



Limited by Guarantee

ANNUAL REPORT & ACCOUNTS

For the year ended

31st March 2011

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
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 T Jones
Mrs J Lewis
Mr M Williamson

In Attendance:

Mr S Main
(Age UK Representative)

Mr M I Tinkler
(Chief Executive & Company Secretary)



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Non-Trustee Members:

Cllr J Allin
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 UK 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

AUBD Limited

(Age UK Business Directory)

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, 2 Lace Market Square, Nottingham NG1 1PB

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

Bankers: CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill,
West Malling, Kent ME 19 4TA

Unity Trust Bank plc, 9 Brindleyplace, Birmingham B1 2HB



Registered Charity No. 1067881

OBJECTIVE

**The object of Age UK Nottingham & 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 24th August 2011 at 11.00 am
The Training Room
Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ**



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Chair of Trustees' Statement

This is my third Chair's statement and looking back at the past statements I always seem to write about changes and challenges – well nothing different this year then!

Probably the biggest change of all in this year has been our name. In September we formally changed our name to Age UK Nottingham & Nottinghamshire and a huge amount of effort was made by the staff to ensure we were showing off our new name and logo to the world on all of the frontages within our organisation by the end of the changeover day. It was a mammoth task and one which still continues as stationery, leaflets and flyers come up for renewal.

In most areas of the services we offer, challenges and targets have been met – both physically and financially - due to the dedication of the staff and volunteers who support us in such a committed way, giving of their time and knowledge with great enthusiasm and dedication. We have opened some new services such as the Money Advice Service, Men in Sheds, a Will Writing Service and the Carer's Support Project. We have also undertaken research, for example, in relation to Tackling Isolation which gives us more insight into what we should be planning for in the future. Talking about the future, there are many more services being planned for 2011/2012 which should enhance the services we currently provide – much hard work this year has been devoted to planning these changes and creating new services which we will offer to improve the lives of older people within our area.

As public spending cuts bite they might impact on the funding we receive, and changes have had to be considered which might affect some of our services. However, we have made every effort to try to ensure that the front line services will still be available, with the usual quality and professionalism we have come to expect from Age UK Notts. Personalisation and individual budgets will completely change the way some of our services are financed, and we will strive to ensure that the individual gets as good as, if not a better, service now they have complete control over the social care they choose to purchase with their budget.

The weather, of course, played a major part in our lives – particularly through December when we had the severest snow fall for many years. This is when I know the charity is running as it should – the business continuity plans were instigated and we were able to support older people through this very difficult time – planned procedures were put in place to make sure that none went without even though some of our day centres and other services were closed for a time. My thanks to the many staff and volunteers who



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went that extra mile to ensure older people had essentials such as shopping and medication during this time of cold weather.

As a charity we have a huge reputation for quality, knowing what older people need and providing them, as far as possible, given the resources we have to hand. This was given endorsement by the renewal of our Investors in People quality mark, the national quality standard for mentoring and befriending schemes Approved Provider Standard, the ISO9001 Quality Benchmark and the Environmental Quality Standard ISO14001. We were also awarded the National Quality Performance Mark for Advocacy for the first time after two years of hard work from the Advocacy Team. We know we offer a fantastic service but sometimes it is very reassuring to be given outside recognition for what we know we do well – and importantly it lets our funders know just how driven we are to be the best at what we do.

The annual staff conference in September was a great success. As we work in different locations and at different times it is good to bring all the staff together to enable them to understand what others do in the organisation and to get to know colleagues better. A fun day was had by all with lots of effort and humour put into understanding in more depth what each part of the charity does. With this knowledge it helps us all to signpost on to another department of the charity if required, so older people are offered all the support we offer.

In November a Celebration of Age Concert was held in Southwell Minster and it was a great success. People from all over the city and county came to Southwell to enjoy the wonderful surroundings and to listen to the Southwell Minster School choir and orchestra amongst many other talented performers, and to join in themselves which, from the rousing voices, they obviously enjoyed. There are plans to repeat this again in December 2011 this time as a Carol Concert.

Our trading company – newly named Age UK Local Trading Ltd - has again been the best performing trading operation in the whole of England and has worked to maintain its position in a very difficult and competitive climate. This is due only to the dedication of the staff and volunteers – older people not only access good advice and knowledgeable staff who have to be fully trained to a high standard, but also with the added benefit of being given the time and care which other companies do not offer. During the year we had a mystery shopper sent in by Age UK Enterprises and we scored 100% - we can't do better than that!

Age Concern Business Directory Ltd was renamed AUBD Ltd to reflect the change from Age Concern to Age UK. It continues to expand bringing on board more Age Concerns and Age UKs throughout England with more due to sign up in the coming year. Growth has been steady and perhaps not as quick as we would like, due mostly to the current



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economic climate, but the good news is that our renewals are more than satisfactory, so we expect more and more growth in the year to come.

Sadly I have to report the death of Dr. David Arey, who supported us for many years as a Member of the Charity. David took a real interest in the welfare of older people throughout his life and his contribution at meetings was greatly appreciated. Also one of our Vice-Presidents, Miss Mary Timson died this year – she was 97 and had been involved with Age Concern in Mansfield for many years, always there, tenacious and hard working - wanting to be involved right up to her last years.

To ensure we as Trustees are running the charity in a proper manner the Board regularly update policies, undertake a monthly risk management programme, receive reports on our work and scrutinise the financial figures so we are completely up to date, to ensure effective governance and strategic direction of the Charity to the best of our ability. Can I just say at this stage how fortunate I am to have such a knowledgeable and committed Board who give of their time and skills freely – they are all very busy people and in this day and age it is very difficult to attract volunteers to give up their time and energy to complicated board matters – we are very fortunate indeed to be blessed with their dedication.

Without a whole range of partner funders we would not exist and their continued financial support enables us to carry out our work and to develop other services we know are needed locally. I would like to thank the many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government for this support – we couldn't do it without you.

Thanks must go to everyone connected with the work of the Charity – the staff and volunteers never cease to make me so proud of being connected with this organisation. But this ship has to have a captain to keep it on course and to guide it through stormy waters – and Mick Tinkler has done this again this year. His enthusiasm and inspirational leadership never dims, and he has maintained a focus and level of service of Age UK Nottingham & Nottinghamshire by persistence and tenacity using his great direction to ensure we survived this difficult year, with vision for growth in the future.

Thank you to the staff and volunteers of this wonderful organisation – you should be so proud of the difference you make to the lives of older people across Nottingham and Nottinghamshire – a job well done.

Sandra Warzynska
Chair



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Chief Executive's Statement

I am pleased to be able to present this annual report at the end of yet another successful year. We have continued to support thousands of older people through our work across Nottingham and Nottinghamshire. The outstanding work of our passionate, dedicated, committed and professional members of staff and volunteers has made a huge difference to the quality of life of older people across the city and county. I feel very honoured to lead such a magnificent charity that is making such a positive difference to the lives of older people.

Last year saw the change in our name from Age Concern to Age UK. Whilst we have a different relationship with Age UK compared to the relationship we had with Age Concern England, and we have a dynamic new fresh colourful brand, we still have the same fantastic staff and volunteers who continue to serve older people locally. So whilst some things have changed, we are still the same local charity seeking to improve the lives of local older people.

The national charity Age UK, which has brought together Age Concern England and Help the Aged, has developed significantly over the last year. We have established key links with the new charity and I am confident that we can achieve even more for older people across Nottinghamshire by working with them.

The extent of our work continues to grow, despite challenging economic times for the UK. As the financial year draws to a close, we are feeling the impact of public spending cuts. In particular, the City Council have had their funding from Central Government significantly reduced which has resulted in the loss of funding for our Handy Person Service. This is a huge blow. However, we are working with the City Council to try to minimise the impact of this by transitioning to a paid-for service. As we take this forward we remain committed to ensure that this service continues into the future.

Following additional funding from both Central Government and the City Council, we have been able to vastly expand our Information and Advice (I&A) Service over the last year. Unfortunately, this was only short-term funding and, with the pressure on public finances, funding has not been extended. The good news is that we provided a substantially increased I&A service during the past year, but we will not be able to continue at the same level during the next financial year. The Board have made a commitment to continue to direct some of our unrestricted funds to support the provision



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of I&A, and we are seeking to establish a new Money Guidance Service within the reshaped team.

In response to the “Putting People First” agenda, which I mentioned in the Annual Report last year, we have been preparing for the move to personal budgets. This, coupled with the pressure on funding from our local authorities, has meant that we are planning to restructure the Charity during the next financial year. This will mean changes to some of our services, although we will ensure that any new structure increases the range of services and support we provide, both in terms of the service type and the geographical reach.

We are seeking to establish a new Membership Scheme next year which will incorporate our current Kindred Spirits, Fit as a Fiddle, Age Well and Best Foot Forward services. We will also be seeking to merge our volunteer based home support services with a view to making them more cost effective which should mean we can provide this service to even more older people. We also plan to develop a new Home Support Service which will offer a range of services such as gardening, cleaning, laundry, home maintenance, shopping, carers’ respite and general support. This is an exciting new initiative which is a response to what older people have been telling us they want.

We plan to develop a new tool called Charity Log over the next year. This is an internet-based client management tool which will greatly assist us with the development of these new services and to assist us to transition to personal budgets.

In order for us to carry out the range of work we do across Nottinghamshire we are very grateful to a huge range of organisations and individuals who support our work. Without the continued support of Nottingham City Council, Nottinghamshire County Council, the local NHS trusts, local companies, grant making trusts and individuals, we would not be able to provide the help we do to the more vulnerable older members of our community. On behalf of all the individuals who are touched by our work, may I thank you for your support.

One local company, Experian, enabled us to make Christmas last year really special for over 100 older people who were isolated or lonely or who had a difficult year for a variety of reasons. As 2010 was the 70th Anniversary of the Battle of Britain this was chosen as the theme for the Christmas party. The staff at Experian, who were dressed in 1940’s costumes, ensured everyone had a wonderful day at the Carriage Hall in Plumtree. There was wartime memorabilia, vintage cars, singing, food and an appearance from special guests Ian Waite & Camilla Dallerup of the popular BBC show, ‘Strictly Come Dancing’. Everyone had a brilliant day out and left with a special hamper supplied by Experian.



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To conclude, I would like to thank the members of our Board of Trustees who give their own time so generously to ensure that Age UK Nottingham & Nottinghamshire is such a successful charity and one that touches the lives of so many older people. I feel immensely proud to be the Chief Executive of such a vibrant, caring and professional charity.

Mick Tinkler
Chief Executive



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Staff of Age UK Nottingham & Nottinghamshire

Senior Management Team

Mick Tinkler	Chief Executive
Diane Trinder	Executive Officer (Services)
Kat Coggan	Service Manager (City)
Michelle Elliott	Finance and Administration Manager
Chris Salter	Service Manager (Day Care and North Notts)
John Wheeldon	Charity Business Development Manager

Staff

Trina Allcock	Cleaner (Northern Office)
Ali Allen	Co-ordinator (Age Well Service)
John Anderton ^{BD}	Business Development Manager (Age UK Business Directory)
Linda Ball	Handy Van Network Administrator (Derbyshire)
Darren Barker	Housing Matters Manager
Kay Baxter	Deputy Manager (Mansfield Shop)
Michelle Bell	Cleaner (St. Bartholomew's Court)
Adrian Bingley	Lunch Club Co-ordinator
Karl Bonshor	Handy Van Operative (Derbyshire)
Anne Boyle	Care Assistant (Sybil Levin Centre)
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Cleaner (Bradbury House)
Jack Bradley	Web Assistant
Neil Brittain	IT Manager
Naazneen Britton	Administrator (Kindred Spirits Service)
Paul Brotherton	Co-ordinator (Visiting Service)
John Bryan	Co-ordinator (Home Safety Service)
David Buxton	Handyperson
Heather Caine	Day Centre Organiser (Gedling Day Centre)
Mary Cann	Regional Day Care Manager
Mark Cawkwell	Handyperson
Sandra Clark	Advocate (Mental Health and QMC)
Jacqueline Clarke ^{BD}	Internal Sales Support Co-ordinator (Age UK Business Directory)
Ruth Coffey	Advocate (Hospital)
Mick Connelly	Co-ordinator (Men in Sheds Service)
Glenys Conway	Care Assistant (Gedling Day Centre)
Linda Crick	Advocacy Service Manager



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Nigel Cruickshank	Co-ordinator (Gedling Carers Service) and Co-ordinator (Three I's Project)
Rob Davis	Handyperson
Denis Dear	Relief Driver/Warehouse Assistant (Mansfield Shop)
Thomas Deighton	Driver/Stock Collector (West Bridgford Shop)
Wendy Dranfield	Administrator (Signposting Service)
Elaine Draper	Advocate (Community)
Patrick Dyer	Driver/Handyperson/Cleaner (Sybil Levin Centre)
Barbra Dzuda	Advocate (Community)
Siân Ellerton	Assistant Administrator (Central Services), HR Administrator and VACS Co-ordinator
Ian Elliott ^{BD}	Administrator (Age UK Business Directory)
Lesley Ellison	Co-ordinator (Housing Matters)
Adrian Flint	Handyperson
Miriam Flint ^{LT}	Insurance Arranger
Brian Foster	Handyperson
Lee Foster	Handyperson
Paul Gallanagh	Senior Caseworker (Housing Matters)
Alison George	HR Manager
Shelagh Glover	Clerical Assistant (Central Services)
Sue Godfrey	Finance Assistant
Joanna Grainger	Advocate (Community)
Nicola Grantham	Clerical Assistant (Handyperson Service)
Kate Greaves	Advocate (DoLS)
Anthony Greasley	Co-ordinator (Financial Inclusion Project and Digital Outreach Service)
Trevor Hackworth	Co-ordinator (Home Safety Service)
Sarah Hall	Administrator (I&A Service)
Kay Hammond ^{LT}	Insurance Arranger
Chris Hawkes ^{LT}	Insurance Arranger
Peter Haynes	Welfare Rights Adviser (to 27/01/11)
Margaret Humphreys	PA to Executive Team
John Hunt	Handy Van Operative (Derbyshire)
Sophie James	Co-ordinator (Kindred Spirits Service – 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 and Co-ordinator (Three I's Project)

Marie Littlestone	Co-ordinator (Handyperson Service)
Gwilym Lloyd-Williams ^{LT}	Insurance Arranger
Tony Loggenberg ^{LT}	Insurance Arranger
Trish McCloy	Co-ordinator (Shopping Service)
Jane Mallett	Co-ordinator (Community Outreach)
John Marlow	Handyperson
John Matthew	Senior Caseworker (Housing Matters)
Gail Maxfield	Support Worker (Carers Support Service)
Clair Mellors	Day Centre Organiser (Newark Day Centre)
Diana Moore	Day Centre Organiser (Gedling Day Centre)
Tracy Morley	Co-ordinator (Kindred Spirits Service – North)
Sharon Morton	Administrator (Housing Matters)
Robert Norton	Co-ordinator (Harmony Counselling Service)
Louise Osborn	Day Centre Organiser (Newark Day Centre) and Co-ordinator (Carers Support Service)
Laura Page	HR Co-ordinator
Clive Parkin ^{LT}	Commercial Director
Rita Price	Care Assistant (Sybil Levin Centre)
Joanna Randle	Clerical Assistant (Central Services)
Rhian Raynor	Day Care Assistant
Derek Redfearn	Handyperson
Lorraine Rhodes	Community Team Manager
Chris Sanderson	Activities Organiser
Michelle Sanderson	Manager (Sybil Levin Centre)
Raj Saparia	Co-ordinator (I&A Service)
Jo Scott	Co-ordinator (West Bridgford Visiting Service) and Co-ordinator (Training Services)
Loretta Seymour	Administrator (Training Services) (maternity cover)
Joanne Shannon	Day Care Assistant
Karen Sheppard	Day Care Driver/Attendant (Mansfield Day Centre), Day Care Assistant (Retford Day Centre) and Lunch Club Co-ordinator
Alexandra Sinclair	Administrator (Digital Outreach)
Angela Skinner	Assistant Manager and Care Assistant (Sybil Levin Centre)
Judith Southall	Accounts Administrator and Assistant Finance Manager (AUEM & AUBD)
Jane Statham	Day Care Assistant
Suzy Stephens	Administrator (Training Services) (Maternity Leave)
Bob Stephenson	Co-ordinator (Home Safety Service)
Chipo Stevens	Assistant Finance Manager
Sara Stewart	Administrator (I&A Service)

Nichola Storey	Day Centre Organiser (Newark and Retford Day Centres)
Christina Szroeter	Clerical Assistant (Handyperson Service)
Rachel Talbot	Co-ordinator (Information & Advice Service – City)
Amy Taylor	Advocate (Community)
Linda Taylor	Administrator (Central Services)
Suzanne Taylor	Mansfield Shop Manager
Judi Thomas ^{LT}	Insurance Arranger
Eileen Tomany	Training Services Manager
Stephen Towe	Day Centre Organiser/Day Care Assistant (Worksop Day Centre)
Lisa Turner	Home Support Manager
Jennifer Unwin	Co-ordinator (Sutton Project)
Adele Walker	Co-ordinator (Community Outreach)
Terry Waterfield	Handyperson
Jennifer Wattle	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Group Support Worker
Ruth Widdowson	West Bridgford Shop Manager
Carol Wilby	Community Team Manager (Maternity Leave)
Carol Wood	Co-ordinator (Information & Advice Service – North)

LT Employed by Age UK Local Trading Limited

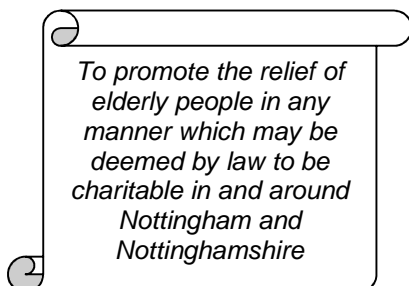
BD Employed by AUBD Limited



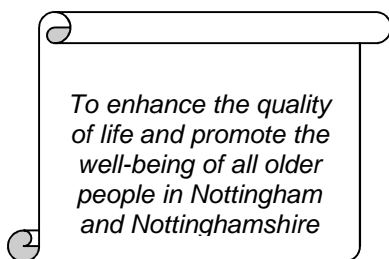
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Objectives and Activities

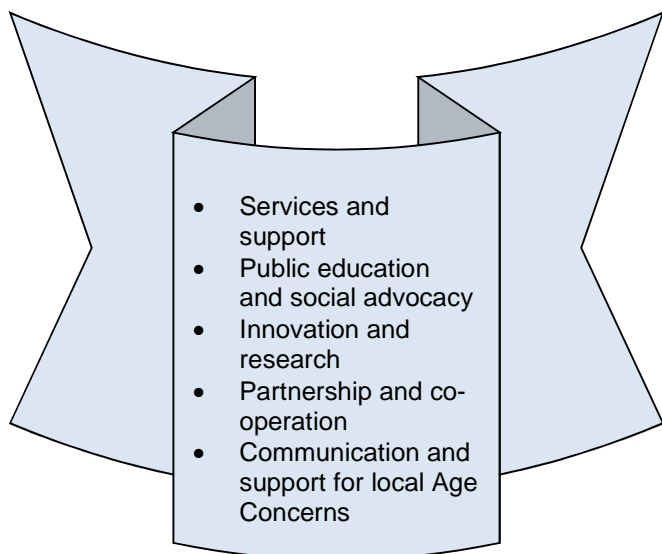
The **Object** of the Charity is:



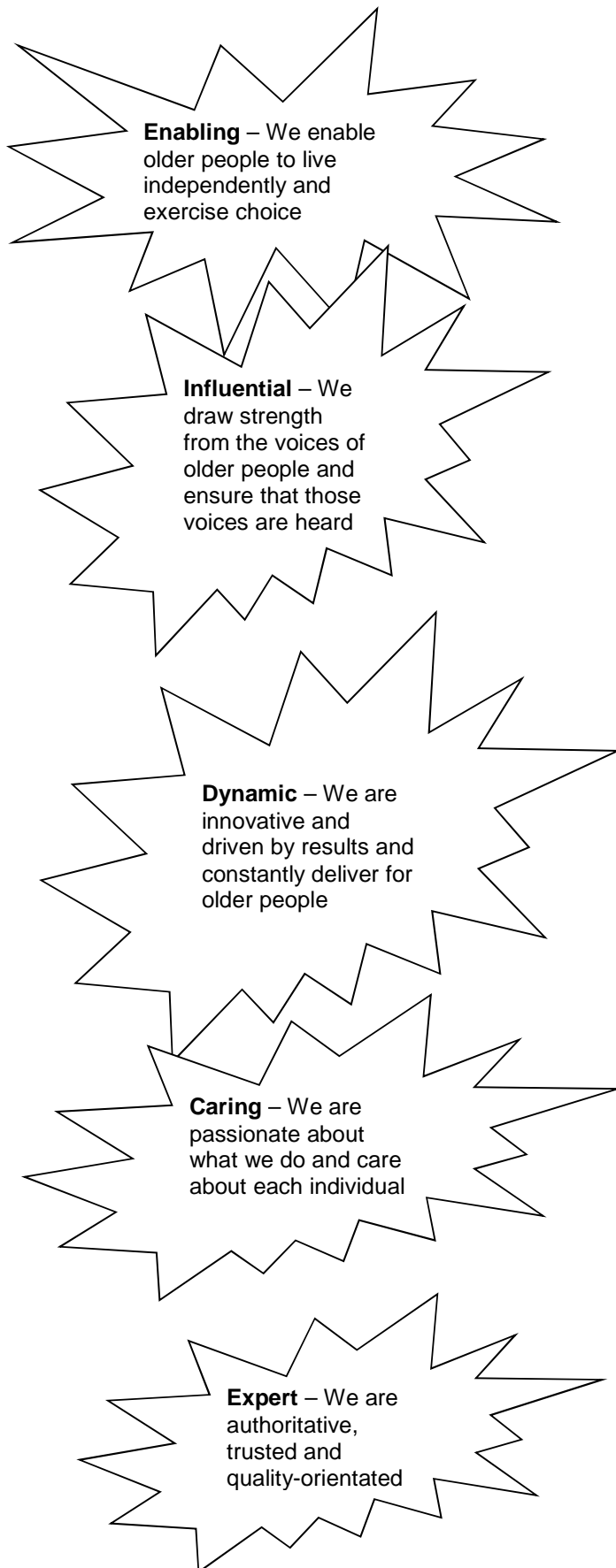
The **Mission Statement** of the Charity is:



The **Functions** of the Charity are:



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



The **Principles** of the Charity are:

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

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

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

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

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

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

Improve the quality of life of older people

Achieve greater social inclusion of older people in society

Provide high quality, effective and efficient services for older people

Ensure high levels of staff and volunteer development

Increase the Charity's financial resources

Develop effective internal and external communication

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 53 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 62.

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

- **Housing Matters** - The Home Improvement Agency (HIA) provides advice and support on housing related issues for homeowners (60+) in the City. This is carried out by a Housing Options Assessment which incorporates surveying properties, accessing funding options and project management of client cases.

Our experienced HIA team enables the older person to be supported through the complexities of building and maintenance work. One-to-one support is provided to the client to enable them to remain independent in their own home.

"Housing Matters has improved the quality of my life tremendously. Heating and hot water are so important. I am very grateful"

- **Home Safety Service** – Provides comprehensive Home Safety checks advising on home security, gas and fire safety issues. Each client is provided with a report which is specific to their home environment



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and highlights potential risks and how to manage them

- The team works in conjunction with Nottinghamshire Fire & Rescue Services to provide smoke detectors to all clients aged 60+ living in the City. The service also offers Smart Water security marking to all clients giving them additional security in their homes

"Home Safety is very caring and helpful. I appreciate all information on how to keep safe in our home. Thank you"



Darren Barker on 0115 895 9209
darren.barker@ageuknotts.org.uk



- **Handyperson Service** – is for people living in households in the City area who are receiving disability related benefits or are aged 60 and over with no-one else in the household who is able-bodied and able to carry out the work required. The service will carry out a variety of small tasks, minor repairs and maintenance in the home to ensure safe and independent living for service users. There is no charge for labour but all materials used are to be paid for by the service user



Marie Littlestone on 0115 953 2793
marie.littlestone@ageuknotts.org.uk

- **Signposting Service** – Aims to provide a multi-agency approach to enable people aged 60 years or over to access a range of preventative services through one single point, enabling them to remain safe and

independent in their own home for longer. Other agencies involved include the Nottinghamshire Fire & Rescue Service, Telecare and Sixty Plus.

 Judith Keegan on 0115 841 4464
 judith.keegan@ageuknotts.org.uk

What Housing Matters Achieved last year

- 528 home safety checks carried out
- 466 smoke detectors were supplied and fitted by the Home Safety Team
- First visits for the HIA team were made within an average of one week compared to a target time of four weeks
- During the year 131 HIA jobs, funded from a variety of sources, were completed. Improvements included:
 - ✓ Installing or updating central heating
 - ✓ Rewiring
 - ✓ Treating causes of damp
 - ✓ Removing asbestos
 - ✓ Renewing paths to help prevent falls
- Successful completion of the Electrical Safety Council pilot project. This funded £15,000 of urgent electrical works for our clients

How many people did Housing Matters assist last year?



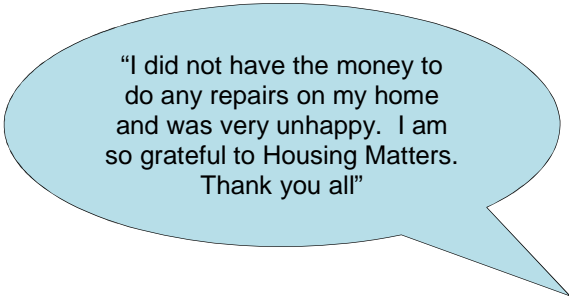
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Housing Matters helped 829 people and their dependents

Housing Matters carried out 804 visits to service users' homes. In addition, they gave advice to 829 people and signposted to numerous other services

- **The volume of interventions provided up to this point in the Annual Report amounts to 1,633**
- **The services up to this point in the Annual Report helped 829 people**

The Housing Matters Team will continue to adapt and evolve during the next twelve months to meet the needs of our service users and ensure the highest quality service is achieved. 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.



"I did not have the money to do any repairs on my home and was very unhappy. I am so grateful to Housing Matters. Thank you all"

What the Handyperson Services achieved last year

- Received 3,751 enquiries resulting in 3,530 visits being made. Visits were made within an average of 0.8

weeks compared to a target time of 2 weeks

- During the year 3,530 jobs were completed. Typical jobs included:

- ✓ fitting curtain rails and curtains
- ✓ putting up shelves and pictures
- ✓ fitting door chains and locks
- ✓ fitting extra stair rails and grab rails
- ✓ fitting key safes



Mr & Mrs B have recently had a fluorescent light replaced and light bulbs changed – they are very pleased with the Handyperson Service

“Thank you for the Handyperson Service again, they are sometimes the only person I see from one week to the next”

- 139 households received Portable Appliance Testing (PAT)
- Working with Telecare On Call Services, 120 telephone extension cables were fitted
- 338 Falls Prevention adaptations were completed, including fitting stair and grab rails and key safes enabling carers easier access to properties in which a cared for person resides

How many people did the Handyperson Service assist last year?

The Handyperson Service helped 3,751 people

The Handyperson Service carried out 3,530 visits to service users’ homes. In addition they gave advice to 240 people and signposted a further 61 to other services

- **The volume of interventions provided up to this point in the Annual Report amounts to 5,464**
- **The services up to this point in the Annual Report helped 4,580 people**

The Handyperson Service values and appreciates partnership working with:

- Nottingham City Council
- Supporting People
- The Skerritt Trust
- Falls Prevention Services

- Intermediate Care
- Adult Services
- Telecare
- Local hospitals

A special mention of thanks must go to the Skerritt Trust. Without their financial support the Handyperson Service could not have helped so many people with minor adaptations, falls prevention equipment and making it possible for them to remain safe in their own homes.

What the Signposting Service achieved last year

- Set up the Signposting Service for Nottingham City including establishing an electronic database
- Devising an information hub called Springboard Nottingham detailing local, relevant services for older people, their carers and professionals
- Training of 170 frontline staff from partner agencies on how to use the checklist
- Helped 690 clients to access services ranging from small jobs undertaken by the Age UK Notts Handyperson Service, through to community nursing and rehabilitation following a fall, to ongoing provision of a support worker – all enabling the client to remain safe and independent in their own home for longer

- In the first nine months of operation the service helped eligible clients access an average of £1,588.06 per week in benefits (£82,580 per annum) and benefit arrears paid of £7,561.14

"I feel safe and more confident in the bath and know if I need future help you are there"

How many people did Signposting assist last year?

Signposting helped 690 people

Signposting received 690 checklists for individuals which led to 1,223 referrals to service providers

- **The volume of interventions provided up to this point in the Annual Report amounts to 6,687**
- **The services up to this point in the Annual Report helped 5,270 people**

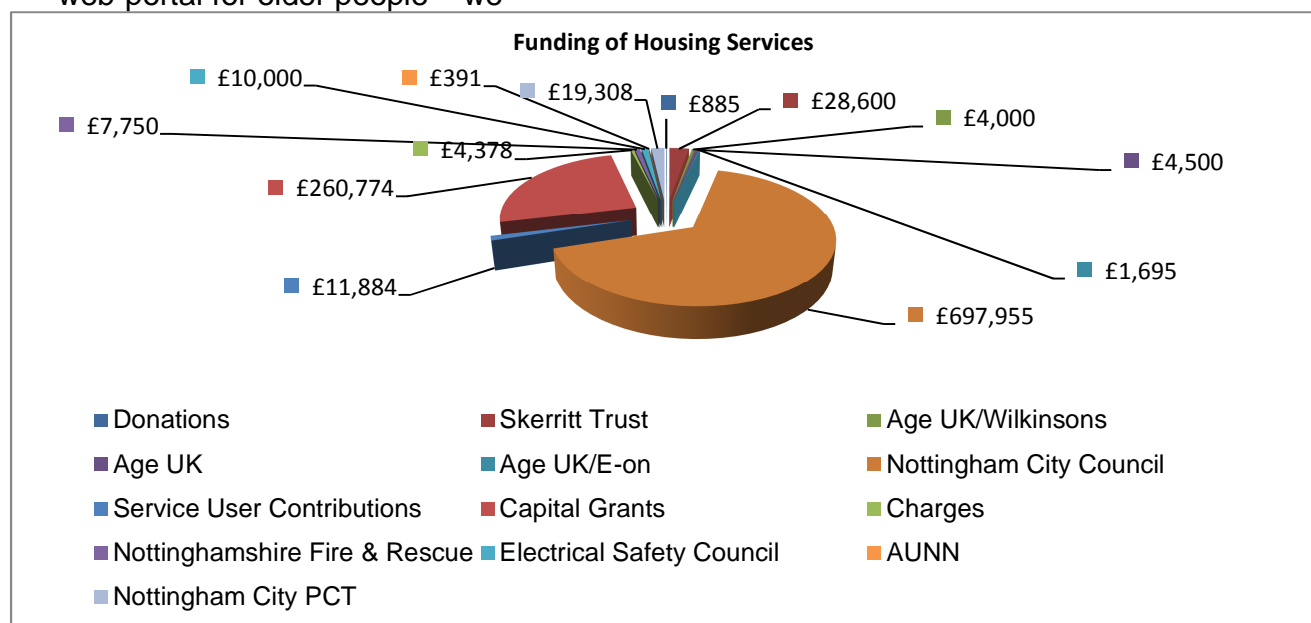
Review of last year's objectives

- We aimed to secure capital funding to ensure the sustainability of Age UK Notts. Home Improvement Agency – we successfully changed part of the funding from Nottingham City Council, from a fee based system to fully funded service for 2010/11
- We aimed to deliver the new loans first policy through the equity release

pilot scheme – we are currently supporting 15 loan applications via Nottingham City Council’s approved loan system

established the new Signposting Service and have developed the web-portal at www.springboardnottingham.co.uk

- We aimed to establish a new Signposting Service and develop a web-portal for older people – we



Next year we aim to:

- ✓ Successfully complete the Wilkinson’s Gas Safety Pilot Project
- ✓ Establish a new Home Support Service to provide help with domestic tasks and housing-related support, including the Handy Person Service.
- ✓ Work with Nottingham City Council to establish the impact of the Decent Homes Programme via their Stock Condition Survey



Registered Charity No. 1067881

Community and Advocacy Services

Services provided

- **Fit-as-a-Fiddle** – aims to provide group activities to people over 55, as well as a peer mentoring programme designed to support, encourage and motivate people to become more active

☎ Ali Allen on 0115 919 4877
✉ ali.allen@ageuknotts.org.uk

☎ Tracy Morley on 01623 488211
✉ tracy.morley@ageuknotts.org.uk

- **Best Foot Forward** – aims to encourage people to become more active through a programme of short, guided health walks provided each week in Nottingham City

☎ Ali Allen on 0115 919 4877
✉ ali.allen@ageuknotts.org.uk

- **Information & Advice Service** – aims to increase the uptake of welfare benefits and, therefore, maximise the income of older people within Nottingham City and County areas. The service offers drop-in benefit check sessions, office appointments and home visits for filling in benefit claim forms

☎ John Anderton on 0115 993 3393
✉ john.anderton@ageuknotts.org.uk

- **Gedling Carers' Support Service** – aims to provide support to carers living within Gedling Borough at what



can be a stressful and demanding time. This can take the form of a volunteer sitting with the cared-for person while the carer takes a break, as well as giving information and advice to the carer to help them in their role

☎ Nigel Cruickshank on 0115 919 4872
✉ nigel.cruickshank@ageuknotts.org.uk

- **Harmony Counselling** – offers a free, generic counselling service to people aged 60 and over who live in Nottingham or Nottinghamshire

☎ Robert Norton on 0115 919 4876
✉ robert.norton@ageuknotts.org.uk

- **City Befriending/Helping Hand** – provides volunteer visitors and support to isolated older residents of the City of Nottingham. Currently active in St. Anns, Sneinton and The Meadows, with on-going developments to expand to all areas, by means of the “Cascade” model of partnership working with churches, mosques, faith communities and other community groups

☎ Paul Brotherton on 0115 841 4478
✉ paul.brotherton@ageuknotts.org.uk

- **Kindred Spirits** – aims to reduce loneliness and isolation for people aged 60 and over by providing a programme of regular and one-off social activities that enable them to make new friends and build new social networks

☎ Sophie James (City & Greater Nottingham) on 0115 841 4472
✉ sophie.james@ageuknotts.org.uk

☎ Tracy Morley (Mansfield & Ashfield) on 01623 488211
✉ tracy.morley@ageuknotts.org.uk

- **Mansfield & Ashfield Carer Support Service** – aims to provide a flexible support service to carers, through provision of short breaks giving carers a little much-needed time for themselves

☎ Louise Osborn on 01623 488210
✉ louise.osborn@ageuknotts.org.uk

- **Shopping Service** – assists people aged 50+ in Mansfield and Ashfield who cannot access food or services due to ill health or disability

☎ Trish McCloy on 01623 488218
✉ trish.mccloy@ageuknotts.org.uk

- **West Bridgford Visiting Service** – aims to reduce isolation and improve overall well-being of older people using the service by offering befriending support delivered by a dedicated team of volunteers

☎ Jo Scott on 0115 841 4491
✉ jo.scott@ageuknotts.org.uk

- **Community Outreach Advisory Service (Gedling and Ashfield)** – is a person-centred, problem-solving sign-posting service with the addition of one to three or more home visits per client. This provision relieves the biting isolation that some older people endure unnoticed within the very heart of our local communities. They may be isolated socially, geographically or for reasons of health, mental health, ethnicity,

poverty, bereavement or from other causes

☎ Mary Cann on 0115 919 4879
✉ mary.cann@ageuknotts.org.uk

- **Opal (Whatton Prison project for Older Prisoners)** – the Opal Project was set up to recognise and support the needs of older prisoners, to provide a meeting place for social contact, to participate in activities and provide life skills to support prisoners on release. The aim is to provide meaningful activities for older prisoners and to help reduce re-offending

This project is funded by the Lankelly Chase Foundation

☎ Chris Salter on 0115 844 0011
✉ chris.salter@ageuknotts.org.uk

- **Men-in-Sheds** – is a new project for older men based on the very successful Australian Mens' Shed movement. It aims to bring older men together to put their practical skills to good use and encourage them to be more socially active. The project is based in a well-equipped workshop in Blidworth where men work together on a range of practical activities. Activities mainly focus on wood-working and furniture restoration. Members can put their skills to good use, share their knowledge, learn new skills and generally put the world to rights over a cup of tea. Members come from a wide variety of backgrounds, ranging from highly skilled to those with little



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or no experience, but all work together and there is a role for everyone

☎ Mick Connelly on 01623 797750
✉ mick.connelly@ageuknotts.org.uk

- **Community Advocacy** – provides advocacy to older people aged 65 and over living in the local community and in residential/nursing homes in Nottingham and Nottinghamshire. Advocates can assist and represent people with a variety of issues and problems ranging from health and disability to consumer and financial. Home visits are provided to enable ease of access for all to the service

For North Nottinghamshire (Ashfield, Mansfield, Newark & Sherwood, Bassetlaw):

☎ Joanna Grainger on 01623 488217
✉ joanna.grainger@ageuknotts.org.uk

For City & South Nottinghamshire (City, Gedling, Broxtowe, Rushcliffe):

☎ Elaine Draper on 0115 919 4878
✉ elaine.draper@ageuknotts.org.uk

☎ Amy Taylor on 0115 919 4880
✉ amy.taylor@ageuknotts.org.uk

The Community Advocates are currently undertaking the City & Guilds National Advocacy Qualification which will be a huge asset to the organisation

- **Paid Representative Service – Deprivation of Liberty Safeguards (DoLS)** – provides representation to people who reside in a Care Home or hospital and are under a

Deprivation of Liberty Safeguard. The service supports the relevant person in matters relating to, or connected with, their Deprivation of Liberty Safeguard. The Paid Representative visits and maintains regular contact with the person who has been deprived of their liberty

☎ Kate Greaves on 0115 919 4881
✉ linda.crick@ageuknotts.org.uk

☎ Joanna Grainger on 01623 488217
✉ joanna.grainger@ageuknotts.org.uk

- **Patients' Representative Service** – provides support, information and representation to patients over the age of 55 and their relatives/carers who are on the Health Care of Older People Mental Health Wards. The service operates at St. Francis Unit at the City Hospital campus covering the Day Hospital, Daybrook and Bestwood Wards, Highbury Hospital – Silverbirch and Autumn Wards, QMC A23 and B50 wards, Bramwell Day Unit and Parkside Day Hospital

For referrals for Bestwood Ward at St. Francis Unit, Highbury Hospital, Bramwell Day Unit and Parkside Day Hospital:

☎ Ruth Coffey on 0115 854 2286
✉ ruth.coffey@ageuknotts.org.uk

For referrals for St. Francis Day Hospital, Daybrook Ward and QMC Wards A23 & B50:

☎ Sandra Clark on 0115 969 1169 ext. 57299
✉ sandraclark@ageuknotts.org.uk

- **Patients Representative and Advocacy Service (QMC)** – provides support, information and



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representation to patients and their relatives/carers who are patients on the Health Care of Older people Medical Wards at QMC. The Patients Representative can assist and represent people with a variety of issues and problems, ranging from health and social care, financial, legal, disability and consumer queries. Wards are visited on a regular basis to obtain referrals, which can be made by any Health Care Professional, Social Worker, the patient themselves or their relatives/carer

☎ Sandra Clark on 0115 924 9924 ext. 66013
(answer phone also available if out of office)
✉ sandra.clark@ageuknotts.org.uk

- **Patients' Representative Service (Lings Bar)** –supports patients over the age of 55 and their carers at Lings Bar Hospital. The Patients' Representative can provide support, representation and information on a variety of issues. Anyone can make a referral to the service for assistance

☎ Ruth Coffey on 0115 854 2286
✉ ruth.coffey@ageuknotts.org.uk

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

- Encouraged older people to take part in a diverse range of leisure activities from Pilates and Aqua Aerobics to Petanque and Zumba
- Developed partnerships with local football clubs to provide new

activities targeting older men who are under-represented within the service

- Engaged 27 men to partake of regular activity using the power of football
- Helped around 160 people learn to swim or become more confident in the water

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

The service has helped 1,119 people become more active during the year

There were 10,071 activity attendances over the course of the past year



- **The volume of interventions provided up to this point in the Annual Report amounts to 16,758**
- **The services up to this point in the Annual Report helped 6,389 people**

What the Best Foot Forward Service achieved last year

- 645 walks have taken place over the last year with an attendance of 4,800 walkers
- Over 100 people attended the “Walk 4 Life” event in September 2010, part of a national initiative
- 276 new walkers have engaged with the service
- Links made with Nottingham Forest Football Club to develop a walking club from the ground, engaging more older men

“Met lots of new people, the walk was 3 miles but didn’t feel that long as it was so enjoyable”

How many people did Best Foot Forward assist last year?

533 people engaged with the service during the year with an attendance of 4,897 walkers



- **The volume of interventions provided up to this point in the Annual Report amounts to 21,655**
- **The services up to this point in the Annual Report helped 6,922 people**

What the Information & Advice Service achieved last year

- Won the One Nottingham Money Advice Project (ONMAP) tender with Nottingham City Council for 2010-2011. We are pleased to report that we were a key partner in the successful completion of the one year ONMAP project
- Have provided over 200 drop-in support/advice sessions in a variety of City locations, including the City Centre, Radford, St. Ann’s and Bobbersmill
- Delivered presentations to local statutory services, carers groups and staffed stalls at local high profile events

“I wouldn’t have bothered claiming benefits if the Information & Advice Service hadn’t helped as I had been ill and wasn’t sure what I would get”

How many people did the Information & Advice Service assist last year?

Over 1,200 enquiries were received that have resulted in over the phone advice,

a home visit or an office appointment

Over 500 older people within Nottingham and Nottinghamshire were helped to claim £1,148,573 in welfare benefits.

407 home visits were made across Nottingham City and County areas. Over 900 cases have been opened to support people with welfare benefit queries.

- **The volume of interventions provided up to this point in the Annual Report amounts to 23,910**
- **The services up to this point in the Annual Report helped 7,422 people**

What the Gedling Carers Support Service achieved last year

- provided 1,319 hours of support to carers
- provided 513 befriending visits
- recruited 5 new volunteers

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

Last year the Gedling Carers' Support Service supported 70 carers and cared for persons.

Over the year, 513 breaks were provided to carers. In addition, 17 people were met with and advice given.



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"... If the service was not available, I would need respite for myself"

- **The volume of interventions provided up to this point in the Annual Report amounts to 24,440**
- **The services up to this point in the Annual Report helped 7,492 people**

What the Harmony Counselling Service achieved last year

- maintained a client base of around 55 throughout the year
- processed 158 referrals
- the Co-ordinator made 197 assessment/support visits
- Exit questionnaires continue to show that around 49 clients feel the counselling has changed their lives a lot, with about 49% saying it has changed their lives a little. Only 2% say they got nothing positive from the experience

How many people did the Harmony Counselling Service assist last year?

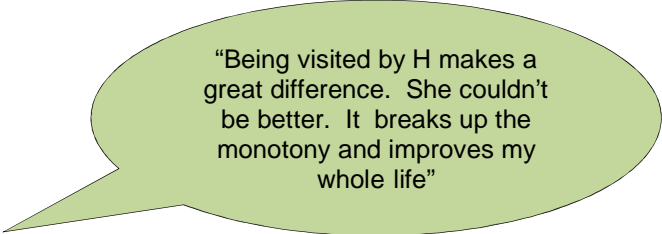
Harmony helped 91 people during the year

Harmony provided 2,556 hours of counselling support and signposted 25 people to other support services

- **The volume of interventions provided up to this point in the Annual Report amounts to 27,021**
- **The services up to this point in the Annual Report helped 7,583 people**

What the City Befriending/Helping Hand Service achieved last year

- Maintained and supported a diverse team of over twenty volunteers
- Recruited six Local Organisers under “Cascade” model
- Achieved funding under Health and Social Care Volunteering Grant



“Being visited by H makes a great difference. She couldn’t be better. It breaks up the monotony and improves my whole life”

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

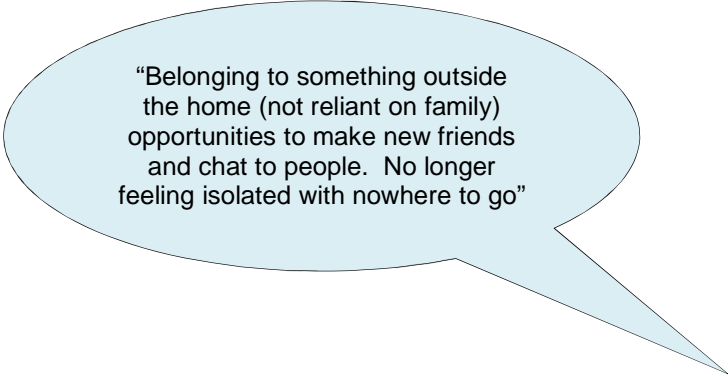
The service supported 40 people

The service carried out 629 visits to service users, providing 1,258 hours of support

- **The volume of interventions provided up to this point in the Annual Report amounts to 28,279**
- **The services up to this point in the Annual Report helped 7,623 people**

What the Kindred Spirits Service achieved last year

- Increased new users to the service whilst maintaining a warm, friendly environment
- Increased the number of men joining the service – now 34% in the City and Greater Nottingham
- Service user led fund raising events and initiatives raised over £1,600
- Provided a number of new and varied activities for the service users



“Belonging to something outside the home (not reliant on family) opportunities to make new friends and chat to people. No longer feeling isolated with nowhere to go”

How many people did the Kindred Spirits Service assist last year?

1,110 people were supported by the Service which resulted 16,462 attendances at action/interest groups



- The volume of interventions provided up to this point in the Annual Report amounts to 44,741
- The services up to this point in the Annual Report helped 8,733 people

What the Mansfield & Ashfield Carer Support Service achieved last year

- Provided 1,342 hours of support to carers
- Helped carers to access 494 hours of support through Day Centres
- Carried out 5 County Council Assessments on carers to enable them to obtain services they would not otherwise have accessed

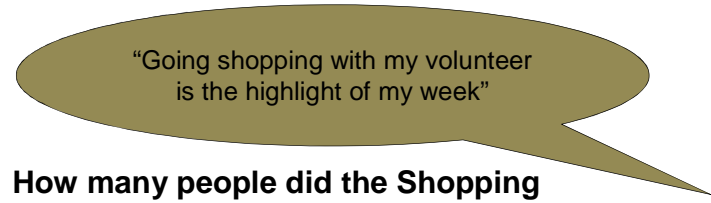
How many people did the Mansfield & Ashfield Carers Support Service assist last year?

62 older people were supported through this service
The service provided 595 breaks

- The volume of interventions provided up to this point in the Annual Report amounts to 46,577
- The services up to this point in the Annual Report helped 8,795 people

What the Shopping Service achieved last year

- Increased our number of volunteers from 11 to 13
- Increased service take-up in the Mansfield and Hucknall areas



How many people did the Shopping Service assist last year?

The Shopping Service helped 34 service users with their shopping

The Shopping Service undertook 768 shops either on behalf of or with service users and provided information and signposting to 98 service users

- The volume of interventions provided up to this point in the Annual Report amounts to 47,443
- The services up to this point in the Annual Report helped 8,829 people

What the West Bridgford Visiting Service achieved last year

- Increased volunteer numbers to 24
- Provided 1,203 hours of support to carers
- Provided 798 befriending visits

"I am very pleased with the service..... Through disability, I've experienced many difficulties getting out to do shopping or go to the doctors. Thanks for enabling me to have a much fuller life"

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

The service supported 52 over the course of the year

The service provided 798 befriending visits resulting in 1,203 hours of support to isolated older people. In addition we signposted a further 29 people to other services

- The volume of interventions provided up to this point in the Annual Report amounts to 48,675
- The services up to this point in the Annual Report helped 8,881 people

What the Community Outreach Advisory Service achieved last year

- Our two advisers' determination to build on previous years' connections has resulted in continuous achievement of referral targets
- Delivered the core service under budget
- A small but significant number of service users were protected from alleged abuse including serious financial abuse through reporting of these to the Local Authority

"Community Outreach is a first class service which has helped me survive the loss of my husband"

How many people did the Community Outreach Advisory Service assist last year?

601 older, isolated people and their families were assisted during the year

1,134 interventions were made to the benefit of older people, including telephone calls and correspondence, as

well as home visits ranging from 1 to 28 in individual cases

- **The volume of interventions provided up to this point in the Annual Report amounts to 49,809**
- **The services up to this point in the Annual Report helped 9,482 people**

What Opal achieved last year

- The project has been very successful in engaging older prisoners. The project now operates three afternoons a week in the cabin, providing three sessions a week.

"It's good to hear things instead of the many rumours we hear daily. Day to day things change on the outside so by listening to the speakers one can keep abreast of things that one day will be relevant to us all"

- The following sessions are well attended:
 - A weekly discussion group attended by between 20 and 30 older prisoners
 - A Chat and a Cuppa Session with games
 - A Reminiscing Group
 - Outreach contact with individual prisoners and support with life skills

How many people did the Opal Project assist last year?

The service assisted over 80 older prisoners

A total of 135 sessions were provided across the year

A total of 2,700 places were available for older prisoners

- **The volume of interventions provided up to this point in the Annual Report amounts to 52,509**
- **The services up to this point in the Annual Report helped 9,562 people**

What Men-in-Sheds achieved last year

- A well-equipped workshop space has been established which can accommodate up to six members per session
- Members have been recruited and are benefiting from the project in a variety of ways:
 - Reduced social isolation
 - Respite from caring responsibilities
 - Gaining a sense of purpose
 - Signposting to other local services
 - Increased confidence and well-being
- Members have produced a variety of products for sale including bird

boxes, bird tables, small wooden toys, garden tools and ornaments

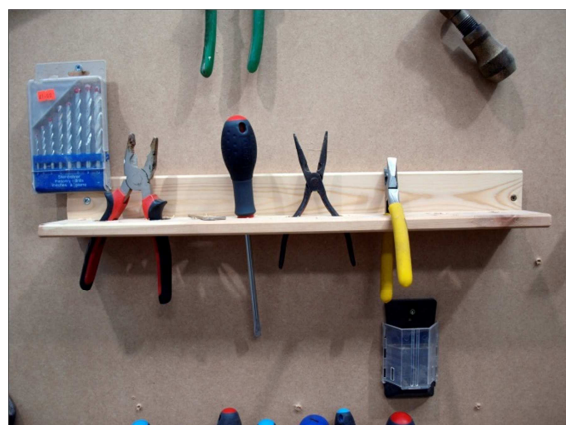
- The members are involved in the running of the shed and are helping to develop the project

How many people did the Men-in-Sheds Project assist last year?

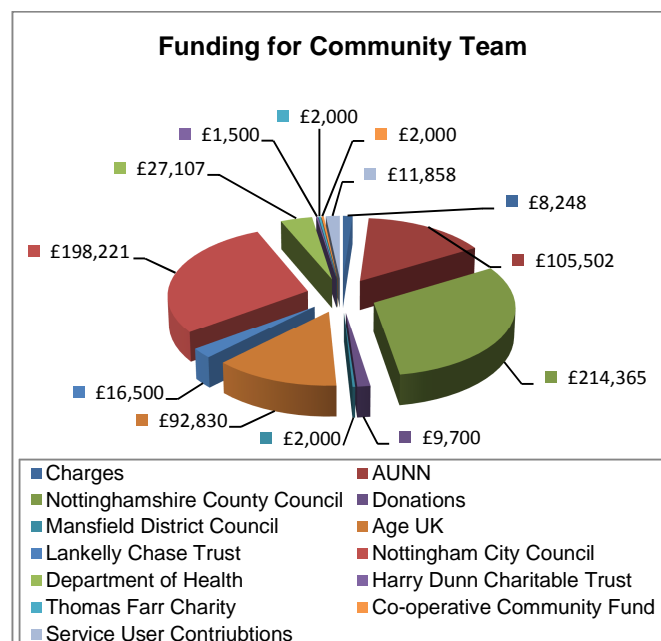
30 men have taken part in the project

Five of the members are carers

210 sessions have been run and 498 places have been taken up



- **The volume of interventions provided up to this point in the Annual Report amounts to 53,007**
- **The services up to this point in the Annual Report helped 9,592 people**



What the QMC Patients' Representative and Advocacy Service achieved last year

- Provision of information and representation to patients and their carers, enabling them to make informed choices about their care and giving them time to discuss difficult decisions
- Assisted and liaised on behalf of patients and provided support at NHS meetings
- Kept up-to-date with changing health and social care provision
- Developed our own Age UK Notts Code of Practice for Advocates
- Introduced a new patient/carer outcome based survey to help measure how effective the service

has been for the people who have accessed it

“The advocate gave me the time and listened to my concerns; she was very helpful and knew what to do”

How many people did the QMC Patients’ Representative and Advocacy Service assist last year?

The QMC Patients’ Representative Service has helped 323 people

The QMC Patients’ Representative Service has given information or provided assistance to 89 partners or carers of patients on the Healthcare of the Elderly Wards and has referred to signposted a total of 74 people onto other services

- **The volume of interventions provided up to this point in the Annual Report amounts to 53,170**
- **The services up to this point in the Annual Report helped 9,915 people**

What the Lings Bar Patients’ Representative Service achieved this year

- Continued development of excellent working relationships with health professionals in order that best outcomes are achieved for clients

- Member of the Dementia Steering Group at Lings Bar which looks at ways to improve support and understanding for patients with a form of dementia
- Developed our own Age UK Notts Code of Practice for Advocates
- Introduced a new patient/carer outcome based survey to help measure how effective the service has been for the people who have accessed it

“Thank you for coming and standing by me”

How many people did the Lings Bar Patients’ Representative Service assist last year?

The Patients’ Representative has helped 192 people

The Patients’ Representative has made 126 visits to Lings Bar Hospital over the course of the year, spending approximately 278 hours on the wards meeting with patients, carers and healthcare staff. Further time is spent in the office working on the patients’ behalf researching information and following up on issues raised. Eleven people have been referred on to other services

- **The volume of interventions provided up to this point in the**

Annual Report amounts to 53,459

- **The services up to this point in the Annual Report helped 10,107 people**

What the Community Advocacy Service achieved last year

- Awarded the Quality Performance Award for Advocacy Provision
- Assisted a large number of service users to maximise their standard of living by increasing income, attaining services and acquiring mobility aids
- Provided information and representation to service users in care homes to make informed choices and access better standards of care
- Developed our own Age UK Notts Code of Practice for Advocates
- Introduced a new customer outcome based survey to help measure how effective the service has been for our service users
- Empowered individuals to become more independent within their community

How many people did the Community Advocacy Service assist last year?

The Community Advocacy Service has helped 845 people

The Community Advocacy Service has carried out 537 visits to service users' homes, have provided information to a total of 558 people and have signposted or referred on 292 people to other services

"When a person is unable to communicate for themselves due to trauma, etc., that is the time when they really need an "outside person" to step in. When all else had failed, your service made a real difference"

- **The volume of interventions provided up to this point in the Annual Report amounts to 54,846**
- **The services up to this point in the Annual Report helped 10,952 people**

What the Paid Representative Service achieved last year

- Maintained contact with an increasing number of people who have been issued with further authorisations from the previous financial year
- Requested reviews for Relevant People under a DoLS
- Delivered presentations on the role of the Paid Representative at nine conferences at multi-agency training days for Care Home staff around DoLS

- Run workshops at the MCA Forum on the role of the Paid Representative, delivered a presentation at an event for social workers, Best Interest Assessors and Consultants on practice issues and case studies

"I would like to take this opportunity to thank you so much for all the care and understanding that you showed my Mam, she spent her last few days under the same roof as my father. Once again, many thanks from myself and my family"

How many people did the Paid Representative Service assist last year?

The Paid Representatives helped 66 people who were under a DoLS

The Paid Representatives have carried out in excess of 376 visits to relevant people under a DoLS in Care Homes or hospitals and have represented relevant people under a DoLS with a total of 86 authorisations from supervisory bodies

There have been 11 hospital referrals for people under a DoLS, equating to 19 authorisations. All the remaining referrals were for people in Care Home settings

- **The volume of interventions provided up to this point in the Annual Report amounts to 55,222**

- **The services up to this point in the Annual Report helped 11,018 people**

What the Patients' Representative Service achieved last year

- Assisted and liaised on behalf of patients and or their carers to ensure best outcomes were achieved and their wishes were heard

Attended working parties/meetings within the Trust to represent the views of patients and carers

- Kept up-to-date with changing health and social care provision
- Developed an Age UK Notts Code of Practice for Advocates
- Introduced a new patient/carer outcome based survey to help measure how effective the service has been for the people who have accessed it

"At last, someone who listened to me and has found out far more about my treatment plan in a few hours than I have in the 8 weeks I've been in hospital"

How many people did the Patients' Representative Service assist last year?

The Patients' Representative Service has helped 148 people

The Patients' Representatives have provide assistance to 143 people and have referred or signposted 26 people on to other service

- **The volume of interventions provided up to this point in the Annual Report amounts to 55,391**
- **The services up to this point in the Annual Report helped 11,166 people**

Review of last year's Objectives

- We aimed to establish a service for older men in North Nottinghamshire with a link to healthy lifestyles and combating social isolation. With funding from Age UK, the Men-in-Sheds project was set up based at our unit in Blidworth.
- We aimed to pilot a Home Support Service and planning and research for this pilot has been undertaken and we hope to commence this in the Mansfield area during May 2011.
- We aimed to develop safeguarding practices of volunteer based services in line with the new Prevention Strategy. These practices are now in operation in line with the new Safeguarding Policy which includes Prevention Strategy

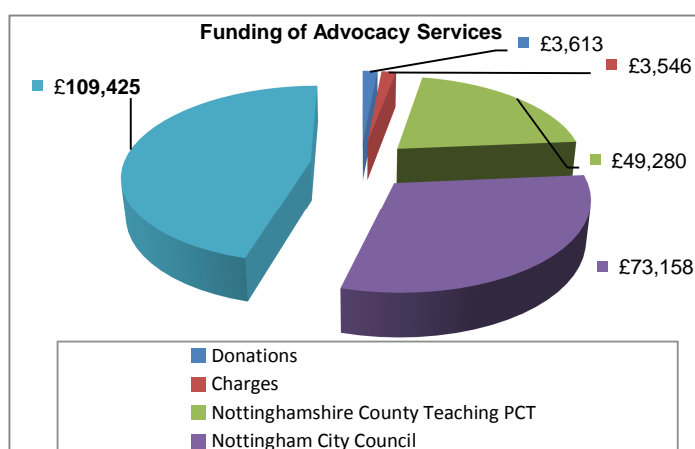
Next year we aim to

- ✓ Develop a new Membership Scheme to enable more older people to participate in activities



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- ✓ Develop a new Money Guidance Service to undertake financial health checks
- ✓ Integrate the volunteer-based home support services
- ✓ Enable our Advocates to undertake the City and Guilds National Advocacy Qualification



The George Henry Francis Payling's Charity

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

The object of the charity is the relief of 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 2011 were £142,224 of which £58,457 were permanent endowments and £83,767 were expendable endowments.

The charity made 65 grants to individuals who were resident in the District of Mansfield during the year 1st April 2010 to 31st March 2011 totalling £9,373.

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 aims to be flexible and supportive, providing respite to carers and offering information and signposting to other services.

Drop-In services are available at the Sybil Levin Centre in Nottingham and the Welcome Centre in Ollerton. Lunch Clubs and Exercise Groups provide services in the Ashfield area.

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 with dementia and their carers five

days a week. The Centre also provides two days of drop-in with home cooked meals and activities, as well as a range of activities and classes for active older people

☎ Michelle Sanderson on 0115 978 0011
✉ michelle.sanderson@ageuknotts.org.uk

- **County Day Care** – we continue to operate a number of Day Centres in the County of Nottinghamshire at Newark, Mansfield, Gedling, Stapleford, Worksop and Retford with the addition of the Drop-In Centre at Ollerton

☎ Mary Cann on 0115 919 4879
✉ mary.cann@ageuknotts.org.uk

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

☎ Adrian Bingley on 07872 839631 (Lunch Clubs)
✉ adrian.bingley@ageuknotts.org.uk

☎ Jenny Unwin on 07872 839589 (Sutton Exercise and Lunch Clubs)
✉ jenny.unwin@ageuknotts.org.uk

What the Sybil Levin Centre achieved last year

- The Centre provides five days of day care a week with 65 places available, supporting people with dementia and their carers with respite care
- The Centre provides stimulating activities, games and exercise



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tailored to the individual's needs. Regular carers' meetings have been introduced, providing support and information

- The Centre also provides a Drop-In Service with home cooked meals, twice a week, and a range of activities and trips out for the more active older person
- 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
 - 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

"From my experience, I would like to say that the day centre and staff have made a tremendous difference to my uncle who looks forward to his visits. He now spends less time wandering out of the house and is much calmer in general. On a recent visit to the centre, I was impressed by the whole set up, friendly staff, calming and pleasant rooms and wonderful staff"

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

The Sybil Levin Centre assisted over 300 people

The Sybil Levin Centre provided 3,000 places in day care and supported over 1,530 breaks for carers

Additionally, the Centre provided 1,440 places in the Drop-In Service

Classes across the year provided 2,925 places in seven different activities

- **The volume of interventions provided up to this point in the Annual Report amounts to 64,286**
- **The services up to this point in the Annual Report helped 11,466 people**

What County Day Care achieved last year

- The Welcome Centre at the Dukeries in Ollerton now provides a very pleasant environment for older people two days a week with

activities, trips out and locally cooked meals

- The Day Centres provide nutritious and hot mid-day meals, 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. The Centres also serve as socially interactive forums
- The Centres continue to provide person-centred activities that encourage mental and physical stimulation which helps to improve mobility, confidence and a sense of well-being. Many of the activities involve reminiscing, stimulating memories and music that help to combat the effects of dementia
- A large proportion of day care is funded by Carers' Grant from the County Council

"Friendly, caring, respectful, good humoured and kind service. Tries to cater to individual needs. Strong, supportive relationship with carer"

How many people did County Day Care assist last year?

Over 100 individuals access the Day Service and Drop In sessions each year

Over 70 carers benefit from respite care each year

The Day Centres and Drop In Service provided over 6,240 breaks across ten regular days each week over the year, with 4,550 of those being provided as carers' breaks

- **The volume of interventions provided up to this point in the Annual Report amounts to 70,526**
- **The services up to this point in the Annual Report helped 11,636 people**

What the Lunch Clubs achieved last year

- The seven Lunch Clubs run in the Ashfield area offer 125 places per week
- The Lunch Clubs provide hot, nutritious meals, as well as an opportunity to meet with other people, enjoy the social occasion and access other local services. Many make new friends and take up other social activities which help to overcome isolation and promote health and a sense of well-being
- The two Sutton Exercise Groups and Lunch Clubs promote a healthy life style. Minibus transport is provided for these two groups
- A number of lunch club users have benefited from additional help, including home visits from our own Community Outreach Adviser in Ashfield who visits our clubs

regularly

How many people did the Lunch Clubs assist last year

Over 130 older people benefited from the Lunch Clubs and Exercise groups.

The Lunch Clubs and Exercise groups provided over 6,200 places across the year

- **The volume of interventions provided up to this point in the Annual Report amounts to 76,726**
- **The services up to this point in the Annual Report helped 11,766 people**

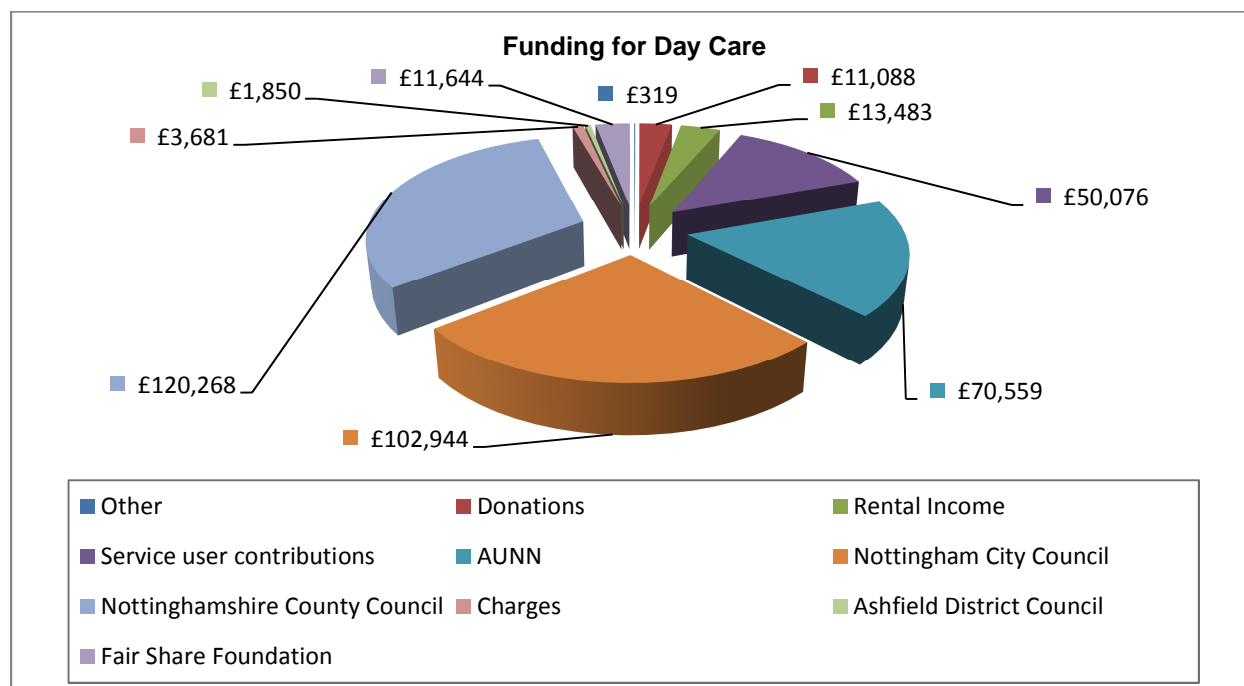
Review of last year's objectives

- We aimed to fully develop the new day service in Retford and we have worked closely with the local Adult Service to ensure referrals to the centre. However, numbers remain below target
- We aimed to develop additional support for carers in the County area and the County Day Care Manager has organised carers' meetings at each centre that provides respite care as well as support during the introduction of the personalised budget process
- We aimed to work with the City and County Councils with the introduction

of Personalised Budgets to ensure there is a range of flexible services available for older people. We continue to work closely with the City and County Councils to support the introduction of Personalised Budgets. The process is continuing in both authorities through 2011

Next year we aim to:

- ✓ Work with the City Council to phase in individual budgets to ensure that all service users and carers continue to receive a high quality of service and support
- ✓ Work with the County Council to ensure the introduction of Individual Budgets for all service users and carers and continue to provide a high level of service and support
- ✓ Find a new way of supporting the Lunch Clubs and Exercise Groups as funding diminishes, working with local community groups
- ✓ Explore the sustainability of the Men-in-Sheds Project past the initial funding period which comes to an end 31st March 2012



Core Services

Services provided

Central Services

- **Finance & Administration** – provides finance and administrative support to all areas of the organisation

☎ Michelle Elliott on 0115 841 4459
✉ michelle.elliott:@ageuknotts.org.uk

- **Training Department** – exists to ensure:
 - that all staff and volunteers of Age UK Notts are fully able to undertake the role they are recruited for
 - Consistency of standards and practices across the organisation

- All staff and volunteers are conversant with Age UK Notts's policies and procedures
- All staff and volunteers are kept up to date with new legislation affecting their work

☎ Eileen Tomany on 0115 841 4476
✉ Eileen.tomany@ageuknotts.org.uk

- **Human Resources** – provides the Charity with support and consultancy relating to employment law, best practice, people management, learning and development, performance management and recruitment and retention. We aim to deliver an excellent and all encompassing service and environment in which all members of staff and volunteers can thrive, ask questions and become part of the delivery of Age UK Notts goals and strategy

☎ Laura Page on 0115 895 9264
✉ laura.page@ageuknotts.org.uk

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

☎ Neil Brittain on 0115 841 4490
✉ brittain@ageuknotts.org.uk

- **Group Support** – Age UK Notts provides support to Age Concern groups throughout the County via a dedicated Group Support Worker. We recognise that the services provided by these groups considerably extend and enhance the services available to older people in the County.

☎ Nicky Wheddon on 0115 919 4871
✉ nicky.wheddon@ageuknotts.org.uk

- **Voluntary Agency Co-ordination** – was primarily focused on establishing processes and procedure for supporting health and social care organisations in response to a prolonged emergency within the City and/or County when the resources of other agencies involved in emergency response may be stretched. The project involved contacting all Voluntary and Community Sector groups to identify a named response person and gather information of how their particular organisation could best use their volunteers in such an emergency. A database was then created to capture this information. This was a six months funded

project, from April to October 2010. Following completion, we are now hosting and maintaining the database until October 2011.

☎ Eileen Tomany on 0115 841 4476
✉ eileen.tomany@ageuknotts.org.uk

- **Digital Outreach** – both the Nottingham and Waltham-on-the-Wolds transmitters switch over to digital this year and the Digital Outreach Project is about making sure vulnerable people from specific user groups have all the information they need to make a smooth and painless transition. The project works with other voluntary and community groups to give their users access to information about the switchover process, how it will affect them, and the BBC Helpscheme.

This project is funded until the end of September 2011 when the whole of the Central TV region will have switched over to digital

☎ Eileen Tomany on 0115 841 4476
✉ Eileen.

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

☎ Lorraine Rhodes on 0115 844 0011
✉ lorraine.rhodes@ageuknotts.org.uk

- **Safeguarding** – Age UK Notts are committed to reducing the potential risk of abuse for older people. An established Safeguarding Champions Group meets quarterly to



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ensure this important area of our work has a pro-active approach

☎ Linda Crick on 0115 859 9262
📧 linda.crick@ageuknotts.org.uk

- **User Involvement** – Age UK Notts 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
- **Equality and Diversity** – ensures the active implementation of our Equality and Diversity Policy and Strategy

☎ Di Trinder on 0115 841 4482
📧 di.trinder@ageuknotts.org.uk

What Finance & Administration achieved last year

- 4,885 visitors to Reception at Bradbury House
- 12,522 telephone calls were dealt with by Central Services
- We were successful in gaining funding from the Future Jobs Fund. Joanna Randle joined us for a six months placement as a Clerical Assistant and proved to be a valuable member of the Central Services Team
- **The volume of interventions provided up to this point in the**

Annual Report amounts to 76,726

- **The services up to this point in the Annual Report helped 29,173 people**

What the Training Department achieved last year

- As a direct consequence of the economic climate, the Training Department has had an extremely difficult year so has concentrated much more on internal courses than external ones

However, we have still provided monthly bespoke training for both City and County LINKs members

- Due to our web presence and our registration with the LSC as a training provider, we have been able to maximise on the BBC's "Click" campaign and reinstated basic computing, internet and email courses for older people

"Really enjoyed it. Well delivered in a style I felt I could learn and retain from"

How many people did the Training Department assist last year?

- ✓ The total number of delegates attending courses was 563

- ✓ The total number of training places offered was 1,312
- **The volume of interventions provided up to this point in the Annual Report amounts to 78,038**
- **The services up to this point in the Annual Report helped 29,736 people**

What the Human Resources Department achieved last year

- Researched, devised and implemented an Exit Interview form and procedure
- Consulted on and implemented a new Reference Request form
- Re-wrote the application form for employment with Age UK Notts
- Identified the need and devised a comprehensive Operations Manual for our shops
- Closer working relationships with “clients” – Middle and Senior Managers providing solutions and a commercial approach to Employee Relation issues

How many people did the Human Resources department assist last year?

- ✓ HR have been involved in the recruitment, induction and paperwork

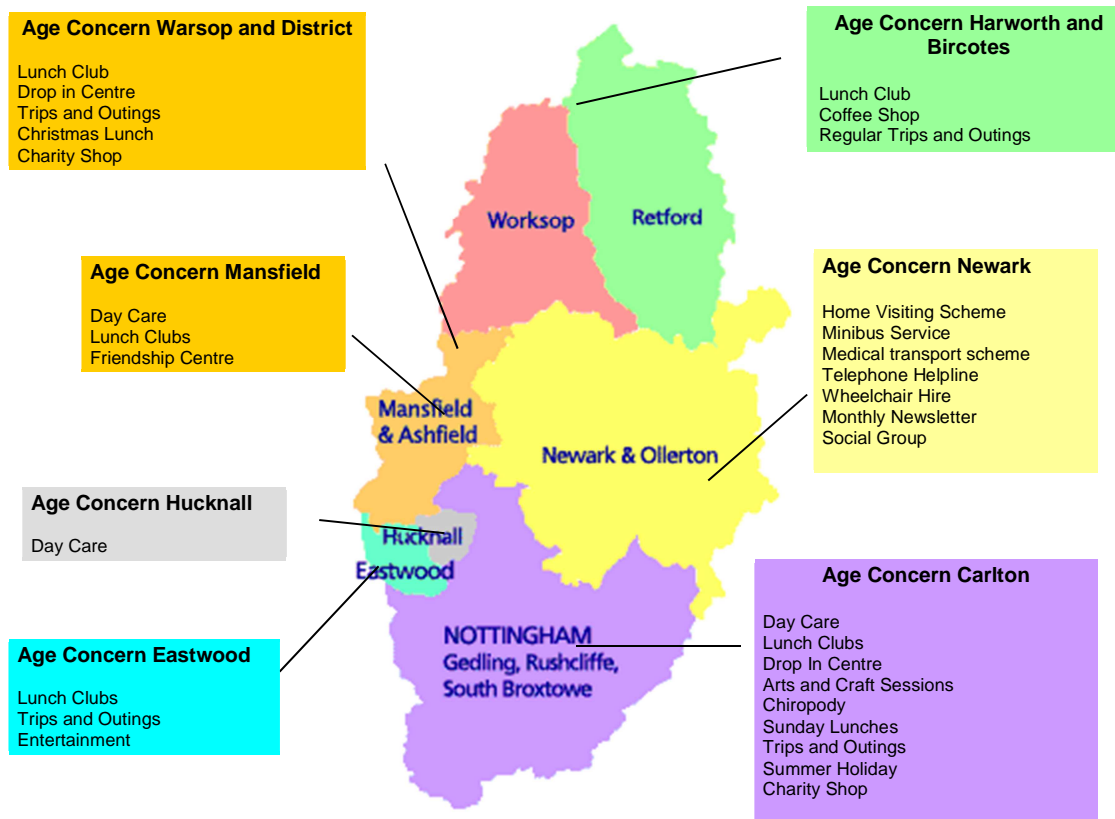
set up of 25 new starters and handled 22 leavers. In addition, HR have written 36 advertisements, sent out 739 application for employment requests and read the 344 that were returned. In turn 107 candidates were interviewed

- ✓ In addition, HR have dealt with numerous and sometimes complex Employee Relation issues, including Disciplinary, Appeal, Grievance, Maternity and TUPE

- **The volume of interventions provided up to this point in the Annual Report amounts to 78,038**
- **The services up to this point in the Annual Report helped 30,522 people**

What the ICT Department achieved last year

- Installed Broadband at Blidworth for Men in Sheds
- Revised the IT policies
- Finalised St. Bartholomew's Court's broadband access to the servers at Bradbury House
- Moved Sybil Levin Centre broadband to Virgin Media
- Started rolling out new PCs



What the Group Support Worker achieved last year

- The Group Support Worker’s role is to provide support, information and advice to Age Concern groups in Nottinghamshire and to assist them in managing safe and supportive groups for older people in their area. The level and type of support required varies by group and over the last year has included:
 - ✓ Trustee recruitment, induction and training
 - ✓ Fundraising and grant applications
 - ✓ Financial management, including budgeting and monitoring
 - ✓ Health and safety procedures, the introduction of new policies, training and support with risk

- assessments, writing fire evacuation plans
- ✓ Employment and volunteering practice
- ✓ Equality and Diversity and Adult Protection policies
- ✓ Organising a quarterly meeting of all groups to share best practice and keep up to date with developments with Age UK

What the Voluntary Agency Co-ordination Project achieved last year

- Agreement of a Protocol by all Health & Social Care organisations involved in the project
- Construction of an effective database to capture the range of diverse information required by the project funders

- Successful training event held for representatives from voluntary and community groups to ensure continued support and commitment to the project

How many people did the Voluntary Agency Co-ordination Project assist last year?

- ✓ 167 voluntary agencies on the database
- ✓ 9 fully signed up to the project
- ✓ Awaiting final documentation from a further 98
- ✓ Currently 283 volunteers recruited with potentially 748 available if all outstanding groups sign up
- **The volume of interventions provided up to this point in the Annual Report amounts to 78,038**
- **The services up to this point in the Annual Report helped 30,689 people**

What the Digital Outreach Project achieved last year

- The one-to-one targets for the Nottingham (Central A) transmitter were exceeded within three months of the project starting
- The information is being well received within the target groups and this is also giving us the opportunity

to raise the profile of Age UK Notts

- Due to the late start of this project, targets for stakeholder events for Central A will be difficult to meet but we are well on the way to exceeding them for the Waltham (Central B) transmitter

“The people from the Help Scheme were extremely efficient and considerate. Thank you”

How many people did the Digital Outreach Project assist last year?

- ✓ 1,183 people resulting in 39 interventions
- **The volume of interventions provided up to this point in the Annual Report amounts to 78,077**
- **The services up to this point in the Annual Report helped 31,872 people**

What the Safeguarding Champions Group achieved last year

- Reviewed our Safeguarding Policy incorporating the Prevention guide for volunteers and paid staff, Child Protection, Self Harm and Suicide.
- Produced 5,000 bookmarks highlighting Age UK Notts. Zero Tolerance approach to abuse of any kind and published our contact number if people have any concerns

about abuse and need to talk to someone

- Commended on our excellent Safeguarding policy by an external organisation
- Held reporting officer training sessions for Age UK Notts staff who are responsible for reporting alleged abuse on to Social Services

The total number of Safeguarding statutory reports during the year?

- ✓ Age UK Notts have directly reported 14 cases of alleged abuse to Social Services for further investigation. The majority of the cases reported were for financial and psychological abuse
- ✓ Through the support of various Age UK Notts services we have helped support 42 people who have suffered elder abuse
- **The volume of interventions provided up to this point in the Annual Report amounts to 78,077**
- **The services up to this point in the Annual Report helped 31,928 people**

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 2010/11 two formal complaints were made to the Charity which were both thoroughly investigated and resolved satisfactorily.

Equality and Diversity

Age UK Notts 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.



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Age UK Notts aims to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment. We aim to value differences positively. Age UK Notts believes that harnessing different life experiences, attributes and contributions will make Age UK Notts a more effective organisation and a better place to work.

Age UK Notts is committed to Equality and Diversity. Our Principles state that Diversity is valued in all that we do and that ageism is unacceptable.

☎ Di Trinder on 0115 844 0011
✉ di.trinder@ageuknotts.org.uk

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 Age UK Notts a genuinely inviting and inclusive organisation.

Age UK Notts 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



Age UK Notts 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

Age UK Notts 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. Age UK Notts 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.

Age UK Notts 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. Age UK Notts demonstrates its commitment to these statements by adopting a policy of Equality and Diversity and a Diversity Training Programme.

Next year we aim to:

- ✓ Be involved in the development of a new regional Equality, Diversity and Human Rights Forum

User Involvement

- Age UK Notts 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
- ✓ Involvement in the Age UK Notts Older Peoples' Advisory Group (OPAG)

- 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 OPAG
- ✓ Represented at stakeholder and service user events
- ✓ Given the opportunity to complete satisfaction surveys and questionnaires

- OPAG meets quarterly to discuss local and national issues and campaigns. During the year the work of OPAG has included:

- ✓ The role of Volunteer Ambassadors
- ✓ The Hospital Discharge Service
- ✓ The Hospital Discharge Handyperson Service
- ✓ The Signposting Service
- ✓ Change from Age Concern to Age UK
- ✓ Communication
- ✓ Links Forum (The Carers' Federation)



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- ✓ Household waste recycling
- ✓ Dementia Study (University of Nottingham)
- ✓ Best Foot Forward and Age Well Services
- ✓ Age UK Regional Conference
- ✓ Nottingham City Library (Programmes for the over 60's)

Age UK Notts is grateful for the continued support, involvement and commitment of the volunteer OPAG members.

Volunteers

- Volunteers continue to be an invaluable part of Age UK Notts and we depend upon their generosity to ensure that we can continue to provide a wide variety of services to older people in Nottingham and Nottinghamshire
- From Administrators to Shoppers, Trustees to Walk Leaders, Day Care Assistants to Counsellors, Shop Assistants to Advice Workers, there are currently 235 volunteers helping us to support older people
- Most volunteers contribute more than 1 hour per week of their time to supporting Age UK Notts and older people in the community. Based on the national minimum wage, this equates to £72,464 (£5.93 x 12,220) per year

- Over the last year, we have also benefited from the time and efforts of corporate and student volunteers, as follows:
 - Experian held a Battle of Britain 1940's themed Christmas Party for over 100 service users
 - Nottingham Ice Arena packed and delivered Christmas hampers to some of the most isolated older people in the community
 - A team of volunteers from Nottingham Trent University Law School developed a Will Writing Service for Age UK Notts which was highly commended in the Best New Student Pro Bono Activity category at the LawWorks & Attorney General Student Awards 2011

Breakdown of Active Volunteers

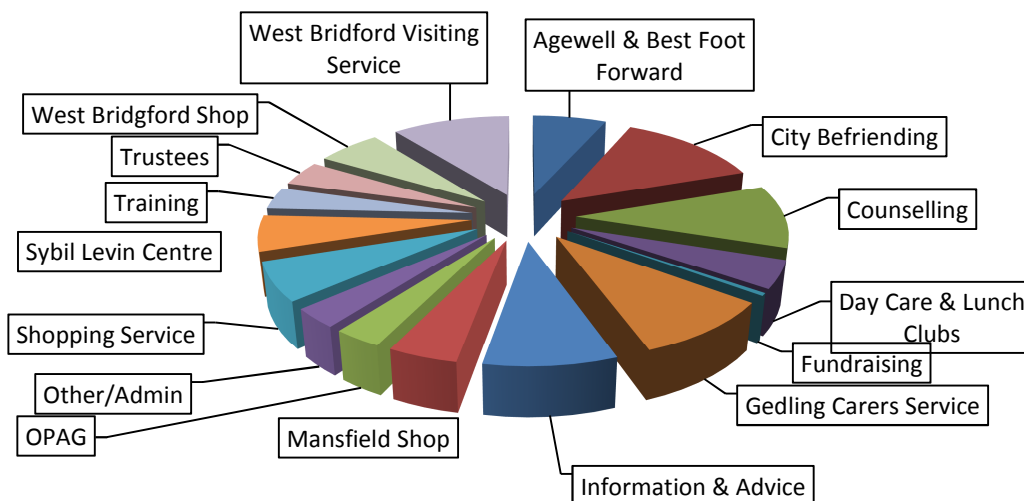
Gender:

Female	169 (72%)
Male	66 (28%)

Age:

18-29	17(7%)
30-39	18 (8%)
40-49	26 (12%)
50-59	34 (14%)
60-69	65 (28%)
70-79	36 (15%)
80+	10 (4%)
Unknown	29 (12%)

The proportion of volunteers in each area of the charity



- **The volume of interventions provided up to this point in the Annual Report amounts to 90,297**
- **The services up to this point in the Annual Report helped 32,028 people**

Review of last year's objectives

- We entered into a brand partnership arrangement with the National Charity Age UK.
- We rebranded all signage prior to changing our name, rebranding of other items is on-going. The Charity was renamed Age UK Nottingham & Nottinghamshire on 15th September 2010
- We carried out a full review of OPAG, including Terms of Reference, members' role

descriptions and we develop an outcomes based plan.

Next year we aim to:

- ✓ Complete the rebranding of the charity to Age UK Notts
- ✓ Implement a new contact management system across the charity using Charity Log
- ✓ Upgrade all computers to enable them to run Office Professional 2010 and Windows 7. Upgrade servers and install new servers to improve ICT systems
- ✓ Develop financial systems including direct debit facilities in response to the move to personal budgets

Structure, Governance and Management

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

The Charity's governing document is the 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 UK Local Trading Ltd, which was incorporated in 1995, and AUBD Ltd which was incorporated in 2007. Each of these companies have a governing document in the form of the Memorandum and Articles of Association. Details of the Directors of these companies can be found on page 5 of this report.

Age UK Nottingham & 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 Age UK Notts is that they have to be in line with this standard.



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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 decreased from 120 risks on 31st March 2010 to 118 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 Age UK Notts. 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 appraisal
- 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 2010/2011 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 Age UK Notts 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 which was reviewed during 2010.

No one receives any private benefits from Age UK Notts other than as a beneficiary of the Charity.

Income Generation

- **The Trading Company - Age UK Local Trading Ltd (AULT)** – provides a diverse range of insurance and financial products and services, specifically designed for the over 50's, with no upper age limits. The service is offered via the company's three offices – Nottingham, Mansfield and Derby – five days a week, on a drop-in basis. Customers may also contact us by telephone or on-line.

☎ Clive Parkin on 0115 841 4447
✉ clive.parkin@ageuknotts.org.uk

- **Retail** - operated by the charity – Our shop in Mansfield sells good quality furniture, ornaments, books, gifts etc., whilst our shop in West Bridgford sells good quality clothing, books, ornaments, gifts and small items of furniture. Both shops are open six days a week

☎ Margaret Humphreys on 0115 841 4461
✉ margaret.humphreys@ageuknotts.org.uk

- **Fund Raising** – we continue to seek to generate income from individuals,



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companies and grant making trusts

- **Derbyshire Handy Van Service** – operated by AULT - aims to deliver preventative and practical support in the home to support and complement the existing core Derbyshire Handy Van Network. The service assists Derbyshire residents countywide who are 60 plus or identified as “at risk or vulnerable” by Derbyshire Constabulary, Derbyshire Fire & Rescue Service, County, District and Borough Councils or Derbyshire PCT. Assistance includes:
 - ✓ Completing Home Fire Safety Checks
 - ✓ Home Security Checks
 - ✓ Fitting key safes

☎ Lisa Turner on 0115 953 2963
✉ lisa.turner@ageuknotts.org.uk

- **Age UK Business Directory (AUBD)** – operated by AUBD Ltd - provides access to a large selection of local, trustworthy businesses and traders via our web based directory (www.aubd.co.uk) or our free phone 0800 0114643. Our service users have peace of mind from the knowledge that all our member companies have been checked by our local staff and they agree to abide by our Customer Charter which sets out to protect the customer from unscrupulous business practices and rogue traders

☎ John Anderton on 0115 993 3393
✉ john.anderton@ageuknotts.org.uk



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What the Trading Company achieved last year

- Best-ever generation of unrestricted income for the Charity
- Ever-increasing customer base
- Best-performing Age UK in the country

Age UK Local Trading has, for the fourth consecutive year, performed ahead of all other Age Concern/Age UK traders in the country. It has consistently exceeded sales and budget targets resulting in a 13% increase in commission year-on-year (£293k compared to £260k last year)

“I was introduced to you by a neighbour and I am so glad that I came to you for my home insurance. You saved me over £200 a year. I now recommend you to all my friends”

Given the excessively competitive nature of the market, set against the backdrop of poor levels of confidence in the financial services markets, the Trading Company’s performance has been remarkable. Much of the credit for this continued success can be attributed to the enthusiasm and commitment shown by the Trading Company’s staff and volunteers. Their hard work is gratefully acknowledged by the Charity’s Trustees.

"I really value the service that I get from you. You are always helpful and friendly – a pleasure to do business with"

The Company was able to generate additional income from consultancy services provided by its Commercial Director to Age UK in London. This extra income, together with carefully controlled costs, has resulted in a record surplus of over £137,000 (compared to £77,000 last year) and is, consequently, our best-ever donation to Age UK Notts and Age UK Derby & Derbyshire.

How many people did the Trading Company assist last year?

Last year the Trading Company provided a total of 13,005 new policies and plans to individuals and couples. We retained another 25,980

- **The volume of interventions provided up to this point in the Annual Report amounts to 90,297**
- **The services up to this point in the Annual Report helped 71,013 people**



What Retail achieved last year

Our staff and volunteers at Mansfield and West Bridgford were again faced with challenges during the year, including a lack of quality donations and increased competition from other charity shops in their areas. In spite of this, both shops exceeded targets for the year:

- The West Bridgford shop achieved sales of £71,084 an increase of 6.1%
- The Mansfield shop achieved sales of £95,483 an increase of 18.5%

What the Derbyshire Handy Van Service achieved last year

- Exceeded all targets set by our funders, Derbyshire County Council
- Completed 729 Home Fire Safety Checks
- Completed 656 Home Security Checks

“Please pass on my appreciation to your staff member for the support and professionalism when carrying out three very sensitive home fire safety checks on Friday.... He was an asset and a pleasure to work with”

How many people did the Derbyshire Handy Van Service assist last year?

The Derbyshire Handy Van Service helped 1,345 people

The Derbyshire Handy Van Service carried out 1,409 visits to service users

- **The volume of interventions provided up to this point in the Annual Report amounts to 91,706**
- **The services up to this point in the Annual Report helped 72,358 people**

What the Business Directory achieved last year

- Handed over 200 calls per month into our dedicated office and received over 12,500 hits on the websites
- Expanded the Directory in the East Midlands to cover Derbyshire and Leicestershire
- The directory now has over 350 members in the East Midlands with



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the most popular trades and businesses being:

- ✓ Plumbers and electricians
- ✓ Builders and roofing specialists
- ✓ Gardeners, landscapers and tree surgeons
- ✓ Decorators, property maintenance and handyman services
- ✓ Domestic cleaning and domiciliary care services
- ✓ Mobility products and health care services
- ✓ Legal services

How many people did the Business Directory assist last year?

The total number of people helped by the service is impossible to calculate as the directory can be accessed via the internet and is used by our own staff and volunteers around the County. We do know that our dedicated office has handled calls from over 2,000 people

- **The volume of interventions provided up to this point in the Annual Report amounts to 91,706**
- **The services up to this point in the Annual Report helped 74,358 people**

Next year we aim to

- ✓ Maintain trading growth, especially in Derby

- ✓ Work with Age UK to develop the Business Directory across the UK
- ✓ Encourage greater cross departmental engagement with trading products and services within the Charity
- ✓ Expand the Derbyshire Handy Van Service by recruiting a third Handy Van Operative and Van and increasing the administrative support
- ✓ Increase the membership of the Business Directory in the East Midlands
- ✓ Seek to ensure funding to improve access to the Mansfield shop

Statistics

	2009/10	2010/11
No. of personal callers and telephone enquiries for information	20,917	17,407
No. of users of the Information & Advice Service	4,119	1,681
Estimated value of the benefit gains from the Advice Service	£1m+	£1.1m+
No. of people supported through the Advocacy Service	623	1,581
No. of people supported through the Gedling Carers' Support Service	104	70
No. of volunteers supporting the Gedling Carers' Support Service	26	21
No. of people who regularly received visits from the Visiting Service	24	52
No. of visits made by the Visiting Service	1,260	1,203
Total no. of visiting hours provided by the Visiting Service	1,260	798
No. of people supported by the Harmony Counselling Service	114	91
No. of individuals accepted by the Kindred Spirits Service	3,142	3,300
Total No. of Kindred Spirits service users	1,154	1,110
No. of people supported by the Housing Matters Service	543	829
No. of jobs completed through the Handyperson Service	3,180	3,530
No. of Home Safety Checks carried out by the Home Safety Team	505	528
No. of training places provided by the Training Department	1,316	1,312
No. of volunteers available for all services	253	235
No. of volunteers recruited and trained for all services	334	235
No. of volunteer hours provided for all services	69,082	48,880
No. of people who enjoyed free walks with the Best Foot Forward Programme	3,019	4,800

Statistics for Gedling Carers Support	2009/10	2010/11
Total no. of people supported	104	96
Carers	39	35
Cared for	39	35
Volunteers	26	26
No. of new carers referred:	20	28
Source of new referrals:		
Self	3	2
Family	2	-
Health	-	3
Social Services	11	16
Age UK Notts	2	7
Carers Federation	2	-
Age of new referrals:		
50-59	3	5
60-69	6	5
70-79	5	9
80-89	4	9
90+	2	-
Gender of new referrals:		
Male	4	11
Female	16	17
Ethnic background:		
White British	20	-
White Other	-	1
Black/African Caribbean	-	2
No. of enquiries/non-referrals:	20	8
No. of talks/special events:	9	23
No. of hours spent on talks/special events:	22	35
No. of volunteers recruited	1	5
Total no. of volunteers:	21	21
Total no. of hours of volunteer support:	1,867	1,319

Kingston Close Day Centre Worksop	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2009/10	2010/11	2009/10	2010/11
No. of days of day centre operation	48	47	48	51
No. of day centre places	576	564	490	510
Source of Referral: Self	2%	15%	-	-
Total number of placements filled	478	422	384	392
% of day centre users suffering mental health problems	100%	100%	100%	100%
Age of users:				
60-69	-	8	-	-
70-79	12%	24	12%	8%
80-89	72%	52	72%	48%
90 plus	16%	16	16%	44%
Gender of users:				
Female	63%	62%	58%	56%
Male	37%	38%	42%	44%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	9	0	9	0
No. of volunteers available during year	0	0	0	0
No. of carers supported	28	13	26	17



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 UK Nottingham & Nottinghamshire and its trading subsidiaries Age UK Local Trading Limited and AUBD 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 74 shows the gross income from all sources and the split of activity between restricted, designated, unrestricted and endowment funds.

Total incoming resources for the year were £3,398,429 compared with £3,661,488 for the previous year, a decrease of 7%.

The unrestricted surplus made during the year totalled £397,642 however this included one-off income of £238,905 from legacies, if this is excluded the underlying unrestricted surplus for the year is £158,737.

The donation from Age UK Local Trading Company has increased from £56,200 in 2009/10 to £101,000 in 2010/11, an increase of 80%. This was mainly due to the increased commission income and income from consultancy work.

The shops have performed much better than the previous year with an overall profit of £30,588 in 2010/11 compared to a surplus of £12,051 in 2009/10. I am very pleased to report that sales at the West Bridgford shop increased from £66,993 in 2009/10 to £71,084 in 2010/11 and sales at the Mansfield shop have increased from £80,582 in 2009/10 to £95,483 in 2010/11.

Expenditure has reduced from £3,586,941 in 2009/10 to £3,184,843 in 2010/11. Within that charitable expenditure reduced from £3,208,200 in 2009/10 to £2,692,487 in 2010/11. This was mainly due to the reduced level of home improvement grants, as our Housing Matters Department changed from largely administering grants for home improvements to loans, as reported earlier in the annual report.

Income for the Trading Subsidiaries increased from £375,066 in 2009/10 to £526,354 in 2010/11. This was mainly due to the increase in the turnover of Age UK Local Trading.



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Costs for the trading subsidiaries increased from £183,915 in 2009/10 to £270,065 in 2010/11 including AUBD Ltd costs £157,292 of which £19,819 was covered by the loan from the parent company (the Charity) as detailed in note 17 of the accounts.

Net unrestricted income for the year was £209,968 after designating £190,443 of unrestricted income increasing the total of designated funds to £413,990. Of the £190,443, the specific charitable services fund was increased by £30,700 to part fund Ashfield Lunch Clubs, Information & Advice and the Whatton Prison service. The welfare fund was increased by £100,000 to cover grants for older people on very low incomes to enable them to access the Charity's charged for services. Full details of the designated funds can be seen in note 14 (page 95) to the accounts.

Restricted funds reduced over the course of the year by £54,852 to £526,774 at the year end. Details of restricted funds can be found in note 12 to the accounts (pages 89 to 93).

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 2011 totalled £759,069, which is equivalent to 3½ months running costs. This is within the level of three to six months running costs detailed within the reserves policy.

The following section gives details of how the services are funded:

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 2010/11:

Service	Funder	Amount	Percentage
Home Maintenance	Donations	£642	0.18%
	Skerritt Trust	£8,600	2.5%
	Age UK/Wilkinsons	£4,000	1.17%
	Age UK	£500	0.15%
	Age UK/ E-on	£1,695	0.50%
	Nottingham City Council	£313,454	91.98%
	Service user contributions	£11,884	3.52%



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Service	Funder	Amount	Percentage
Sybil Levin Centre	Other	£319	0.18%
	Donations	£5,500	3.1%
	Rental Income	£13,483	7.67%
	Service user contributions	£33,050	18.8%
	AUNN*	£20,343	11.58%
	Nottingham City Council	£102,944	58.67%
County Day Care	Donations	£5,588	3.14%
	Service user contributions	£17,026	9.56%
	Nottinghamshire County Council	£120,268	67.5%
	AUNN*	£35,279	19.8%
Ashfield Lunch/ Activity Clubs	AUNN*	£14,937	46.5%
	Charges	£3,681	11.5%
	Ashfield District Council	£1,850	5.8%
	Fair Share Foundation	£11,644	36.2%
Volunteer Co-ordinator	Charges	£8,248	100%
Gedling Carers' Support	AUNN*	£936	4.08%
	Nottinghamshire County Council	£22,000	95.92%
Carers' Demonstration Site	Nottinghamshire County Council	£44,190	98.65%
	AUNN*	£603	1.35%
Shopping Service	Nottinghamshire County Council	£30,445	88.46%
	Donations	£1,746	5.07%
	Mansfield District Council	£2,000	5.81%
	AUNN*	£226	0.66%
Advocacy Services	Donations	£3,613	1.51%
	Charges	£3,564	1.49%
	Nottinghamshire County Teaching PCT	£49,280	20.6%
	Nottingham City Council	£73,158	30.6%
	Nottinghamshire County Council	£109,425	45.8%

Service	Funder	Amount	Percentage
Kindred Spirits	Nottinghamshire County Council	£28,000	28.5%
	AUNN*	£21,324	21.7%
	Service user contributions	£11,858	12.1%
	Nottingham City Council	£30,932	31.49%
	Donations	£6,120	6.21%
Housing Matters	Capital Grants	£260,774	42.8%
	Nottingham City Council	£305,687	50.2%
	Donations	£83	0.01%
	Charges	£4,378	0.72%
	Nottingham Fire & Rescue	£7,750	1.3%
	Electrical Safety Council	£10,000	1.64%
	Skerritt Trust	£20,000	3.33%
Safer Homes	Age UK	£4,000	91.1%
	AUNN*	£391	8.9%
Hospital Discharge	Nottingham City PCT	£19,308	92.08%
	Donations	£160	0.76%
	Nottingham City Council	£1,500	7.16%
Harmony Counselling Service	AUNN*	£42,582	99.65%
	Donations	£149	0.35%
Fit as a Fiddle	Age UK	£54,261	100%
Signposting	Nottingham City Council	£59,506	100%
Whatton Prison Activity project	Lankelly Chase Trust	£16,500	100%
Best Foot Forward	Nottingham City Council	£7,829	100%
Community Outreach Advisors	Nottinghamshire County Council	£60,730	100%
Information & Advice	Nottingham City Council	£155,963	69.2%
	Hardship Fund	£39,235	17.4%
	AUNN*	£28,647	12.7%
	Donations	£1,625	0.7%

Service	Funder	Amount	Percentage
Brokerage	Nottingham City Council	£3,497	45.4%
	AUNN*	£4,198	54.6%
Dementia Brokerage	Nottinghamshire County Council	£5,000	100%
Men in Sheds	Age UK	£36,569	100%
3 "I" s Carers	Department of Health	£13,112	100%
Digital Switchover	Digital UK Ltd	£30,876	100%
Tackling Isolation	Age UK	£2,000	100%
Voluntary Agency Co-ordination	Nottinghamshire County Council	£22,446	100%
Financial Inclusion	Department of Work and Pensions	£17,544	94.7%
	AUNN*	£980	5.3%
West Bridgford & St Anns Visiting Service	AUNN*	£6,986	13.8%
	Department of Health	£13,995	27.69%
	Harry Dunn Charitable Trust	£1,500	2.97%
	Thomas Farr Charity	£2,000	3.96%
	Donation	£60	0.12%
	Co-operative Community Fund	£2,000	3.95%
	Nottinghamshire County Council	£24,000	47.51%

During the last financial year AUNN had to generate funds to ensure all these services were maintained. For the year, this totalled £177,432 and in this connection we are grateful for the support of the following:

- The J N Derbyshire Trust
- The Gray Trust
- The Rothera Family Trust
- The Sir John Eastwood Foundation
- The Foreman Hardy Charitable Trust
- Anonymous Trust

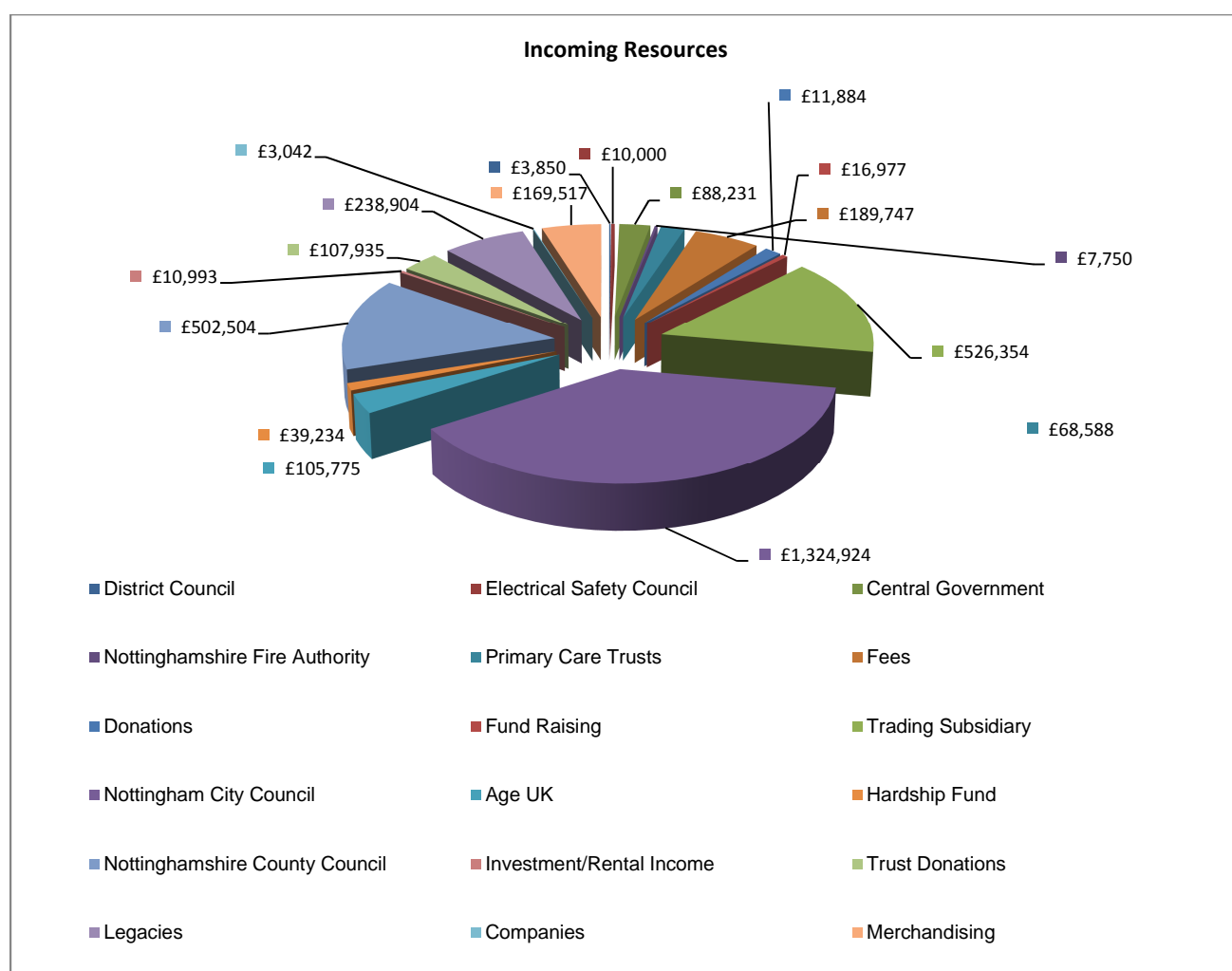
and companies such as Coventry Building Society for their continued support. We also benefit from individuals who make donations to the Charity.



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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



Registered Charity No. 1067881

AGE UK 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 2011.

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.

In so far as the directors are aware:

- there is no relevant audit information of which the Charity's auditor is not aware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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. **Change of name**

On 26th August 2010, the Charity changed its name from Age Concern Nottingham and Nottinghamshire to Age UK Nottingham and Nottinghamshire following the merger of Age Concern and Help the Aged.

5. **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.

6. **Small Company Provisions**

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

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
REPORT OF THE DIRECTORS

(continued)

7. Directors

The directors are as follows:

Mrs. S.I. Warzynska (Chairman)
Mr. E.G. Edwards
Mr. B. Burdus
Mr. M.A. Williamson
Dr. P.J. Cansfield
Mr. A. Ghelani
Mr. C.N. Cullen
Mr. T.P. Jones
Mrs. J Lewis

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.

8. 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.

9. 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.

10. 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 page 56.

11. 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 27 July 2011

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

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

We have audited the financial statements of Age UK Nottingham and Nottinghamshire for the year ended 31st March 2011 which comprise the Statement of Financial Activities, the Balance Sheets and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the Charity's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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

As explained more fully in the Directors' Responsibilities Statement set out on page 66, the trustees (who are also the directors of Age UK Nottingham and Nottinghamshire Ltd for the purposes of Company Law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Director's Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

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

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

(continued)

Matters on which we are required to report by exception

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

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

Stephen Tysoe

Senior Statutory Auditor

For and on behalf of:

Smith Cooper Nottingham

Chartered Accountants and Statutory Auditors

2 Lace Market Square

Nottingham

NG1 1PB

Date 27 July 2011

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND
EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2011

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	George Henry Francis Payling's Charity	Total 2011	Total 2010
		£	£	£	£	£	£
Incoming Resources							
Donations and Legacies							
	3						
Housing Services		-	-	29,485	-	29,485	34,748
Community and Advocacy		35,000	-	33,743	-	68,743	125,353
Day Care		-	-	17,232	-	17,232	38,036
Core Services		251,857	-	-	-	251,857	87,286
Shops	5	31,595	-	-	-	31,595	18,388
Activities in furtherance of Charity's Objects							
Grants and Service Agreements							
	2						
Housing Services		897,735	-	28,945	-	926,680	1,776,015
Community and Advocacy		134,283	-	803,468	-	937,751	671,097
Day Care		41,092	-	183,970	-	225,062	205,803
Core Services		49,908	-	11,455	-	61,363	51,912
Fees and Contributions		113,772	-	11,048	-	124,820	102,367
Rent Receivable		3,512	-	-	2,300	5,812	6,272
Activities for Generating Funds							
Merchandising Income	5	169,518	-	-	-	169,518	150,812
Fundraising Income	6	16,977	-	-	-	16,977	14,171
Investment Income		3,861	-	-	1,319	5,180	4,162
Trading Subsidiaries		526,354	-	-	-	526,354	375,066
Total Incoming Resources		2,275,464	-	1,119,346	3,619	3,398,429	3,661,488
Resources Expended							
Cost of Generating Funds							
Merchandising Costs	5	170,545	-	1,991	-	172,536	157,149
Fundraising Costs	6	5,571	-	-	-	5,571	1,818
Trading Subsidiary Costs		270,065	-	-	-	270,065	183,915
Cost of Activities in furtherance of Charity's Objects							
Charitable Expenditure							
	12						
Housing Services		869,214	-	69,364	-	938,578	1,741,043
Community and Advocacy		182,933	65,093	853,430	9,373	1,110,829	836,815
Day Care		163,512	14,937	222,276	-	400,725	391,513
Core Activities		171,798	43,314	27,137	106	242,355	238,829
Governance Costs	7	44,184	-	-	-	44,184	35,859
Total Resources Expended	8	1,877,822	123,344	1,174,198	9,479	3,184,843	3,586,941
Net Incoming/(Outgoing) Resources before Transfers							
		397,642	(123,344)	(54,852)	(5,860)	213,586	74,547
Transfer between Funds	14	(190,443)	190,443	-	-	-	-
Minority Interest	1	2,769	-	-	-	2,769	3,611
Net Incoming/(Outgoing) Resources and Net Movements in Funds							
		209,968	67,099	(54,852)	(5,860)	216,355	78,158
Realised/Unrealised Gains on Investments		-	-	-	331	331	593
Net Incoming/(Outgoing) Resources and Net Movements in Funds after Realised/Unrealised Gains on Investments							
		209,968	67,099	(54,852)	(5,529)	216,686	78,751
George Henry Francis Payling's Charity Balance at 1st July 2009							
		-	-	-	-	-	152,629
Balance at 1st April 2010							
		1,005,602	346,891	581,626	147,753	2,081,782	1,850,402
Balances carried forward at 31st March 2011							
		1,215,570	413,990	526,774	142,224	2,298,468	2,081,782

The notes on pages 77 to 99 form part of these financial statements

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

Company No. 03455485

**BALANCE SHEETS
AS AT 31ST MARCH 2011**

	<u>Notes</u>	<u>2011</u> £	<u>The Group</u> <u>2010</u> £	<u>2011</u> £	<u>The Charity</u> <u>2010</u> £
Fixed Assets					
Age UK Nottingham and Nottinghamshire					
Investments	1	-	-	90	90
Tangible Assets	9	1,319,411	1,364,277	1,301,895	1,345,622
George Henry Francis Paylings Charity					
Investments		20,790	20,459	20,790	20,549
Tangible Assets	9	54,468	53,000	54,468	53,000
		<u>1,394,669</u>	<u>1,437,736</u>	<u>1,377,243</u>	<u>1,419,261</u>
Current Assets					
Age UK Nottingham and Nottinghamshire					
Debtors	10	185,665	181,747	380,301	306,938
Cash at Bank and in Hand		933,174	794,300	745,735	717,133
George Henry Francis Paylings Charity					
Debtors		245	-	245	-
Cash at Bank and in Hand		87,289	82,760	87,289	82,760
		<u>1,206,373</u>	<u>1,058,807</u>	<u>1,213,570</u>	<u>1,106,831</u>
Creditors: amounts falling due within one year					
Age UK Nottingham and Nottinghamshire					
Accruals and Deferred Income		199,196	317,001	132,983	313,314
Taxation and Social Security		61,139	56,441	50,724	45,331
Other Creditors		13,870	18,044	-	10,169
Vehicle Finance Loan	11	2,826	4,239	2,826	4,239
George Henry Francis Paylings Charity					
Accruals and Deferred Income		20,568	8,466	20,568	8,466
		<u>297,599</u>	<u>404,191</u>	<u>207,101</u>	<u>381,519</u>
Net Current Assets		<u>908,774</u>	<u>654,616</u>	<u>1,006,469</u>	<u>725,312</u>
Total Assets less Current Liabilities					
Age UK Nottingham and Nottinghamshire		<u>2,303,443</u>	<u>2,092,352</u>	<u>2,383,712</u>	<u>2,144,573</u>
Creditors: amounts falling due after one year					
Loans	11	17,090	19,916	-	2,916
Net Assets		<u>2,286,353</u>	<u>2,072,436</u>	<u>2,383,712</u>	<u>2,141,657</u>
Funds					
Age UK Nottingham and Nottinghamshire					
Restricted	12	526,774	581,626	526,774	581,626
Designated	14	413,990	346,891	413,990	346,891
Unrestricted		1,215,480	1,005,512	1,300,724	1,065,387
Minority Interest	1	(12,115)	(9,346)	-	-
George Henry Francis Payling's Charity:					
Permanent Endowment	12	58,457	58,457	58,457	58,457
Expendable Endowment	12	83,767	89,296	83,767	89,296
	13	<u>2,286,353</u>	<u>2,072,436</u>	<u>2,383,712</u>	<u>2,141,657</u>

Approved by the Board on 27th July 2011 and signed on its behalf by:

Director S.I. Warzynska**Director E.G. Edwards**

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective 2008). **The notes on pages 77 to 99 form part of these financial statements**

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2011

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 UK Local Trading Limited and Age UK 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 which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

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.

Endowment funds

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

Unrestricted Funds

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

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2011

(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 UK 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 UK Nottingham and Nottinghamshire holds 90% of the issued share capital of Age UK Business Directory Limited.

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

2. **GRANTS AND SERVICE AGREEMENTS**

	<u>2011</u>		<u>2010</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>				
Housing Matters(see Note 4)	-	564,473	-	1,316,804
Home Maintenance (Hospitals)	-	9,815	-	39,260
Home Maintenance (City)	-	303,639	-	304,246
<u>Nottingham City Council</u>				
City Hospital Discharge	1,500	-	1,500	-
Staying Put Handover Packs	-	-	-	12,667
<u>Nottingham Primary Care Trust</u>				
City Hospital Discharge	-	19,308	-	57,911
<u>Age UK/E-on</u>				
Handyperson Service	1,695	500	-	-
<u>Age UK/Wilkinsons</u>				
Handyperson Service	<u>4,000</u>	<u>-</u>	<u>-</u>	<u>-</u>
c/f	7,195	897,735	1,500	1,730,888

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

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

	<u>2011</u>		<u>2010</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	7,195	897,735	1,500	1,730,888
a) <u>HOUSING SERVICES</u> (continued)				
<u>Home Office/Age UK</u>				
Safer Homes	4,000	-	36,627	-
<u>Nottinghamshire Fire Authority</u>				
Co2 Detectors	2,750	-	2,000	-
<u>Electrical Safety Council</u>				
Electrical Grant Work	10,000	-	5,000	-
<u>Safe & Sound</u>				
Nottinghamshire Fire Service	5,000	-	-	-
	<u>28,945</u>	<u>897,735</u>	<u>45,127</u>	<u>1,730,888</u>
b) <u>COMMUNITY AND ADVOCACY</u>				
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	24,000	-	25,500	-
Gedling Carers	-	22,000	-	23,045
Mansfield Kindred Spirits	17,632	-	19,268	-
Nottingham Kindred Spirits	10,368	-	11,332	-
Generic Advocacy	109,425	-	109,425	-
Link Age Community Outreach	60,730	-	60,730	-
Link Age Shopping Service	30,445	-	30,445	-
Carers Demonstration Site	44,190	-	22,095	-
Advocacy	-	-	-	1,400
Voluntary Agency Co-ordination	22,446	-	1,472	-
Dementia Brokerage	5,000	-	-	-
<u>Nottinghamshire County Teaching PCT</u>				
Hospital Advocacy	-	35,080	-	35,080
QMC Advocacy	-	14,200	-	10,256
<u>Digital UK Limited</u>				
Nottingham Switchover	10,592	-	-	-
Waltham Switchover	21,533	-	-	-
c/f	<u>356,361</u>	<u>71,280</u>	<u>280,267</u>	<u>69,781</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	<u>2011</u>		<u>2010</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	356,361	71,280	280,267	69,781
b) <u>COMMUNITY AND ADVOCACY</u> (continued)				
<u>Help the Aged</u>				
St Anns Visiting	-	-	3,500	-
Action Against Burglary	-	-	1,700	-
<u>Nottingham City Supporting People</u>				
Sign Posting	-	59,506	-	7,743
<u>Mansfield District Council</u>				
Kindred Spirits Mansfield	-	-	2,500	-
Shopping Service	2,000	-	-	-
<u>Hardship Fund</u>				
Information and Advice	39,234	-	39,235	-
<u>Department of Work and Pensions</u>				
Financial Inclusion	17,544	-	49	-
<u>Department of Health</u>				
3 "I"s Carers	13,112	-	-	-
<u>Nottingham City Council</u>				
Generic Advocacy	23,158	-	23,153	-
Kindred Spirits	30,932	-	30,923	-
Best Foot Forward	7,829	-	8,000	-
Deprivation of Liberty Advocacy	50,000	-	50,000	-
Information and Advice	155,963	-	77,720	-
Fit as a Fiddle	260	-	-	-
Support Broker	-	3,497	-	-
<u>Vodafone</u>				
Marketing/Brand Project	-	-	2,500	-
<u>Age UK</u>				
Fit as a Fiddle	54,261	-	53,316	-
Winter Work	250	-	960	-
January Fund	-	-	750	-
St Anns Visiting	-	-	19,000	-
Tackling Isolation	2,000	-	-	-
Men in Sheds	36,569	-	-	-
<u>Ecotec Ltd– Volunteering Fund</u>				
Helping Hands	13,995	-	-	-
	<u>803,468</u>	<u>134,283</u>	<u>593,573</u>	<u>77,524</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2011
(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	2011		2010	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
c) DAY CARE				
<u>Nottingham City Council</u>				
Sybil Levin	102,944	-	102,923	-
<u>Nottinghamshire County Council</u>				
Gedling Respite Service	-	22,470	-	22,470
Worksop	-	18,622	-	18,987
Stapleford	10,608	-	10,608	-
Mansfield	21,433	-	21,433	-
Newark	26,677	-	26,677	-
Retford	20,458	-	1,705	-
<u>Ashfield District Council</u>				
Sutton in Ashfield lunch/Exercise	1,850	-	-	-
<u>Bassetlaw Primary Care Trust</u>				
Ashfield Lunch Clubs	-	-	1,000	-
	<u>183,970</u>	<u>41,092</u>	<u>164,346</u>	<u>41,457</u>
d) CORE SERVICES				
<u>Nottingham City Council</u>				
Core Activities	-	11,408	-	11,402
<u>Nottinghamshire County Council</u>				
Core Activities	-	36,000	-	40,030
<u>Age UK</u>				
Supporting Friends of Age UK	-	2,500	-	-
<u>SEEM Ltd - Business Link</u>				
Training Grant	-	-	480	-
<u>Enable- Future Jobs Fund</u>				
Core Activities	9,464	-	-	-
West Bridgford Shop	1,991	-	-	-
	<u>11,455</u>	<u>49,908</u>	<u>480</u>	<u>51,432</u>
	<u>1,027,838</u>	<u>1,123,018</u>	<u>803,526</u>	<u>1,901,301</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 UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

	<u>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>
Anonymous	25,000	25,000
Coventry Building Society	402	-
Dignity Funerals	500	-
Forman Hardy Charitable Trust	-	300
Kings Church	-	250
S Mason	-	500
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	2,000	2,000
The Late D Judd	-	11,000
The Late J Bostock	-	12,704
The Late P Axelrod	-	500
The Late M M Burnett	403	15,638
The Late B Moulton Smith	31,616	35,000
The Late D Marriott	24,785	-
The Late M Timson	120,600	-
The Late G Weldon	5,000	-
The Late K M Elliott	1,000	-
The Late M Renshaw	5	-
The Late V Simmons	150	-
The Late J Whitehead	150	-
The Late D Saunders	8,185	-
The Late J E Holt	46,996	-
The Late B Timms	15	-
The Rothera Family Trust	450	400
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	<u>8,100</u>	<u>7,494</u>
	<u>286,857</u>	<u>122,286</u>

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

	<u>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>
<u>Staying Put</u>		
The Skerritt Trust	28,600	28,600
Individuals	83	-
<u>Home Maintenance</u>		
Individuals	642	723
<u>Energy Right</u>		
The Skerritt Trust	-	5,000
<u>City Hospital Discharge</u>		
J R Thomas	-	300
Individuals	<u>160</u>	<u>125</u>
	<u>29,485</u>	<u>34,748</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

b) COMMUNITY AND ADVOCACY

	<u>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>
<u>West Bridgford Visiting Scheme</u>		
Harry Dunn Charitable Trust	1,500	1,500
Individuals	60	-
<u>Gedling Carers</u>		
Individuals	-	370
<u>Community Outreach</u>		
Individuals	35	-
<u>Advocacy Service</u>		
Individuals	60	25
G Knott	400	-
C Wells	-	300
The Paylings Charity	3,153	1,694
<u>Information & Advice</u>		
The Fifty Fund	-	2,000
A W Lymn	-	1,000
Save Our Service Campaign	-	435
<u>Counselling Service</u>		
Comic Relief	-	45,902
Individuals	149	105
<u>Kindred Spirits Mansfield</u>		
Individuals	1,651	872
<u>Kindred Spirits</u>		
Individuals	4,469	7,755
The Boots Charitable Trust	-	10,000
<u>Home Safety – Locks</u>		
Capital Shopping	-	250
<u>Shopping Service</u>		
Individuals	1,746	1,645
<u>Whatton Prison Service</u>		
Lankelly Chase	16,500	16,500
Individuals	20	-
<u>Helping Hands</u>		
Thomas Far Charity	2,000	-
Co-op Community Fund	2,000	-
	33,743	90,353
	33,743	90,353

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2011</u> £	<u>2010</u> £
c) <u>DAYCARE</u>		
<u>The Sybil Levin Centre</u>		
B Partridge	-	350
<u>The Sybil Levin Centre Minibus Fund</u>		
The Sir John Eastwood Foundation	-	5,000
New Appeals	-	4,900
<u>Ashfield Luncheon Clubs</u>		
Whittaker Charitable Trust	-	500
The Vine Tree Charity	-	500
<u>Mansfield Day Care</u>		
The Paylings Charity	5,588	2,524
<u>Sutton in Ashfield Activity & Lunch Club</u>		
Ashfield Fair Share Foundation	<u>11,644</u>	<u>24,262</u>
	<u>17,232</u>	<u>38,036</u>
<u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>	<u>80,460</u>	<u>163,137</u>

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

	<u>2011</u> £	<u>2010</u> £
Nottingham City Council Grant	305,688	156,168
Fee Income	1,231	125,346
Payments to Subcontractors	257,554	1,035,290
	<u>564,473</u>	<u>1,316,804</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(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>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Income</u>					
Merchandising Income	2,951	95,483	71,084	169,518	150,812
Donated Stock	-	31,595	-	31,595	18,388
	<u>2,951</u>	<u>127,078</u>	<u>71,084</u>	<u>201,113</u>	<u>169,200</u>
<u>Direct and Overhead Expenses</u>					
Purchases	-	104	-	104	609
Donated Stock	-	31,595	-	31,595	18,388
<u>Less</u> Closing Stock	-	-	-	-	-
Staff Costs & Volunteer Expenses	-	43,390	31,411	74,801	67,513
Rent, Rates and Water	-	9,980	15,595	25,575	26,333
Light and Heat	-	1,339	1,302	2,641	4,101
Cleaning, Repairs, Renewals and Insurance	-	1,017	780	1,797	2,314
Telephone	-	595	418	1,013	889
Advertising	-	2,308	78	2,386	2,724
Depreciation	-	3,510	100	3,610	3,623
Sundry Expenses	-	1,431	1,374	2,805	4,341
Other Overheads	-	8,135	8,135	16,270	17,098
Share of Surplus to Age Concern England/Eastwood	-	-	-	-	-
Transport and Collection	-	9,939	-	9,939	9,216
	<u>-</u>	<u>113,343</u>	<u>59,193</u>	<u>172,536</u>	<u>157,149</u>
Designated Funds Used	-	-	-	-	-
Surplus	<u>2,951</u>	<u>13,735</u>	<u>11,891</u>	<u>28,577</u>	<u>12,051</u>

Note

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

As was forecast last year both shops have made surpluses during the year.

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

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	<u>2011</u>	<u>2010</u>
	£	£
Postage, Printing and Stationery	20	82
Advertising and Publicity	4,138	-
Other Costs	1,413	1,736
	<u>5,571</u>	<u>1,818</u>

Note

The costs of fund raising are shown as £5,571 with corresponding income of £16,977 (2010: £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>2011</u>	<u>2010</u>
	£	£
Annual General Meeting & Annual Report Production	10,137	7,775
Audit and Accountancy	9,873	7,879
Board Meetings	20,143	17,793
Board of Trustees Expenses & Training	432	66
Insurance	383	-
Legal and Professional	3,216	2,346
	<u>44,184</u>	<u>35,859</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 2011	Total 2010
	£	£	£	£
Merchandising	-	16,270	16,270	17,098
Fundraising	-	-	-	-
Trading Subsidiaries	26,754	43,698	70,452	56,417
Housing Services	21,629	84,336	105,965	120,560
Community & Advocacy	32,857	124,436	157,293	119,302
Day Care	2,142	52,854	54,996	61,101
Core Activities	5,174	16,026	21,200	24,753
	<u>88,556</u>	<u>337,620</u>	<u>426,176</u>	<u>399,231</u>

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

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2011</u>	<u>Total 2010</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Direct Charitable Expenditure	1,805,475	97,110	780,423	2,683,008	3,199,734
Fundraising and Publicity					
- shops	74,801	3,610	94,125	172,536	157,149
- other	-	-	5,571	5,571	1,818
Governance Costs	23,929	-	20,255	44,184	35,859
Trading Subsidiary Costs	-	-	270,065	270,065	183,915
George Henry Francis Paylings Charity	-	1,193	8,286	9,479	8,466
	<u>1,904,205</u>	<u>101,913</u>	<u>1,178,725</u>	<u>3,184,843</u>	<u>3,586,941</u>
				<u>2011</u>	<u>2010</u>
				<u>£</u>	<u>£</u>
Staff Costs:					
Wages and Salaries				1,683,805	1,526,300
Social Security Costs				135,303	122,279
Pension Costs				85,097	82,126
				<u>1,904,205</u>	<u>1,730,705</u>
				<u>2011</u>	<u>2010</u>
				<u>£</u>	<u>£</u>
Other Costs:					
Audit				9,844	8,190
Grants - repair works for individuals				306,879	1,060,674
Property Costs				120,238	117,183
Travel Costs and Volunteers' Expenses				70,132	68,764
Transport / Stock Collection Costs				45,593	43,843
Advertising and Office Expenses				205,749	145,530
Training				32,540	25,293
Legal and Professional				17,664	13,395
Miscellaneous				60,140	73,866
Trading Subsidiary Costs				270,065	183,915
George Henry Francis Paylings Charity				8,286	8,466
Donated Stock				31,595	18,388
				<u>1,178,725</u>	<u>1,767,507</u>

Note

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

	<u>2011</u>	<u>2010</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	66	60
Fundraising and Publicity	5	5
Management and Administration of the Charity	<u>15</u>	<u>13</u>
	<u>86</u>	<u>78</u>

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

FOR THE YEAR ENDED 31ST MARCH 2011

(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>
	£	£	£	£	£	£
Cost						
At 1st April 2010	1,321	1,721,217	164,663	172,260	134,433	2,193,894
Additions in Year	-	9,341	19,952	4,516	24,917	58,726
Disposals in year	-	-	-	-	-	-
At 31st March 2011	1,321	1,730,558	184,615	176,776	159,350	2,252,620
Depreciation						
At 1st April 2010	330	480,621	156,979	90,667	101,020	829,617
Charge for Year	66	60,387	11,353	8,611	23,175	103,592
Disposals in Year	-	-	-	-	-	-
At 31st March 2011	396	541,008	168,332	99,278	124,195	933,209
Net Book Values						
At 31st March 2011	925	1,189,550	16,283	77,498	35,155	1,319,411
At 31st March 2010	991	1,240,596	7,684	81,593	33,413	1,364,277

(b) **THE CHARITY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£	£
Cost					
At 1st April 2010	1,714,688	146,211	154,887	134,433	2,150,219
Additions in Year	9,341	19,066	3,669	24,917	56,993
Disposals in Year	-	-	-	-	-
At 31st March 2011	1,724,029	165,277	158,556	159,350	2,207,212
Depreciation					
At 1st April 2010	480,159	140,455	82,963	101,020	804,597
Charge for Year	60,061	9,925	7,559	23,175	100,720
Disposals in Year	-	-	-	-	-
At 31st March 2011	540,220	150,380	90,522	124,195	905,317
Net Book Values					
At 31st March 2011	1,183,809	14,897	68,034	35,155	1,301,895
At 31st March 2010	1,234,529	5,756	71,924	33,413	1,345,622

Included within the total net book value of tangible fixed assets is £nil (2010: £5,299) in respect of assets held under finance leases and hire purchase contracts. Depreciation for the year on these assets was £5,299 (2010: £5,299).

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2011
(continued)

9. **TANGIBLE FIXED ASSETS (continued)**

<u>(C) George Henry Francis Paylings Charity</u>	Freehold Property £	Total £
Cost		
At 1 st April 2010	53,000	53,000
Additions in Year	2,661	2,661
As at 31st March 2011	55,661	55,661
Depreciation		
Charge for Year	1,193	1,193
As at 31st March 2011	1,193	1,193
Net Book Values		
At 31st March 2011	54,468	54,468
At 31 st March 2010	53,000	53,000

10. **DEBTORS**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2011</u> £	<u>2010</u> £	<u>2011</u> £	<u>2010</u> £
Grants Receivable	24,124	50,502	24,124	50,502
Prepayments	20,288	15,412	19,756	15,412
Other Debtors	81,340	63,144	276,508	188,335
Donations Receivable	59,913	52,689	59,913	52,689
	185,665	181,747	380,301	306,938

Note: Within other debtors for the Charity is the loan to Age UK Business Directory Limited of £114,773 (2010: £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>2011</u> £	<u>2010</u> £	<u>2011</u> £	<u>2010</u> £
Vehicle Finance Loan	-	2,826	-	2,826
VISAV Set up costs	17,090	17,091	-	-
Share Capital				90
Analysis of Borrowings:				
Within one year	2,826	4,239	2,826	4,239
Between two and five years	17,090	19,916	-	2,916
	19,916	24,155	2,826	7,155

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 Limited. Set up costs for Age UK Business Directory Ltd were incurred by VISAV Ltd a 10% shareholder, are to be paid for once the company is making a profit.

There exists an unlimited legal charge between the Charity and Barclays Bank Plc, secured over the property at 12 Shakespeare Street and 6 Peachey Street, Nottingham.

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

12. **RESTRICTED FUNDS**

Funded by:

	<u>Balance</u> <u>1.4.2010</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2011</u>
	<u>£</u>	<u>Incoming</u>	<u>Outgoing</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)	1,646	-	164	1,482
Home Maintenance Sinking Fund (Van)	15,921	-	3,615	12,306
Home Maintenance (West Area)	1,809	-	181	1,628
Home Maintenance (West Area) Sinking Fund	2,504	-	239	2,265
<u>The Skerritt Trust</u>				
General	16,257	28,600	35,842	9,015
<u>Age UK/E-on</u>				
Home Service	1,381	-	138	1,243
Handy Person Service	-	1,695	1,695	-
<u>Age UK/Wilkinsons</u>				
Handy Person Service	-	4,000	1,588	2,412
<u>General Donations</u>				
Staying Put Hardship Fund	602	-	29	573
Staying Put	-	83	83	-
Home Maintenance	-	642	642	-
Hospital Discharge	-	160	160	-
<u>Nottinghamshire Fire Service</u>				
Carbon Monoxide Detectors	-	2,750	2,750	-
Safe & Sound	-	5,000	5,000	-
<u>Electrical Safety Council</u>				
Electrical Grant Work	3,392	10,000	11,598	1,794
<u>Home Office/Age UK</u>				
Keep Safe Feel Safe	-	4,000	4,000	-
<u>Nottingham Primary Care Trust</u>				
First Link	1,395	-	140	1,255
<u>TOTAL</u>	44,907	58,430	69,364	33,973

COMMUNITY & ADVOCACY/(inc FEES AND CONTRIBUTIONS)

Joint Finance

Gedling Development Officer	55	-	5	50
Rushcliffe Continuing Care Support Worker	163	-	16	147

Help the Aged/Age UK

Advice Service	551	-	55	496
Action Against Burglary	120	-	60	60

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

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	Balance Movement in ResourcesBalance			
	1.4.2010	Incoming	Outgoing	31.3.2011
	£	£	£	£
<u>Department of Health</u>				
Direct Payments	415	-	42	373
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	267	24,000	24,027	240
Mansfield Kindred Spirits	-	17,632	17,632	-
Greater Nottingham Kindred Spirits	-	10,368	10,368	-
Advocacy North Notts	123	-	12	111
Generic Advocacy	-	109,425	108,560	865
Link Age Community Outreach	2,644	60,730	61,370	2,004
Link Age Shopping Service	130	30,445	30,458	117
Voluntary Agency Co-ordination	107	22,446	20,861	1,692
Carers Demonstration Site	781	44,190	44,847	124
Dementia Brokerage	-	5,000	3,659	1,341
<u>Nottingham City Council</u>				
Generic Advocacy	726	23,158	23,158	726
Home Safety	91	-	9	82
Kindred Spirits	-	30,932	30,932	-
Best Foot Forward	995	7,829	8,280	544
Deprivation of Liberty	2,636	50,000	49,572	3,064
Information and Advice	6,789	155,963	161,251	1,501
Fit as a Fiddle	-	260	260	-
<u>National Lottery Charities Board</u>				
Mobile Resource	38	-	4	34
Kindred Spirit	196	-	19	177
<u>Age UK</u>				
Age Resource Information & Advice	209	-	21	188
Emergency Heating/Cooking Fund	545	-	-	545
Fit as a Fiddle	1,546	54,261	49,520	6,287
Winter Work	-	250	250	-
Tackling Isolation	-	2,000	2,000	-
St Anns Visiting	2,055	-	2,055	-
Men in Sheds	-	36,569	35,049	1,520
<u>Nottingham Primary Care Trust</u>				
Age Well Project	61	-	6	55
<u>Mansfield District Council</u>				
Shopping Service	-	2,000	2,000	-
<u>Hardship Fund</u>				
Information and Advice	6,757	39,234	45,991	-
<u>Department of Work and Pensions</u>				
Financial Inclusion	49	17,544	17,593	-
<u>DEFRA</u>				
Advice Service Rural Areas	285	-	29	256

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2010</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2011</u>
£	£	£	£	£
<u>COMMUNITY & ADVOCACY(continued)</u>				
<u>Ecotec – Volunteering Fund</u>				
Helping Hands	-	13,995	13,995	-
<u>Department of Health</u>				
3 “I”s Carers	-	13,112	12,452	660
<u>Digital UK Limited</u>				
Nottingham Transmitter	-	10,592	10,592	-
Waltham Transmitter	-	21,533	20,443	1,090
<u>The Paylings Charity</u>				
Individuals Living in Mansfield	-	3,153	3,153	-
<u>Lankelly Chase Trust</u>				
Whatton Prison Project	3,843	16,500	14,787	5,556
<u>General Donations</u>				
Kindred Spirits Mansfield - Social Fund	-	4,105	4,105	-
Kindred Spirits Mansfield - Individuals	-	1,651	1,651	-
Kindred Spirits Social Fund	2,143	6,943	9,086	-
The Harry Dunn Charitable Trust – WB Visiting	-	1,500	1,500	-
West Bridgford Visiting – Individuals	-	60	60	-
Kindred Spirits - Individuals	-	4,469	4,469	-
Community Outreach	-	35	35	-
Capital Shopping – Locks	89	-	-	89
Advocacy	-	460	460	-
Abbey Charitable Trust – A&I	756	-	756	-
Counselling	-	149	149	-
Shopping Service	-	1,746	1,746	-
Whatton Prison Project	-	20	20	-
<u>Thomas Farr Charitable Trust</u>				
Helping Hands	-	2,000	2,000	-
<u>Co-Op Community Foundation</u>				
Helping Hands	-	2,000	2,000	-
<u>TOTAL</u>				
	35,165	848,259	853,430	29,994

DAY CARE

Nottingham City Council

Sybil Levin Centre 7,119 102,944 103,798 6,265

Nottinghamshire County Council

Stapleford - 10,608 10,608 -

Mansfield - 21,433 21,433 -

Newark 277 26,677 26,705 249

Retford 453 20,458 18,149 2,762

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(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	<u>Balance</u> <u>1.4.2010</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2011</u>
	<u>£</u>	<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	<u>£</u>
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	2,038	-	113	1,925
<u>The Paylings Charity</u>				
Mansfield Day Care	-	5,588	5,588	-
<u>Sainsburys Plc</u>				
Sainsburys Project	371	-	37	334
<u>Ashfield District Council</u>				
Sutton in Ashfield Lunch/Exercise Group	-	1,850	1,850	-
<u>Ashfield Fair Share Foundation</u>				
Sutton in Ashfield Lunch/Exercise Group	5,812	11,644	15,621	1,835
<u>General Donations</u>				
Sybil Levin Centre- Building	3,680	-	342	3,338
McCarthy & Stone – Security	330	-	24	306
Barclays Bank Carpets	530	-	42	488
Grant Thornton	1,455	-	148	1,307
Yorkshire Building Society	845	-	86	759
The Skerritt Trust	7,500	-	500	7,000
Anonymous	30,000	-	2,000	28,000
The Percy Bilton Charity	3,750	-	250	3,500
New Appeals	3,678	-	368	3,310
The Robert McAlpine Trust	5,830	-	389	5,441
Sybil Levin Centre (High Sheriff of Notts Appeal)	98,778	-	8,448	90,330
Newark Day Care – The Beatrice Lang Trust	229	-	23	206
Worksop Day Care – The Beatrice Lang Trust	271	-	29	242
Yorkshire Building Society – Sybil Levin Tables	890	-	-	890
<u>The Sybil Levin Centre Minibus Fund</u>				
Mary Potter Convent Trust	1,500	-	500	1,000
The Lady Hind Trust	1,500	-	500	1,000
The J N Derbyshire Trust	3,750	-	1,250	2,500
The Thomas Farr Charity	2,250	-	750	1,500
The Jessie Spencer Trust	750	-	250	500
New Appeals	3,675	-	1,225	2,450
Sir John Eastwood Foundation	3,750	-	1,250	2,500
<u>TOTAL</u>	191,011	201,202	222,276	169,937
<u>CORE SERVICES (inc MERCHANDISING COSTS)</u>				
<u>Age Concern England</u>				
Bradbury House Building	10,070	-	232	9,838
Upper Parliament Street	3,440	-	215	3,225
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	10,997	-	855	10,142

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(continued)

12. **RESTRICTED FUNDS** (continued)

Funded by:

	Balance Movement in Resources Balance			
	<u>1.4.2010</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2011</u>
	£	£	£	£
<u>General Donations</u>				
Bradbury House Building	286,036	-	16,371	269,665
<u>Enable – Future Jobs Fund</u>				
Core Services	-	9,464	9,464	-
West Bridgford	-	1,991	1,991	-
<u>TOTAL</u>	310,543	11,455	29,128	292,870
George Henry Francis Payling's Charity	147,753	3,619	9,479	142,224
<u>TOTAL RESTRICTED FUNDS</u>	729,379	1,122,965	1,183,677	668,998

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

<u>Restricted Funds</u>	<u>Tangible</u>	<u>Net Assets</u>	<u>Total</u>
	<u>Fixed Assets</u>		
	£	£	£
Gedling Development Officer	50	-	50
Advice Service – Help the Aged	496	-	496
Action Against Burglary – Age UK	60	-	60
Direct Payments	373	-	373
Home Maintenance (Hospitals)	12,326	1,462	13,788
Home Maintenance (West Area)	3,782	111	3,893
Age UK/Wilkinsons –Handy Person	-	2,412	2,412
Home Safety	82	-	82
Department Health – 3"l"s	-	660	660
Digital UK Waltham Transmitter	163	927	1,090
Transact Travel Plan	10,142	-	10,142
National Lottery Charities Board - Kindred Spirits	177	-	177
Skerritt Trust - General	-	9,015	9,015
- Sybil Levin	1,925	-	1,925
Sainsbury's Project	334	-	334
Staying Put - Hardship Fund	264	309	573
Age Concern England – Building	9,838	-	9,838
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	90,330	-	90,330
Age UK – Upper Parliament Street	3,225	-	3,225
Age UK – Fit as a Fiddle	261	6,026	6,287
Age UK – Men in Sheds	1,289	231	1,520
Rushcliffe Continuing Care Support Worker	147	-	147
Home Service	1,243	-	1,243
Bradbury House Building	269,665	-	269,665
Age Well Projects	55	-	55
Best Foot Forward	-	544	544
National Lottery Charities Board - Mobile Resource	34	-	34
Age Concern England – Emergency Heating/Cooking Fund	-	545	545

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(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>
Age Resource Advice and Information	188	-	188
West Bridgford Visiting Scheme	240	-	240
Generic Advocacy –City	-	726	726
Information and Advice –City	1,501	-	1,501
Sybil Levin Building	5,404	-	5,404
- The Skerritt Trust	7,000	-	7,000
- Anonymous	28,000	-	28,000
- The Percy Bilton Charity	3,500	-	3,500
- New Appeals	3,310	-	3,310
- The Robert McAlpine Trust	5,441	-	5,441
McCarthy & Stone Camera	306	-	306
First Link	1,255	-	1,255
Sybil Levin Centre – Nottingham City Council	6,265	-	6,265
Newark Day Care	455	-	455
Worksop Day Care	242	-	242
Retford Day Care	-	2,762	2,762
Sybil Levin – Barclays	488	-	488
DEFRA	256	-	256
Link Age Community Outreach	-	2,004	2,004
Link Age Shopping Service	117	-	117
Voluntary Agency Co-ordination	-	1,692	1,692
Carers Demonstration Site	124	-	124
Dementia Brokerage	-	1,341	1,341
Generic Advocacy	111	865	976
Deprivation of Liberty Advocacy	-	3,064	3,064
Sybil Levin Minibus Fund	11,450	-	11,450
Fair Share Foundation	-	1,835	1,835
Lankelly Chase – Whatton Prison	-	5,556	5,556
Yorkshire Building Society – Sybil Levin Tables	-	890	890
Electrical Safety Grants	-	1,794	1,794
Capital Shopping – Locks	-	89	89
George Henry Francis Payling's Charity	54,468	87,756	142,224
<u>RESTRICTED FUNDS AT 31ST MARCH 2011</u>	536,382	132,616	668,998
<u>OTHER PURPOSES</u>	858,287	759,067	1,617,354
<u>TOTAL ASSETS</u>	1,394,669	891,683	2,286,352

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

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(continued)

14. DESIGNATED FUNDS

	<u>Balance</u> 1st April 2010	<u>Movement</u> in Resources	<u>Transfers</u> between Funds	<u>Balance</u> 31st March 2011
	£	£	£	£
Employers Liability Fund	30,000	-	-	30,000
Health & Safety	3,000	-	-	3,000
Welfare Fund	109	-	100,000	100,109
Sinking Fund – Information Technology	56,449	(16,217)	24,768	65,000
Buildings	94,126	(13,909)	19,783	100,000
Minibus/Vehicles	49,293	(10,458)	11,165	50,000
Shops	30,758	-	-	30,758
Staff Conference	3,126	(2,730)	4,027	4,423
Specific Charitable Services	80,030	(80,030)	30,700	30,700
	<u>346,891</u>	<u>123,344</u>	<u>190,443</u>	<u>413,990</u>

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.

16. FINANCIAL ACTIVITIES OF THE CHARITY

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

	<u>2011</u> £	<u>2010</u> £
Gross Incoming Resources	3,152,883	3,492,356
Merchandising Costs	(172,536)	(138,761)
Fundraising Costs	(5,571)	(1,818)
Expenditure on Charitable Activities	(2,683,008)	(3,199,734)
Governance Costs	(44,184)	(35,859)
	<hr/>	<hr/>
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	247,584	116,184
Balance brought forward from previous year	1,993,904	1,877,720
Total Funds carried forward	<u>2,241,488</u>	<u>1,993,904</u>

George Henry Francis Payling's Charity:

	2011	2010
Gross Incoming Resources	3,619	2,997
Expenditure on Charitable Activities	(9,479)	(8,466)
Realised/Unrealised Gains on Investments	331	593
	<hr/>	<hr/>
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	(5,529)	(4,876)
Balance brought forward from previous year	147,753	152,629
Total Funds carried forward	<u>142,224</u>	<u>147,753</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

17 **SUBSIDIARY COMPANIES**

Age UK Local Trading Ltd

The Charity owns the whole of the issued ordinary share capital of Age UK 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>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>
Turnover	400,156	271,230
Cost of Sales	<u>1,940</u>	<u>0</u>
Gross Profit	398,216	271,230
Administrative Expenses	260,477	194,338
Gifted to Age UK Nottingham and Nottinghamshire	101,000	56,200
Gifted to Age UK Derby and Derbyshire	<u>37,190</u>	<u>20,748</u>
<u>Net (Loss)</u>	<u>(451)</u>	<u>(56)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	215,133	113,763
Liabilities	<u>(191,248)</u>	<u>(89,427)</u>
	23,885	24,336
	<u> </u>	<u> </u>
Share Capital	2	2
Profit and Loss Account	23,883	24,334
	<u> </u>	<u> </u>
Funds	<u>23,885</u>	<u>24,336</u>
	<u> </u>	<u> </u>

Age UK Business Directory Ltd

The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. During the period costs were paid on behalf of AUBD Limited totalling £19,819. 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.

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(continued)

17. SUBSIDIARY COMPANIES (continued)

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

	<u>2011</u> £	<u>2010</u> £
Turnover	129,605	113,104
Cost of Sales	<u>93,473</u>	<u>76,516</u>
Gross Profit	36,132	36,588
Administrative Expenses	63,819	72,700
Gifted to Age UK Nottingham and Nottinghamshire	-	-
<u>Net (Loss)</u>	<u>(27,687)</u>	<u>(36,112)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	30,378	35,714
Liabilities	<u>(151,531)</u>	<u>(129,180)</u>
	(121,153)	(93,466)
Share Capital	100	100
Profit and Loss Account	<u>(121,253)</u>	<u>(93,566)</u>
Funds	<u>(121,153)</u>	<u>(93,466)</u>

18. LEASING COMMITMENTS

At 31st March 2011, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2011</u>		<u>2010</u>	
	<u>Land and Buildings</u> £	<u>Other</u> £	<u>Land and Buildings</u> £	<u>Other</u> £
Operating Leases which expire:				
Within one year	-	-	-	593
Within two to five years	-	9,838	-	8,664
Over five years	57,472	-	54,821	-
	<u>57,472</u>	<u>9,838</u>	<u>54,821</u>	<u>9,257</u>

19. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2011 or 2010. Trustees' expenses of £ 377 (2010: £66) were reimbursed during the year.

20. PENSION SCHEME

The Charity operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Charity to the scheme and amounted to £85,097 (2010: £82,126). There were outstanding contributions at 31 March 2011 of £4,753 (2010: £4,833).

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FOR THE YEAR ENDED 31ST MARCH 2011

(continued)

21. RELATED PARTY TRANSACTIONS

During the year the Charity recharged management charges totalling £3,100 (2010: £3,100) and other such charges totalling £50,899 (2010: £nil) to Age Concern Regional Support Services (East Midlands) Limited by guarantee, a company in which M I Tinkler is a trustee.

In addition, Age Concern Regional Support Services (East Midlands) Limited by guarantee made sales to Age UK Nottingham and Nottinghamshire of £40,633 (2010: £nil). There were no amounts outstanding at the year end.

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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We would like to thank the following for their support over the last year:

Age UK	Nelsons Solicitors LLP
Age Concern Enterprises	Newark District Council
Age Concern East Midlands	NHS Nottingham City
Ashfield District Council	NHS Nottinghamshire County
Barclays Bank plc	Nottingham City Council
Bassetlaw District Council	Nottingham Energy Partnership Nottingham
Bassetlaw Primary Care Trust	Trent University
Berrymans Solicitors	Nottingham University Hospitals NHS Trust
Boots	Nottinghamshire County Council
Business in the Community	Nottinghamshire Fire and Rescue Service
CAF Bank Ltd	Nottinghamshire Healthcare NHS Trust
Capital One	Percy Bilton Foundation
Co-Operative Community Fund	Rushcliffe Borough Council
Coventry Building Society	Rothera Family Trust
Department of Health	Roythornes Solicitors
Department of Work & Pensions	Rushcliffe Primary Care Trust
Digital UK Limited	Tesco
Dignity Funerals	Thomas Farr Charity
E.on UK	Trent FM Arena
Ecotec Limited – Volunteering Fund	Sir John Eastwood Foundation
Electrical Safety Council	Skerritt Trust
Enable Limited – Future Jobs Fund	Smith Cooper Nottingham
Experian	Waitrose
Fair Share Foundation	Wilkinson Hardware Stores Limited
Forman Hardy Charitable Trust	
Freeth Cartwright LLP	
Gedling Borough Council	
George Henry Francis Paylings Charity	
G Knott	
Gray Trust	
Hardship Fund	
Harry Dunn Charitable Trust	
J N Derbyshire Trust	
Lankelly Chase	
Mansfield Area Strategic Partnership	
Mansfield District Council	