Levin Centre Minibus Fund</u>		
Mary Potter Convent Trust		2,000
The Lady Hind Trust		2,000
The J N Derbyshire Trust		5,000
The Thomas Farr Charity		3,000
The Jessie Spencer Trust		1,000
The Sir John Eastwood Foundation	5,000	
New Appeals	4,900	
<u>Ashfield Luncheon Clubs</u>		
Whittaker Charitable Trust	500	500
New Cross Community		1,000
The Thomas Farr Charitable Trust		3,000
The Vine Tree Charity	500	500
<u>Mansfield Day Care</u>		
The Paylings Charity	2,524	
<u>Sutton in Ashfield Activity & Lunch Club</u>		
Ashfield Fair Share Foundation	<u>24,263</u>	<u>13,519</u>
	<u>38,036</u>	<u>33,019</u>
<u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>	<u>163,137</u>	<u>129,510</u>

4. **STAYING PUT/SAFE & SOUND** - Income Resources (see note 2)

	<u>2010</u>	<u>2009</u>
	£	£
Nottingham City Council Grant	156,168	153,106
Fee Income	125,346	145,317
Payments to Subcontractors	1,035,290	1,197,961
	<u>1,316,804</u>	<u>1,496,384</u>

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

5. SURPLUS ON SHOPS

	<u>ACE</u>	<u>Mansfield</u>	<u>West</u>	<u>Total</u>	<u>Total</u>
	<u>£</u>	<u>Shop</u>	<u>Bridgford</u>	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Takings</u>	3,237	80,582	66,993	150,812	154,603
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<u>Direct and Overhead Expenses</u>					
Purchases		468	141	609	130
<u>Less</u> Closing Stock					0
Staff Costs & Volunteer Expenses		40,672	26,841	67,513	75,579
Rent, Rates and Water		10,615	15,718	26,333	27,568
Light and Heat		2,370	1,731	4,101	2,923
Cleaning, Repairs, Renewals and Insurance		1,093	1,221	2,314	7,684
Telephone		703	186	889	985
Advertising		2,724	0	2,724	3,058
Depreciation		3,486	137	3,623	3,736
Sundry Expenses		3,065	1,276	4,341	5,891
Other Overheads		8,549	8,549	17,098	17,541
Share of Surplus to Age Concern England/Eastwood	0			0	503
Transport and Collection		9,216	0	9,216	9,927
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	0	82,961	55,800	138,761	155,525
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Designated Funds Used		0	0	0	4,978
Surplus/(Deficit)	3,237	(2,379)	11,193	12,051	4,056
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Note

The Mansfield shop is showing a deficit again in 2010 however it is £6,734 lower than the 2009 deficit of £9,113. A surplus is forecast for the next financial year.

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	<u>2010</u>	<u>2009</u>
	£	£
Salaries	0	30,472
Postage, Printing and Stationery	82	120
Advertising and Publicity	0	1,425
Other Costs	1,736	1,801
	<u>1,818</u>	<u>33,818</u>

Note

The costs of fund raising are shown as £1,818 with corresponding income of £14,171, it should be noted that fundraising activity also contributed to donation and legacy income detailed in note 3.

7. GOVERNANCE COSTS

	<u>Unrestricted</u>	<u>Total</u>
	<u>Total</u>	<u>2009</u>
	<u>2010</u>	<u>2009</u>
	£	£
Annual General Meeting & Annual Report Production	7,775	7,794
Audit and Accountancy	7,879	10,441
Board Meetings	17,793	16,658
Board of Trustees Expenses & Training	66	364
Legal and Professional	2,346	2,397
Strategic Planning	0	1,994
	<u>35,859</u>	<u>39,648</u>

The costs involved with the management and administration of the charity that are not included within Governance Costs are apportioned out to all cost centres based on number of staff working in each service area. Also a rent is charged for use of the offices at Bradbury House, Peachey Street and the Sybil Levin Centre, which is allocated out on a floor area basis. The split by expenditure category is shown below:

	Office Rent	Central Overheads	Total 2010	Total 2009
	£	£	£	£
Merchandising	0	17,098	17,098	16,302
Fundraising	0	0	0	0
Trading Subsidiaries	26,500	29,917	56,417	59,500
Housing Services	26,643	93,917	120,560	146,714
Community & Advocacy	24,324	94,978	119,302	112,900
Day Care	3,114	57,987	61,101	57,819
Core Activities	10,355	14,398	24,753	25,015
	<u>90,936</u>	<u>308,295</u>	<u>399,231</u>	<u>418,250</u>

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2010</u>	<u>Total 2009</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Direct Charitable Expenditure	1,638,970	85,106	1,484,124	3,208,200	3,631,619
Fundraising and Publicity					
- shops	67,513	3,623	67,625	138,761	155,525
- other	0	-	1,818	1,818	33,818
Governance Costs	24,222	-	11,637	35,859	39,648
Trading Subsidiary Costs			183,915	183,915	246,318
	<u>1,730,705</u>	<u>88,729</u>	<u>1,749,119</u>	<u>3,568,553</u>	<u>4,106,928</u>
				<u>2010</u>	<u>2009</u>
				<u>£</u>	<u>£</u>
Staff Costs:					
Wages and Salaries				1,526,300	1,775,903
Social Security Costs				122,279	144,841
Pension Costs				82,126	90,469
				<u>1,730,705</u>	<u>2,011,213</u>
				<u>2010</u>	<u>2009</u>
				<u>£</u>	<u>£</u>
Other Costs:					
Audit				8,190	10,441
Grants - repair works for individuals				1,060,674	1,227,680
Property Costs				117,183	127,002
Travel Costs and Volunteers' Expenses				68,764	79,648
Transport / Stock Collection Costs				43,843	42,000
Advertising and Office Expenses				145,530	177,185
Training				25,293	22,661
Legal and Professional				13,395	4,553
Miscellaneous				73,866	79,544
Trading Subsidiary Costs				183,915	246,318
George Henry Francis Paylings Charity				8,466	-
				<u>1,749,119</u>	<u>2,017,032</u>

Note

The Charity assists clients to apply to Nottingham City Council for repair grants which are then administered by Age Concern Nottingham and Nottinghamshire.

	<u>2010</u>	<u>2009</u>
	<u>No.</u>	<u>No.</u>
No employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	60	63
Fundraising and Publicity	5	7
Management and Administration of the Charity	<u>13</u>	<u>13</u>
	<u>78</u>	<u>83</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

9. **TANGIBLE FIXED ASSETS**

(a) **THE GROUP**

	<u>Leasehold Improvements</u>	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£	£
<u>Cost</u>						
At 1st April 2009	8,317	1,678,449	160,067	156,196	101,496	2,104,525
Additions in Year	-	42,768	8,944	16,064	32,937	100,713
Disposals in year	(6,996)		(4,348)			(11,344)
At 31st March 2010	1,321	1,721,217	164,663	172,260	134,433	2,193,894
<u>Depreciation</u>						
At 1st April 2009	2,259	420,701	155,939	81,601	84,075	744,575
Charge for Year	416	59,920	5,388	9,066	16,945	91,735
Disposals in Year	(2,345)		(4,348)			(6,693)
At 31st March 2010	330	480,621	156,979	90,667	101,020	829,617
<u>Net Book Values</u>						
At 31st March 2010	991	1,240,596	7,684	81,593	33,413	1,364,277
At 31st March 2009	6,058	1,257,748	4,128	74,595	17,421	1,359,950

(b) **THE CHARITY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£
<u>Cost</u>					
At 1st April 2009	1,677,544	139,658	139,177	101,496	2,057,875
Additions in Year	37,144	6,553	15,710	32,937	92,344
Disposals in Year					
At 31st March 2010	1,714,688	146,211	154,887	134,433	2,150,219
<u>Depreciation</u>					
At 1st April 2009	420,565	136,257	74,971	84,075	715,868
Charge for Year	59,594	4,198	7,992	16,945	88,729
Disposals in Year					
At 31st March 2010	480,159	140,455	82,963	101,020	804,597
<u>Net Book Values</u>					
At 31st March 2010	1,234,529	5,756	71,924	33,413	1,345,622
At 31st March 2009	1,256,979	3,401	64,206	17,421	1,342,007

(C) **George Henry Francis Paylings Charity**

	<u>Freehold Property</u>	<u>Total</u>
	£	£
At 31 st March 2010	53,000	53,000

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

10. **DEBTORS**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2010</u>	<u>2009</u>	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Grants Receivable	50,502	164,498	50,502	164,498
Prepayments	15,412	30,386	15,412	30,386
Other Debtors	63,144	108,927	188,335	164,674
Donations Receivable	52,689	5,000	52,689	5,000
	181,747	308,811	306,938	364,558

Note: Within other debtors for the Charity is the loan to Age Concern Business Directory Limited of £94,954 payable after more than one year.

11. **CREDITORS**: amounts falling due after one year

	<u>The Group</u>		<u>The Charity</u>	
	<u>2010</u>	<u>2009</u>	<u>2010</u>	<u>2009</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Vehicle Finance Loan	2,826	7,065	2,826	7,065
VISAV Set up costs	17,091	17,091		
Share Capital	90			
Analysis of Borrowings:				
Within one year	4,239	4,239	4,239	4,239
Between two and five years	19,916	24,156	2,826	7,065
	24,155	28,395	7,065	11,304

The vehicle finance loan is an interest free loan to be paid back in monthly instalments over 48 months and was provided by Sunwin Motors Ltd. Set up costs for Age Concern Business Directory Ltd were incurred by VISAV Ltd a 10% shareholder, are to be paid for once the company is making a profit.

12. **RESTRICTED FUNDS**

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2009</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2010</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>HOUSING</u>				
<u>Nottingham City Council</u>				
City Hospital Discharge	-	1,500	1,500	
Home Maintenance (Hospitals)	1,850		204	1,646
Home Maintenance Sinking Fund (Van)	15,921			15,921
Home Maintenance (West Area)	2,010		201	1,809
Home Maintenance (West Area) Sinking Fund	2,504			2,504
<u>The Skerritt Trust</u>				
General	11,634	28,600	23,977	16,257
Energy Right		5,000	5,000	0
<u>Age Concern England/E-on</u>				
Home Service	1,535		154	1,381
Energy Right	86		86	0
<u>General Donations</u>				
Staying Put Hardship Fund	717		115	602
Home Maintenance		723	723	0
Hospital Discharge		425	425	0

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2009</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2010</u>
	£	<u>Incoming</u> £	<u>Outgoing</u> £	£
<u>Nottinghamshire Fire Service</u>				
Carbon Monoxide Detectors		2,000	2,000	0
<u>Electrical Safety Council</u>				
Electrical Grant Work		5,000	1,608	3,392
<u>Home Office</u>				
Keep Safe Feel Safe		36,627	36,627	0
<u>Nottingham Primary Care Trust</u>				
First Link	1,550		155	1,395
<u>TOTAL</u>	37,807	79,875	72,775	44,907

COMMUNITY & ADVOCACY

Joint Finance

Gedling Development Officer	61		6	55
Rushcliffe Continuing Care Support Worker	182		19	163

Help the Aged/Age UK

Advice Service	612		61	551
St Anns Visiting	2,028	3,500	5,528	0
Action Against Burglary		1,700	1,580	120

Department of Health

Direct Payments	461		46	415
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Nottinghamshire County Council

West Bridgford Visiting Scheme	297	25,500	25,530	267
Mansfield Kindred Spirits	-	19,268	19,268	0
Greater Nottingham Kindred Spirits	-	11,332	11,332	0
Advocacy North Notts	137		14	123
Generic Advocacy	0	109,425	109,425	0
Link Age Community Outreach	2,638	60,730	60,724	2,644
Link Age Shopping Service	144	30,445	30,459	130
Voluntary Agency Co-ordination		1,472	1,365	107
Carers Demonstration Site		22,095	21,314	781

Nottingham City Council

Generic Advocacy		23,153	22,427	726
Home Safety	101		10	91
Kindred Spirits		30,923	30,923	0
Best Foot Forward	824	8,000	7,829	995
Deprivation of Liberty		50,000	47,364	2,636
Information and Advice		77,720	70,931	6,789

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2009</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2010</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>COMMUNITY & ADVOCACY(continued)</u>				
<u>National Lottery Charities Board</u>				
Mobile Resource	42		4	38
Kindred Spirit	217		21	196
<u>Age Concern England</u>				
Age Resource Information & Advice	232		23	209
Emergency Heating/Cooking Fund	545			545
Fit as a Fiddle	629	53,316	52,399	1,546
Winter Work		960	960	0
January Fund		750	750	0
St Anns Visiting		19,000	16,945	2,055
<u>Nottingham Primary Care Trust</u>				
Age Well Project	68		7	61
<u>Mansfield District Council</u>				
Kindred Spirits		2,500	2,500	0
<u>Hardship Fund</u>				
Information and Advice		39,235	32,478	6,757
<u>Department of Work and Pensions</u>				
Financial Inclusion		49		49
<u>DEFRA</u>				
Advice Service Rural Areas	317		32	285
<u>The Paylings Charity</u>				
Individuals Living in Mansfield	0	1,694	1,694	0
<u>Lankelly Chase Trust</u>				
Whatton Prison Project	3,569	16,500	16,226	3,843
<u>Vodafone</u>				
Marketing/Brand		2,500	2,500	0
<u>General Donations</u>				
Kindred Spirits Mansfield - Social Fund	0	6,165	6,165	0
Kindred Spirits Mansfield - Individuals	-	872	872	0
Kindred Spirits Social Fund	832	13,652	12,341	2,143
The Harry Dunn Charitable Trust – WB Visiting		1,500	1,500	0
Kindred Spirits - Individuals	-	7,755	7,755	0
Capital Shopping – Locks	79	250	240	89
Advocacy		325	325	0
Abbey Charitable Trust – A&I	1,513		757	756
Counselling		105	105	0
Gedling Carers		370	370	0
Shopping Service		1,645	1,645	0
Save our Campaign – A&I		435	435	0

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2009</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2010</u>
	£	<u>Incoming</u> £	<u>Outgoing</u> £	£
<u>COMMUNITY & ADVOCACY(continued)</u>				
<u>Boots Charitable Trust</u>				
Kindred Spirits		10,000	10,000	0
<u>Fifty Fund</u>				
Information and Advice		2,000	2,000	0
<u>A W Lymn</u>				
Information and Advice		1,000	1,000	0
<u>Comic Relief</u>				
Counselling	0	45,902	45,902	0
<u>TOTAL</u>	15,528	703,743	684,106	35,165
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	7,973	102,923	103,777	7,119
<u>Nottinghamshire County Council</u>				
Stapleford		10,608	10,608	0
Mansfield	-	21,433	21,433	0
Newark	308	26,677	26,708	277
Retford		1,705	1,252	453
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	2,151		113	2,038
<u>The Paylings Charity</u>				
Mansfield Day Care		2,524	2,524	0
<u>Sainsburys Plc</u>				
Sainsburys Project	412		41	371
<u>Bassetlaw Primary Care Trust</u>				
Ashfield Lunch Club		1,000	1,000	0
<u>Ashfield Fair Share Foundation</u>				
Sutton in Ashfield Lunch/Exercise Group	2,094	24,263	20,545	5,812
<u>Ashfield Lunch Clubs</u>				
The Vine Tree Charity		500	500	0
The Whittaker Trust		500	500	0

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2009</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2010</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>General Donations</u>				
Sybil Levin Centre- Building	5,022		1,342	3,680
McCarthy & Stone – Security	354		24	330
Barclays Bank Carpets	572		42	530
Grant Thornton	1,619		164	1,455
Yorkshire Building Society	940		95	845
The Skerritt Trust	8,000		500	7,500
Anonymous	32,000		2,000	30,000
The Percy Bilton Charity	4,000		250	3,750
New Appeals	4,087		409	3,678
The Robert McAlpine Trust	6,219		389	5,830
Sybil Levin Centre (High Sheriff of Notts Appeal)	107,226		8,448	98,778
Newark Day Care – The Beatrice Lang Trust	254		25	229
Worksop Day Care – The Beatrice Lang Trust	303		32	271
Yorkshire Building Society – Sybil Levin Tables	890			890
Sybil Levin Centre		350	350	0
<u>The Sybil Levin Centre Minibus Fund</u>				
Mary Potter Convent Trust	2,000		500	1,500
The Lady Hind Trust	2,000		500	1,500
The J N Derbyshire Trust	5,000		1,250	3,750
The Thomas Farr Charity	3,000		750	2,250
The Jessie Spencer Trust	1,000		250	750
New Appeals		4,900	1,225	3,675
Sir John Eastwood Foundation		5,000	1,250	3,750
<u>TOTAL</u>	197,424	202,383	208,796	191,011
<u>CORE SERVICES</u>				
<u>Age Concern England</u>				
Bradbury House Building	10,302		232	10,070
Upper Parliament Street	3,655		215	3,440
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	11,852		855	10,997
<u>General Donations</u>				
Bradbury House Building	302,407		16,371	286,036
<u>Business Link</u>				
Training Grant		480	480	0
<u>TOTAL</u>	328,216	480	18,153	310,543
	(as at 1.7.09)			
George Henry Francis Payling's Charity	152,629	3,590	8,466	147,753
<u>TOTAL RESTRICTED FUNDS</u>	731,604	990,071	992,296	729,379

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS
DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible</u> <u>Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Gedling Development Officer	55		55
Advice Service – Help the Aged	551		551
Action Against Burglary – Age UK	120		120
Direct Payments	415		415
Home Maintenance (Hospitals)	1,646	15,921	17,567
Home Maintenance (West Area)	1,809	2,504	4,313
Home Safety	91		91
Transact Travel Plan	10,997		10,997
National Lottery Charities Board - Kindred Spirits	196		196
Skerritt Trust - General		16,257	16,257
- Sybil Levin	2,038		2,038
Sainsbury's Project	371		371
Staying Put - Hardship Fund	293	309	602
Kindred Spirits Social Fund		2,143	2,143
Age Concern England – Building	10,070		10,070
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	98,778		98,778
Age Concern England – Upper Parliament Street	3,440		3,440
Age Concern England – Fit as a Fiddle	114	1,432	1,546
Age Concern England – St Anns Visiting		2,055	2,055
Rushcliffe Continuing Care Support Worker	163		163
Home Service	1,381		1,381
Bradbury House Building	286,036		286,036
Age Well Projects	61		61
Best Foot Forward		995	995
National Lottery Charities Board - Mobile Resource	38		38
Age Concern England – Emergency Heating/Cooking Fund		545	545
Information and Advice – Hardship Fund		6,757	6,757
Age Resource Advice and Information	209		209
West Bridgford Visiting Scheme	267		267
Generic Advocacy –City		726	726
Information and Advice –City	3,003	3,786	6,789
Sybil Levin Building	5,980		5,980
- The Skerritt Trust	7,500		7,500
- Anonymous	30,000		30,000
- The Percy Bilton Charity	3,750		3,750
- New Appeals	3,678		3,678
- The Robert McAlpine Trust	5,830		5,830
McCarthy & Stone Camera	330		330
First Link	1,395	0	1,395
Sybil Levin Centre – Nottingham City Council	7,119	0	7,119
Newark Day Care	506		506
Worksop Day Care	271		271
Retford Day Care	453		453
Sybil Levin – Barclays	530		530
DEFRA	285		285
Department of Work and Pensions		49	49
Link Age Community Outreach	0	2,644	2,644
Link Age Shopping Service	130		130
Voluntary Agency Co-ordination		107	107

AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

13. **ANALYSIS OF NET ASSETS BETWEEN FUNDS**
DIRECT CHARITABLE PURPOSES

<u>Restricted Funds (continued)</u>	<u>Tangible Fixed Assets</u> £	<u>Net Assets</u> £	<u>Total</u> £
Carers Demonstration Site	137	644	781
Generic Advocacy	123		123
Deprivation of Liberty Advocacy		2,636	2,636
Sybil Levin Minibus Fund	17,175		17,175
Fair Share Foundation		5,812	5,812
Abbey Charitable Trust	756		756
Lankelly Chase – Whatton Prison		3,843	3,843
Yorkshire Building Society – Sybil Levin Tables		890	890
Electrical Safety Grants		3,392	3,392
Capital Shopping – Locks		89	89
George Henry Francis Payling's Charity	53,000	94,753	147,753
<u>RESTRICTED FUNDS AT 31ST MARCH 2010</u>	561,090	168,289	729,379
<u>OTHER PURPOSES</u>	856,187	486,971	1,343,158
<u>TOTAL ASSETS</u>	1,417,277	655,260	2,072,537

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

14. **DESIGNATED FUNDS**

	<u>Balance 1st April 2009</u> £	<u>Movement in Resources</u> £	<u>Transfers between Funds</u> £	<u>Balance 31st March 2010</u> £
Employers Liability Fund	30,000			30,000
Health & Safety	3,000			3,000
Welfare Fund	109			109
Sinking Fund – Information Technology	18,531	2,082	40,000	56,449
Buildings	84,614	37,488	47,000	94,126
Minibus/Vehicles	54,693	5,400		49,293
Shops	30,758	245	245	30,758
Staff Conference	2,771	1,145	1,500	3,126
Specific Charitable Services	47,888	12,227	44,369	80,030
	272,364	57,442	133,114	346,891

15. **STATUS OF THE CHARITY**

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

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

16. FINANCIAL ACTIVITIES OF THE CHARITY

The financial activities shown in the consolidated statement includes those of the charity's subsidiaries, Age Concern Local Trading Limited and Age Concern Business Directory Limited. The following is a summary of the financial activities undertaken by the Charity:

	<u>2010</u> £	<u>2009</u> £
Gross Incoming Resources	3,492,356	3,815,525
Merchandising Costs	(138,761)	(155,525)
Fundraising Costs	(1,818)	(33,818)
Expenditure on Charitable Activities	(3,199,734)	(3,631,619)
Governance Costs	(35,859)	(39,648)
Net Incoming/(Outgoing) Resources	<u>116,184</u>	<u>(45,085)</u>
Balance brought forward from previous year	1,877,720	1,922,805
Total Funds carried forward	<u>1,993,904</u>	<u>1,877,720</u>
George Henry Francis Payling's Charity	<u>147,753</u>	<u>=</u>

17 SUBSIDIARY COMPANIES

Age Concern Local Trading Ltd

The Charity owns the whole of the issued ordinary share capital of Age Concern Local Trading Limited, a company registered in England. This subsidiary is used for non-primary purpose trading activities, namely for that of agents for insurance and travel business and introducer for financial services.

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

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

	<u>2010</u> £	<u>2009</u> £
Turnover	271,230	293,567
Cost of Sales	<u>0</u>	<u>496</u>
Gross Profit	271,230	293,071
Administrative Expenses	194,338	165,939
Gifted to Age Concern Nottingham and Nottinghamshire	56,200	93,000
Gifted to Age Concern Derby and Derbyshire	<u>20,748</u>	<u>34,299</u>
<u>Net (Loss)</u>	<u>(56)</u>	<u>(167)</u>

The aggregate of the assets, liabilities and funds was:

Assets	113,763	157,098
Liabilities	<u>(89,427)</u>	<u>(132,706)</u>
	24,336	24,392
Share Capital	2	2
Profit and Loss Account	24,334	24,390
Funds	<u>24,336</u>	<u>24,392</u>

**AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2010

(continued)

17. SUBSIDIARY COMPANIES (continued)

Age Concern Business Directory Ltd

The Charity owns 90% of the issued ordinary share capital of Age Concern Business Directory Ltd, a company registered in England. During the period costs were paid on behalf of Age Concern Business Directory Limited totalling £46,530. The costs will be repaid once the company has sufficient profits. The annual interest to be paid on the loan is 6.5%.

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

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

	<u>2010</u>	<u>2009</u>
	£	£
Turnover	113,104	47,730
Cost of Sales	<u>76,516</u>	<u>31,426</u>
Gross Profit	36,588	16,304
Administrative Expenses	72,700	73,758
Gifted to Age Concern Nottingham and Nottinghamshire	-	-
<u>Net (Loss)</u>	<u>(36,112)</u>	<u>(57,454)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	35,714	16,601
Liabilities	<u>(129,180)</u>	<u>(73,955)</u>
	(93,466)	(57,354)
Share Capital	100	100
Profit and Loss Account	<u>(93,566)</u>	<u>(57,454)</u>
Funds	<u>(93,466)</u>	<u>(57,354)</u>

18. LEASING COMMITMENTS

At 31st March 2010, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2010</u>		<u>2009</u>	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	£	£	£	£
Operating Leases which expire:				
Within one year	0	593	1,462	-
Within two to five years	0	8,664	0	9,062
Over five years	54,821		55,705	-
	<u>54,821</u>	<u>9,257</u>	<u>57,167</u>	<u>9,062</u>

19. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2010 or 2009. Trustees' expenses of £66 (2009: £364) were reimbursed during the year.

**We would like to thank the following
for their support over the last year:**

Age Concern England/Age UK
Age Concern Enterprises
Age Concern East Midlands
Ashfield District Council
AW Lymn
Barclays Bank plc
Bassetlaw District Council
Bassetlaw Primary Care Trust
Berryman Solicitors
Boots Charitable Trust
B Partridge
Broxtowe Borough Council
Business in the Community
CAF Bank Ltd
Capital One
Capital Shopping Centres PLC
Castle College Nottingham
Comic Relief
Department of Health
Department of Work & Pensions
Dignity Funerals
E.on UK
Electrical Safety Council
Experian
Fair Share Foundation
Fifty Fund
Forman Hardy Charitable Trust
Freeth Cartwright LLP
G A Barnes
Gedling Borough Council
George Henry Francis Payling's Charity
Gray Trust
Hardship Fund
Harry Dunn Charitable Trust
Help the Aged/Age UK
Home Office
J N Derbyshire Trust
Jessie Spencer Trust

John Lewis Partnership
J Thomas
Lankelly Chase
Mansfield Area Strategic Partnership
Mansfield District Council
Nelsons Solicitors LLP
New Appeals
Newark District Council
NHS Nottingham City
NHS Nottinghamshire County
Nottingham City Council
Nottingham City PCT
Nottingham Energy Partnership
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire Community Foundation
Nottinghamshire County Council
Nottinghamshire County Teaching PCT
Nottinghamshire Fire and Rescue Service
Nottinghamshire Healthcare NHS Trust
Percy Bilton Foundation
Positive Futures
Powergen
Rushcliffe Borough Council
Rothera Family Trust
Roythornes Solicitors
Rushcliffe Primary Care Trust
Thomas Farr Charitable Trust
Trent FM Arena
Sainsbury's Castle Marina
Sir John Eastwood Foundation
Skerritt Trust
S Mason
Smith Cooper Nottingham
Victoria Centre (Capital Shopping) Nottingham
Vine Tree Charity
Vodafone
Warren & Allen
C Wells
Whitaker Charitable Trust
Young and Pearce