

Limited by Guarantee

ANNUAL REPORT & ACCOUNTS

For the year ended

31st March 2012

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	Mr T Martin
Mrs O Baines	Mrs C Moore
Mr R Batterbury	Mrs J Lewis
Mrs P Davies	Mr T Parr
Mrs J Hackett	Mr L Stevens
Mr D Hancock	

Board of Trustee Directors:

Mrs S I Warzynska (Chair)	Mr A Ghelani
Mr B Burdus (Vice-Chair)	Mr T Jones
Mr E G Edwards (Hon. Financial Adviser)	Mrs J Lewis
Dr P Cansfield	Mr M Williamson
Mr C N Cullen	Mr S Main (Co-optee)

In Attendance:

Mr M I Tinkler
(Chief Executive & Company Secretary)

Non-Trustee Members:

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

Mrs C Moore
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 LLP, 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

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 22nd August 2012 at 11.00 am
The Training Room
Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ



Chair of Trustees Statement

I am keeping this statement upbeat because that is absolutely right for us at this time. Looking back on the year that has passed has been a time for making some difficult and upsetting decisions, but the main concern was that we continued to offer services which older people across Nottingham and Nottinghamshire need and deserve, and I think we achieved that objective. This took a huge amount of hard work and effort on the part of the staff to plan the changes necessary as we restructured the charity to ensure we kept to our vision of a world in which older people flourish.

One of the new schemes coming out of the re-structure was the Age UK Notts Membership Scheme which supports and encourages a community of like-minded friends who enjoy physical and social activities. This is done by providing a varied activity programme promoted in a monthly bulletin and offering support and motivation to people to access these activities. Members also benefit from deals and discounts arranged with local businesses and an opportunity to become involved in campaigning and influencing both locally and nationally.

This scheme was devised with the co-operation of existing service users and, to date, we have had nearly 500 people register to become a Member. There are various activities which can be accessed (over 80 every month!) and a magazine mailed directly to them. Also Members can benefit from a free finance health check and a free welfare benefit check.

Another new scheme is our Home Support Service which helps people stay in their homes with support such as carer's respite, cleaning, laundry, shopping, garden maintenance, home maintenance, etc.

Our Day Service provision was changed to a five tier model which included lunch clubs, drop in centres, low level day service, day service and enhanced day service.

Personal budgets can be used to access most of these services in line with the restructuring plans.

Specialist Services also continue to be offered such as Information and Advice, Advocacy, Counselling, Housing Matters, Money Guidance, Will Writing amongst many, many others.

We were all very proud to hear that the Age UK Notts Home Safety Team was awarded the Nottinghamshire Fire & Rescue Service's Service of the Year Award for their outstanding contribution to community safety – a recognition of how well we work as a team and the quality of the service we provide.

The trading company is again top of the leader board for trading within the whole of England. It continues to flourish despite more and more competition and our right to hold that position was reinforced by Chris Hawkes being awarded the Gold Award for outstanding Customer Service by Age UK. These results are down to the quality and hard work of the staff and volunteers guided by their Manager who is always positive and forward looking – planning always for performance improvement, but caring for the customers, and this has shown through the team's track record over many years.

The Business Directory goes from strength to strength with more local Age UK charities taking up the offer of running the Business Directory for their own locality. Other areas are actively considering the initiative and it is envisaged more will sign up next year. A revised business plan was put in place to reflect expansion plans over the next 12 months and a 3 year development plan was also devised to reflect this. It has taken longer than anticipated to grow but now others are seeing the benefits to older people of a trusted trader register in their area with the added bonus of bringing in some unrestricted income which is desperately needed by all local Age UKs.

The Annual Conference was held in September at Mansfield where we heard from a number of our service users and carers who told us about the impact our work has had on them as individuals. This reinforced the difference we make to every person who is touched by the charity.

We also attended a Regional Conference for the East Midlands. The new charity Age UK is also in the middle of a major restructure due to the coming together of Age Concern and Help the Aged. This will mean that our old East Midland Region of Nottinghamshire, Derbyshire, Leicestershire, Lincolnshire and Northamptonshire will be part of a new Eastern Hub including Norfolk, Suffolk and Cambridgeshire. The changes brought an added bonus for us as Simon Main, who had been Age Concern's Regional Manager in our area for many years left Age UK, was invited to be co-opted onto our Board bringing with him a huge knowledge of older people's needs, especially from a national perspective.

The first Handicraft and Musical Festival for many years was resurrected thanks to a grant from Wilkinsons. The standard was truly awesome and it was amazing to see what talented people we have in Nottingham and Nottinghamshire. The hours and hours of work put in by so many people was quite marvellous to see and everyone seemed to enjoy the event. The musical interlude in the afternoon rounded off a very special day. We are hoping this will be an annual event.

We held 21 Christmas parties throughout the city and county especially targeted at lonely and vulnerable elders. Also a Carol Concert was held at Southwell Minster which was very well attended and the church was full. Everyone enjoyed the Carols and the contributions from choirs, singers and readings to start off the Christmas festivities. It was so well received it looks as if it will become an annual event as well.

All the Trustees on the Board bring different and varied skills and they are truly a good team working together for the benefit of older people in our area. They are completely focussed on ensuring that the Charity is governed properly. To this end we held a Strategic Planning Day in September when we reviewed our strategic plan. It is with great thanks to the dedication and wisdom of our Trustees which enables me to be absolutely sure that we have a Board which truly upholds all the principles of good governance.

Sadly I have to report the death of one of our Vice Presidents – Violet Wright – who worked for the Charity for many long years. She was 93 when she died and until very recently she was still helping us as a volunteer. There is a day centre in Newark named after her as a lasting memory of her years of dedicated giving.

Funding cuts and how to use the money available to achieve the best outcomes from a reduced pot has, of course, been a dominant issue throughout this year, but without partner funders we could not survive and do the important work we know is needed in our area. I would like to thank the many individuals, charitable trusts, local companies, local NHS Trusts, the City and County Councils and Central Government for their support – it has not been easy for you either – we couldn't exist without your continued support.

The staff and volunteers of Age UK Nottingham and Nottinghamshire should be so proud of what they achieve – day after day – and they have coped with change and challenges without it affecting the quality of our services and always upholding our values. Thanks must go particularly to our Chief Executive, Mick Tinkler, as he has been instrumental in managing the changes necessary for us to continue delivering high quality, effective and efficient services that are person-centred, giving choice and promoting independence, well-being and enhancement of the quality of life to the older people in Nottingham & Nottinghamshire.

Our Mission is to enhance the quality of life and promote the well-being of all older people in Nottingham and Nottinghamshire – I think we can safely say we have achieved this again this year. Thank you all very much indeed.



Sandra Warzynska MBE
Chair



Chief Executive's Statement

It was the Greek Philosopher Heraclitus who stated that “There is nothing permanent except change”. This certainly sums up the external environment in which we work. We are working in a constantly changing world, with a range of challenges for the charity.

During last year we restructured the charity as a response to the move to personal budgets for individuals wishing to purchase social care services and the impact of public spending cuts. This has been a real opportunity to change our structures and the way that we work to ensure we are able to continue to deliver high quality, flexible services to older people across Nottingham and Nottinghamshire.

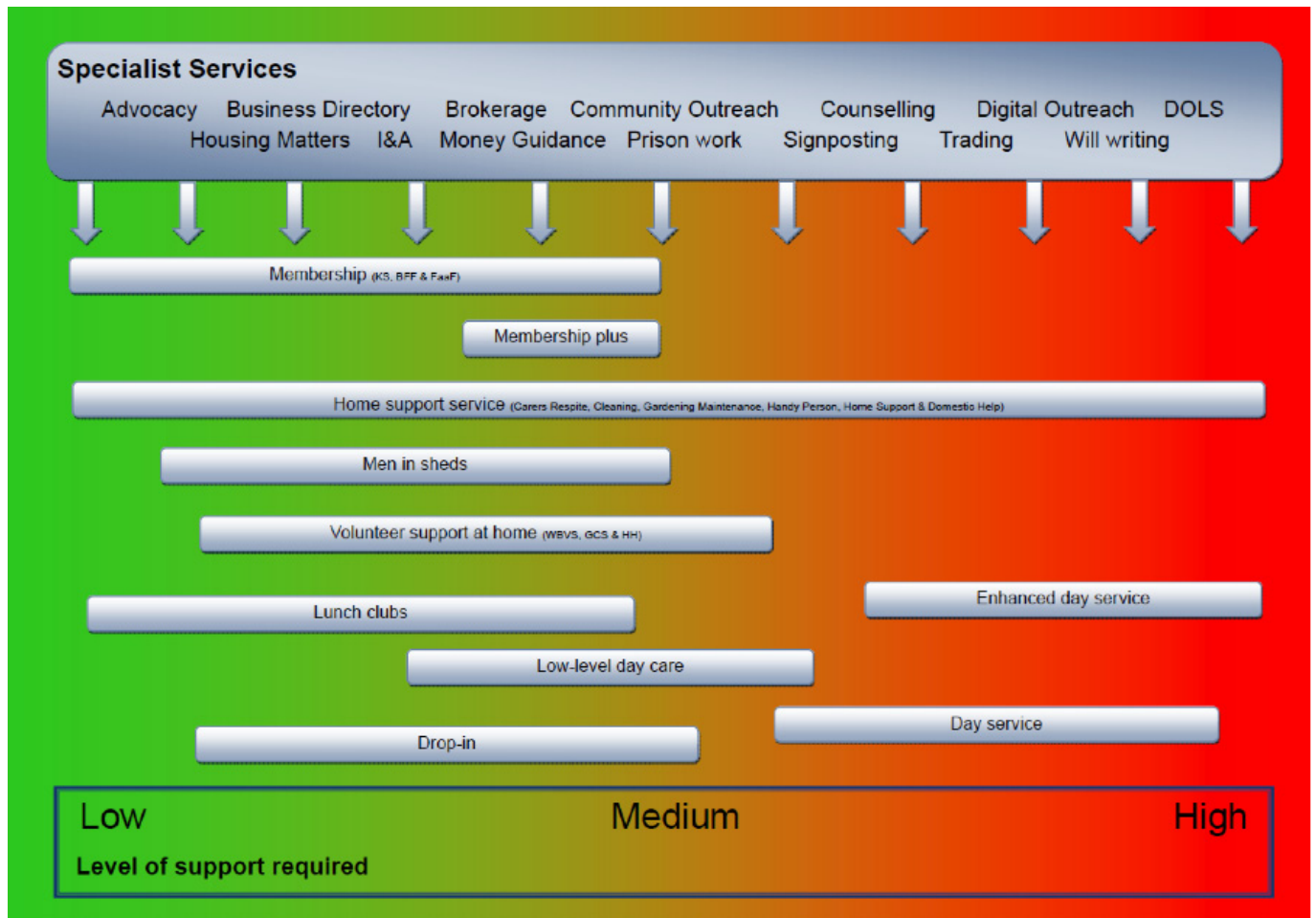
At the heart of the new structure is the ability to provide a range of on-going support services which can be tailored to the individual needs of older people. As the needs of service users change we will be able to respond by providing options for increased or decreased levels of support.

In addition we will provide a range of short-term specialist services which any individual can access as and when the need arises.

We will continue to seek to ensure we provide services that are tailored to the individual needs of an older person. One of the keys to successfully meeting the needs of an individual is the process we use to individually assess the type of support someone needs. These needs then need to be reassessed when appropriate. As is illustrated by the diagram below, we may provide a whole range of on-going support. An individual may access just one service or they may access a number of services. The type of service they receive may vary depending on their individual support needs. As someone's circumstances change the type of support we provide needs to be flexible to meet their changing needs.

In addition to this on-going support, individuals may also have one-off needs which we may be able to meet. This may be provided via our specialist services, this provision is less likely to be related to the level of support someone requires. For example, if someone needs a reliable plumber it does not matter whether someone has low, medium or high support needs, they can all access this via the Business Directory.

If we think of the level of support required as a continuum from low level to high level support we will seek to provide the appropriate services which would either maintain an individual at any given point on the continuum, or through our intervention move individuals towards needing less support or slow the rate of movement towards needing higher levels of support.



The new structure has seen the development of the new Home Support Service and the restructuring of existing services such as Membership (bringing together Fit as a Fiddle, Kindred Spirits and Best Foot Forward), Volunteer Visiting and Day Care. We successfully applied to the Government’s Transition Fund, which has provided financial assistance to enable us to make these changes to the way in which we deliver services.

The new structure is working well and I am convinced that we are now in a position to provide even more tailored services to individual older people who come to us for support.

As well as providing direct services to older people we are involved with a range of campaigning and influencing initiatives.

We continue to work on the “Hungry to be Heard” campaign which highlights the fact that thousands of older people are becoming malnourished when in hospital. This happens because people either don’t get food they can eat or the help they need to eat it. Last year we worked with Age UK nationally to design literature to highlight this problem and the layout of a tray mat to offer advice on nutrition.

We also took part in our “Pride of Place” campaign which aims to improve neighbourhoods that allow us to stay active as we get older. Several local councillors responded to our call to improve neighbourhoods for people in later life.

Another campaign that we worked on last year, which is set to continue through into next year, is the “Care in Crisis” campaign. We are calling on the Government to urgently reform the care system. We believe that too many older people are being badly let down by poor quality care and support. We see many local older people having to sell their homes to cover the costs of care. We have supported the national Age UK petition which calls on the Government to ensure that:

- everyone who needs care receives it and is treated with the respect they deserve
- no-one is forced to sell their home or sacrifice all their savings to pay for the care they need
- people are able to plan and prepare for care in advance

At the time of writing over 95,000 people have signed the petition.

We have also highlighted the impact of the Pensions Bill which proposed to equalise men’s and women’s state pension age at 65 in November 2018, and then raise it to 66 by April 2020. This was 6 years earlier than planned, and we at Age UK thought this didn’t leave those affected with enough time to plan for their financial futures. Those hit hardest were 330,000 women born between December 1953 and October 1954, who would have had to wait between 18 months and two years longer to claim their state pensions.

After months of campaigning, including the lobbying of all our local MPs, the Government amended this Bill to cap the extra time anyone will have to wait for their state pension to 18 months, delaying the second rise in the pension age for men and women from April to October 2020.

Another campaign that as an organisation we signed up to last year is the national “Campaign to End Loneliness”. We believe that loneliness has a major impact on the health and well-being of older people. This is a blight which needs to be tackled.

We have plans to carry out work over the next couple of years at a local level across Nottingham and Nottinghamshire to challenge communities and organisations across the City and County to take more effective steps to tackle the factors that cause loneliness. In the future we hope that this will mean that the impact of loneliness on our health and the health of our communities will be reduced.

I trust you will find our annual report informative. It highlights the massive impact we make on the thousands of older people that come into contact with Age UK Notts. I am grateful for the continued financial support of organisations and individuals who contribute to our work. Without the 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 help to some of 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.

I am privileged to work with highly committed individuals who work or volunteer for Age UK Notts. These are all very special people who are passionate about the work of the charity. It is a privilege to be part of such a wonderful charity that is making such a positive difference to the lives of older people.

I would also 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. In particular I would like to thank our Chair, Sandra Warzynska, who was awarded an MBE in the Queen's New Year's honours list for services to Business and to the Community in the East Midlands. Sandra has been a Trustee for over 30 years, and we all agree that it was absolutely right that she should be honoured in this way.

I started with a quote from Heraclitus and so I will also finish with one. He said that "Big results require big ambitions". I am proud that Age UK Notts has Big Ambitions for the future and so I look forward to the Big Results that will flow from these. I remain immensely proud to be the Chief Executive of such a vibrant, caring and professional charity.



Mick Tinkler
Chief Executive

Staff of Age UK Nottingham & Nottinghamshire

Senior Management Team

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

Staff

Trina Allcock	Cleaner (Northern Office)
Ali Allen	Membership Co-ordinator (Activity Co-ordination)
John Anderton ^{BD}	Business Development Manager (AUBD)
Lorraine Baillie	Home Support Manager (maternity cover)
Linda Ball	Handy Van Network Administrator (Derbyshire)
Darren Barker	Housing Matters Manager
Mohammed Bashir	Gardener (Home Support Service)
Jill Baxter	Domestic Help (Home Support Service)
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)
Margaret Brader	Care Assistant (Newark Day Centre)
Christine Bradley	Cleaner (Bradbury House)
Jack Bradley	Marketing & Digital Co-ordinator
Neil Brittain	IT Manager
Paul Brotherton	Co-ordinator (Visiting Services)
John Bryan	Co-ordinator (Home Safety Service)
Heather Caine	Day Centre Organiser (Gedling Day Centre)
Nicholas Cairns	Gardener (Home Support Service)
Mary Cann	Regional Day Care Manager
Gemma Chiverton	Domestic Help (Home Support Service)
Sandra Clark	Advocate (Mental Health and QMC)
Jacqueline Clarke ^{BD}	Internal Sales Support Co-ordinator (AUBD)
Ruth Coffey	Advocate (Hospital)
Mick Connelly	Co-ordinator (Men in Sheds Service)
Glenys Conway	Care Assistant (Gedling Day Centre)

Linda Crick	Advocacy Service Manager
Nigel Cruickshank	Co-ordinator (Visiting Services)
Denis Dear	Relief Driver/Warehouse Assistant (Mansfield Shop)
Tricia Dearnley	Sales Assistant (West Bridgford Shop)
Rita Doherty	Day Care Assistant
Wendy Dranfield	Administrator (Signposting Service)
Elaine Draper	Advocate (Community)
Barbra Dzuda	Advocate (Community)
Siân Ellerton	HR Administrator
Ian Elliott ^{BD}	Directory Listings Manager
Lesley Ellison	Co-ordinator (Housing Matters)
Adrian Flint	Handyperson
Miriam Flint ^{LT}	Insurance Arranger
Brian Foster	Handyperson
Paul Gallanagh	Senior Caseworker (Housing Matters)
Shelagh Glover	Clerical Assistant (Central Services)
Sue Godfrey	Finance Assistant
Joanna Grainger	Advocate (Community)
Nicola Grantham	Administrator (Information & Advice Service)
Charles Greaves	Gardener (Home Support Service)
Kate Greaves	Marketing Co-ordinator
Anthony Greasley	Insurance Arranger
Trevor Hackworth	Co-ordinator (Home Safety Service)
Anne Hall	Co-ordinator (Home Support Service)
Sarah Hall	Money Guide
Kay Hammond ^{LT}	Insurance Arranger
Chris Hawkes ^{LT}	Senior Insurance Arranger
Margaret Humphreys	PA to Executive Team
John Hunt	Handy Van Operative (Derbyshire)
Sophie James	Membership Co-ordinator (South)
Suneil Johal	AUBD Recruitment Manager
David Johnson	Cook (Sybil Levin Centre)
Brian Jones	Driver (Mansfield Shop)
Judith Keegan	Co-ordinator (Signposting Service)
Ken Keeton	Handyperson
Jean Kerlake	Shop Manager (West Bridgford)
Donna La Gette ^{LT}	Insurance Arranger
Liam Lambert	Membership Development Co-ordinator
Rosie Legge	Community Advocate/Support Worker
Tony Loggenberg ^{LT}	Area Trading Co-ordinator
Jane Mallett	Co-ordinator (Community Outreach)

John Marlow	Minibus Driver (Sybil Levin Centre)
John Matthew	Senior Caseworker (Housing Matters)
Clair Mellors	Day Centre Organiser (Newark Day Centre)
Tracy Morley	Membership Co-ordinator (North)
Robert Norton	Co-ordinator (Harmony Counselling Service)
Louise Osborn	Day Centre Organiser (Newark Day Centre)
Laura Page	HR Manager
Clive Parkin ^{LT}	Commercial Director
Rob Pitick	IT Assistant
Rita Price	Care Assistant (Sybil Levin Centre)
Angela Reavill	Cleaner
Lorraine Rhodes	Information, Advice & Support Manager
Chris Sanderson	Activities Organiser
Michelle Sanderson	Manager (Sybil Levin Centre)
Jo Scott	Co-ordinator (Visiting Services)
Sharon Scott	Administrator (Housing Matters)
Joanne Shannon	Day Care Assistant and Advertising & Discounts Arranger (Membership Magazine)
Karen Sheppard	Day Care Driver/Attendant (Mansfield Day Centre), Day Care Assistant (Retford Day Centre)
Alexandra Sinclair	Membership Administrator
Vanessa Sissins	Assistant Administrator (Central Services)
Judith Southall	Accounts Administrator and Assistant Finance Manager (AUEM & AUBD)
Jane Statham	Day Care Assistant
Suzy Stephens	Administrator (Training Services)
Bob Stephenson	Co-ordinator (Home Safety Service)
Chipo Stevens	Assistant Finance Manager
Nichola Storey	Organiser (Newark & Retford Day Centres)
Christina Szroeter	Clerical Assistant (Handyperson Service)
Rachel Talbot	Co-ordinator (Information & Advice Service)
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	Organiser/ Care Assistant (Worksop Day Centre)
Lisa Turner	Home Support Manager
Jennifer Unwin	Co-ordinator (Sutton Project)
Adele Walker	Co-ordinator (Community Outreach)
Jennifer Wattley	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Group Support Worker

Ruth Widdowson
Carol Wilby
Magda Witkiewicz

Deputy Shop Manager (West Bridgford)
Membership Manager
Day Care Assistant (Sybil Levin Centre)

LT Employed by Age UK Local Trading Limited
BD Employed by AUBD Limited

Objectives and Activities

The Object of the Charity is:

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

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

Our Vision is:

A world in which older people flourish.

Our Mission is to:

Enhance the quality of life and promote the well-being of all older people in Nottingham and Nottinghamshire.

Our Values are:

- **Caring** - We are passionate about what we do and care about each individual
 - **Enabling** - We empower older people to live independently, achieve their goals and exercise choice
 - **Respectful** - We treat others as they would want to be treated, with dignity and respect
 - **Quality** - We strive for excellence and quality in everything we do
 - **Dynamic** - We are innovative, flexible, ambitious and driven by results
 - **Expert** - We are experienced, knowledgeable, professional and trusted
- These values are the foundation of everything we stand for

Our Beliefs are that:

- Ageism is unacceptable.
- Individuals, in all their diversity, should be valued
- Everyone has the right to exercise choice and control in their lives
- People should have the support they need when it is needed
- Everyone must be treated with dignity and respect

Our Strategic Aims are:

Aim 1: Working in Local Communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and well-being, tackles disadvantage and creates safe, inclusive, sustainable local communities in which each individual feels valued.

Aim 2: Delivering Quality Services

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

Aim 3: Campaigning and Influencing

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

Aim 4: Raising our Profile

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

To realise our Vision, Mission and Aims we will:

- Put older people at the centre of everything we do
- Focus on priorities
- Generate sufficient resources to help fund the work of the charity
- Develop mutual partnerships that deliver the best for older people
- Assess, influence and respond to the external environment in which we work
- Encourage high-performing, well-motivated, adaptable and valued volunteers and members of staff
- Have efficient and effective support and communication systems
- Have a culture of continuous improvement
- Develop specific annual plans across all areas of the organisation

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

Volunteers continue to play a vital role to assist the Charity to fulfil its Mission, details of the contribution that volunteers make can be found on Page 53 below on volunteering.

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**
- **Day Care**
- **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 (incorporating the Home Improvement Agency and the Home Safety Service)** - The Home Improvement Agency (HIA) provides advice and support on housing related issues for homeowners (60+) in the City. This is done 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 to their home. One to one support is provided to the client to enable them to remain independent in their own home

The **Home Safety Team** 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 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 over-60 clients within the City boundary. The service also offers Smart Water security marking to all clients. This gives the client additional security in their own homes.

☎ Darren Barker on 0115 859 9209

✉ darren.barker@ageuknotts.org.uk

- The **Handyperson Service** provides an essential service for Home Maintenance in which we carry out repairs or small tasks for clients who are unable to do it for themselves as a result of frailty or poor health. This enables clients to maintain their independence and remain in their own homes for as long as they can or would like to. We also work closely with other professional agencies in order to maximise the services offered to clients in various fields, including assistive technology, preventative adaptations, maximising benefit entitlements, etc

☎ Handypersons Service on 0115 952 3509

✉ christina.szroeter@ageuknotts.org.uk

- The **Home Support Service** provides a “hands-on”, person-centred service which carries out practical tasks for clients to allow them to maintain their independence. The tasks can vary from cleaning, shopping, gardening, accompanying to appointments, etc. A full needs assessment is carried out before clients begin with the service in order to identify need and achieve what the clients wants to achieve

☎ Anne Hall or Kate Greaves on 0115 952 3509

✉ anne.hall@ageuknotts.org.uk

✉ kate.greaves@ageuknotts.org.uk

- The **Signposting Service** aims to provide a multi-agency approach to enable older people aged 60 and 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

☎ Judith Keegan on 0115 841 4464

✉ judith.keegan@ageuknotts.org.uk

What Housing Matters Achieved last year

- 423 Home Safety Checks were carried out
- During the year 314 smoke detectors were supplied and fitted by the Home Safety Team
- During the year 113 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
- Over 300 Home Energy Assessments have been carried out in order to help reduce Fuel Poverty within Nottingham City
 - Recognition of the Home Safety Team’s work by the Nottinghamshire and City of Nottingham Fire authority resulting in being awarded the Community Safety Award

How many people did Housing Matters assist last year?

Housing Matters helped 642 people and their dependents. Housing Matters carried out 632 visits to service users’ homes, in addition they gave advice to 642 people and signposted to numerous other services

Quote from Service User:

“I cannot see how the services of Housing Matters could ever be improved. For me it is just tops and so wonderful and kind to help “old people” like me. I never expected so much help”

- The volume of interventions provided up to this point in the Annual Report amounts to 1,274
- The services up to this point in the Annual Report helped people 642

What the Handyperson Service achieved last year

- Over the past year the service has carried out tasks for over 1,300 clients in Nottingham and Nottinghamshire areas
- The Handyperson Service works closely with other agencies including Telecare in order for clients to benefit from a joined up approach from all professional services
- Succeeded in obtaining a two year contract for Nottingham City Council to expedite discharges from hospital or respite back to permanent residence by installing equipment to prevent trips and falls
- The service signposted clients to other services such as benefits advice, preventative services, adaptations, etc

How many people did the Handyperson Service assist last year?

The Handyperson Service helped a total of 1,689 people.

The Handyperson Service carried out 1,377 visits to service users' homes. In addition they gave advice/signposted a further 312 people.

Quote from Service User

“Always on time, nice to know they are from Age UK. I can trust them”

- The volume of interventions provided up to this point in the Annual Report amounts to 2,963
- The services up to this point in the Annual Report helped 2,331 people

What the Home Support Service achieved last year

- This new service started in June 2011. It is focused on identifying and meeting client's needs in order for them to remain in their own homes with the support needed for them to maintain their independence
- Contacts made with Hospital Discharge teams in order to support clients returning home from hospital or care by implementing package of support before discharge

How many people did the Home Support Service assist last year?

The Home Support Service provided 1,375 hours of support to clients in their own home since it launched in June 2011. We now have 116 regular clients using the service

- The volume of interventions provided up to this point in the Annual Report amounts to 3,893
The services up to this point in the Annual Report helped people
- The service up to this point in the Annual Report helped 2,447 people

What the Signposting Service achieved last year

- increased the number of individuals helped by the service by over 20% during the second year of operation
- negotiated with two new partners – Trading Standards and Age UK Money Advice to join the Signposting Service
- trained a further 145 frontline staff from partner agencies
- demonstrated the service is accessible to all regardless of ethnicity with 22% of service users who chose to have their ethnic background recorded being from a black or ethnic minority background
- undertook a full Signposting Service Review and presented outcomes to Council at Celebrating Success Event in September, ultimately leading to extension funding for the project for a further year

How many people did Signposting assist last year?

Signposting helped 1,115 people

Signposting received 1,115 checklists for individuals which led to 1,626 referrals to service providers

Quote from Service User

“The help and support received was excellent. The member of staff was extremely helpful and arranged for the various services to contact me”

- The volume of interventions provided up to this point in the Annual Report amounts to 5,519
- The services up to this point in the Annual Report helped 3,564 people

Review of last year’s objectives

- We aimed to successfully complete the Wilkinson’s Gas Safety Pilot Project (Sleep Safe, Stay Safe) and we provided 102 service users with carbon monoxide alarms and carried out 38 Gas Safety Checks ensuring electrical safety in the homes of our most vulnerable service users

- We aimed to establish a new Home Support Service and this was launched during 2011/12 providing help with domestic tasks and housing-related support
- We aimed to work with Nottingham City Council to establish the impact of the Decent Homes Programme via their Stock Condition Survey. The City Council were proceeding with this earlier in the year. However, due to the costs of approximately £65,000 the Council have decided not to fund this piece of work.

Next year we aim to:

- ✓ Carry out 400 Home Safety Checks to help prevent trips and falls in the home
- ✓ Help tackle fuel poverty by making homeowners within the Nottingham City area more aware of how to reduce their energy consumption
- ✓ Increase the number of regular Home Support Service customers to 200
- ✓ Establish and pilot a self-referral process for Signposting to make the service even more accessible

Community and Advocacy Services

Services provided

- **Community Outreach Advisory Service (Gedling and Ashfield)** – is a sign-posting service with the addition of one to three or more home visits per client. This is an extremely successful and economical provision that also provides direct support to older people. Its interventions are often critical in the preventing of deterioration in circumstances for older people who are isolated. As well as giving direct support, it provides them with access to reliable and appropriate services

Clients may be isolated socially, geographically or for reasons of ill health, poor mental health, immobility, ethnicity, poverty, bereavement, abuse or from other causes

- **Men-in-Sheds** is an innovative project for older men, based on the very successful Australian Men's 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 projects.

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

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

- The **Visiting Service** integrates and extends the work that we formerly carried out via the West Bridgford Visiting Service, Helping Hands in Nottingham and the Gedling Carers' Support Service.

Trained volunteers provide regular contact for older people who are socially or emotionally isolated. The service also provides short breaks for carers. An open referral system accepts applications from any source including self-referrals

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

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

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

- **Older Prisoners' Activity Project (OPAL)** – was set up at HMP Whatton 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 release. The aim is to provide meaningful activities for older prisoners and to help reduce reoffending

OPAL is jointly funded by Age UK Notts and HMP Whatton Prison Service

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

- The **Money Advice Service** aims to help people manage their money better by giving clear, unbiased money advice to help people make informed choices.

☎ Sarah Hall on 0115 993 3387
✉ sarah.hall@ageuknotts.org.uk

- The **Counselling Service** (formerly known as Harmony) provides generic, broadly person-centred counselling to anyone aged 50 or over living in Nottingham or Nottinghamshire

☎ Robert Norton on 0115 919 4876

✉ Robert.norton@ageuknotts.org.uk

- The **Information & Advice Service** covers Nottingham and Nottinghamshire for all over 55s and their carers. Four key areas of advice given are Welfare Benefits, Community Care Housing options and local services. There is a weekly drop in surgery, home visits made for disability benefits claims and over the phone advice on the four key areas and much more

☎ Rachel Talbot on 0115 993 3382

✉ rachel.talbot@ageuknotts.org.uk

- **The Dementia Support Brokerage Service** was a pilot scheme to provide a person-centred support service to people with dementia diagnosis who receive their Personal Budget as a Direct Payment, to help people choose and access the support they need to be independent. (Pilot finished in February 2012)
- **Membership** is a community that encourages and supports people to meet friends, to share good social times, enjoy healthy activities and improve their wellbeing, in a warm and inclusive atmosphere. Members enjoy a broad range of activities, some free and some subsidised, including exercise classes, bowling, table tennis, coffee mornings, lunches, day trips, holidays, guided walks, dancing, special interest groups, craft groups, swimming, singing and more. There are approximately 80 activities a month advertised in a monthly bulletin. Members can also access a wealth of deals and discounts at local businesses such as restaurants, garages, tourist attractions, gyms and much more. Members are also invited to become involved in campaigning, both locally and nationally. Although membership is open to anybody aged 18 and over living in Nottingham or Nottinghamshire, we particularly welcome members who are experiencing loneliness and/or social isolation, maybe who are bereaved or retired, and would benefit from a helping hand to make friends. A team of co-ordinators can provide emotional support to people who may be low in confidence or motivation to attend activities and enjoy a fulfilled social life. Membership costs from £25 a year with increments for different methods of payment

Membership was born out of the transition of the previous Kindred Spirits Service, and incorporates the Best Foot Forward Health Walk Programme and Fit-as-a-Fiddle activities

☎ Alex Sinclair (Membership Administrator) on 0115 841 4473

✉ alex.sinclair@ageuknotts.org.uk

- **The Patients' Representative Service – Mental Health Services for Older People** – supports people over the age of 55 and their relatives/carers on the following wards/day hospitals:
 - Daybrook, Bestwood Wards and the Day Hospital at the St. Francis Unit on the City Hospital Campus
 - Silver Birch and Autumn Wards at Highbury Hospital
 - Wards A23 and B50 at the Queen's Medical Centre
 - Parkside Day Hospital on the Lings Bar Hospital site

These Wards/Day Hospitals are part of the Mental Health Services for Older People Directorate of Nottinghamshire NHS Healthcare Trust.

The Patients' Representatives provide advocacy, support and information and referrals can be made by hospital staff, social workers, as well as patients and relatives/carers themselves. They can assist and represent clients with a variety of issues and problems ranging from health and social concerns to financial, legal, disability and consumer queries.

For referrals for Silver Birch and Autumn Wards, Bestwood Ward and Parkside Day Hospital:

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

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

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

- The **Paid Representative Service – Deprivation of Liberty Safeguards (DoLS)** provides representation to people aged 18 and over 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

☎ Joanna Grainger on 0115 859 9304
✉ joanna.grainger@ageuknotts.org.uk

☎ Barbara Dzuda on 01623 488215
✉ barbara.dzuda@ageuknotts.org.uk

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

- **The Community Advocacy Service** provides independent 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 ranging from health, housing and disability to consumer and financial. Home visits are provided to enable ease of access for all to the service

☎ Joanna Grainger on 0115 958 9304 or Barbara Dzuda on 01623 488215 for North Notts (Ashfield, Mansfield, Newark & Sherwood, Bassetlaw)

✉ joanna.grainger@ageuknotts.org.uk

✉ barbara.dzuda@ageuknotts.org.uk

☎ Elaine Draper on 0115 919 4878 or Rosie Legge on 015 919 4880 for City & South Notts (City, Gedling, Broxtowe, Rushcliffe)

✉ elaine.draper@ageuknotts.org.uk

✉ rosie.legge@ageuknotts.org.uk
- **The Patients' Representative and Advocacy Service (QMC)** provides support, information and representation to patients and their relatives/carers who are service users on the Health Care of Older People Medical (HCOP) Wards at The Queen's Medical Centre. The Patients' Representative can assist and represent people with a variety of issues and problems ranging from health, social, financial or legal to 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

✉ sandra.clark@ageuknotts.org.uk
- **The Patients' Representative and Advocacy Service (Lings Bar)** supports patients, over the age of 55 and their relatives/carers on Forest, John Procter and Castle Wards at Lings Bar Hospital, Gamston, Notts. It provides advocacy, information and support during a client's hospital stay when there may be a variety of issues giving rise to anxiety and concern. Referrals can be made by hospital staff, social workers, patients and their relatives/carers.

☎ Ruth Coffey on 0115 854 2286

✉ ruth.coffey@ageuknotts.org.uk

What the Community Outreach Advisory Service achieved last year

- Our two advisors continue to achieve and, in most quarters, exceed referral targets
- Delivered the core service under budget
- A number of successful applications for crucial state benefits have been supported by the COA service and particularly significant success has been achieved with Blue Badge applications in Gedling
- Very strong partnership working has been established in Ashfield with the local Police for the benefit of very vulnerable older people who have usually been the victims of crime
- Client referrals for those with multiple and complex needs have increased. The service has, therefore, gained a great deal of expertise in these areas during the past year
- Secured funding for the following year

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

562 older, isolated people were directly helped. Help to individuals, including to family members, is estimated at approximately 1,250 overall.

Quotes from Service Users

“I am so pleased I have got my Blue Badge. It means I can be taken out regularly because of the disabled parking. I’m so grateful for the help with getting Attendance Allowance and a Blue Badge as both have made a considerable difference to my quality of life and independence”

“COA has helped me so much. Two years ago my life was unbearable. It has given me a new lease of life”

- The volume of interventions provided up to this point in the Annual Report amounts to 7,433
- The services up to this point in the Annual Report helped 4,812 people

What Men in Sheds achieved last year

- Membership has increased steadily over the year. Members are taking an active role in running the shed and in selling items they have made
- Five of our members have trained to be volunteers and now help to run sessions
- The project has enabled members to forge new friendships and provided the opportunity for members to meet socially outside The Shed. Members have learnt new skills including woodworking and IT
- Members have designed and made a variety of products for sale, including bird boxes, bird tables, small wooden toys, garden tools and ornaments. Commissions have been received for ornamental bridges, wishing wells and for community projects such as planters for the local council, benches for a sheltered housing complex and bird box kits for a children's environment project

How many people did Men in Sheds assist last year?

53 men have taken part in the project this year
6 of the members are carers and 6 have carers

375 workshop sessions have been run throughout the year and 1,837 places have been taken up. In addition, 14 social activities have taken place and 42 signposting referrals have been made.

Quote from Service User

“It has really helped me with my problems with depression, knowing that I can come to The Shed and be amongst friends. I don't know how I would have coped with caring for my wife without the respite The Shed offers”

- The volume of interventions provided up to this point in the Annual Report amounts to 9,687
- The services up to this point in the Annual Report helped people 4,871

What the Visiting Service achieved last year

- Helped 289 individuals with direct support, signposting or advice
- Carried out 1,585 visits

- Provided 4,194 hours of support from 90 volunteers over the year
- Last year a total of 44 new volunteers started with the service
- The new cascade volunteering model, which was successfully piloted in Nottingham City, has been applied in the other areas formerly covered by the West Bridgford Visiting Service and Gedling Carers Service

Quotes from Service Users

“It means a lot because I look forward to her visit otherwise I would be very lonely as I have not got much of a family. She listens and helps with practical problems whenever needed”

“The volunteer is very reliable and that’s something you don’t get very often nowadays, her visits make me feel like a person not a number”

- The volume of interventions provided up to this point in the Annual Report amounts to 13,881
- The services up to this point in the Annual Report helped 5,160 people

What OPAL achieved last year

- The project has been very successful in engaging older prisoners. The project now operates on four afternoons a week in the cabin
- The following sessions are well attended:
 - A weekly discussion group attended by between 20 and 30 older prisoners, with prison and outside speakers
 - A Chat and a Cuppa Session with games – this is proving popular amongst older prisoners
 - The Reminiscing Group is also popular with old films, prisoner discussions and quizzes
 - A new weekly session has been introduced to encourage new prisoners to attend and for those who do not attend the other sessions regularly
 - Special events like the Christmas Party are very popular with over 50 older prisoners attending and joining in the music and carol singing sessions
 - The OPAL project works very closely with a number of the prison departments including health, the library, the gym and regimes

How many people did OPAL assist last year?

The service assisted over 90 older prisoners. There is a regular attendance of over 45 older prisoners each week

A total of 154 sessions were provided across the year

A total of 3,080 places were available for older prisoners

Quote from Service User

“I very much appreciate and welcome all endeavours by OPAL to recognise the needs of older prisoners”

- The volume of interventions provided up to this point in the Annual Report amounts to 16,961
- The services up to this point in the Annual Report helped 5,250 people

What the Money Advice Service achieved last year

- Provided 652 advice sessions
- Developed partnerships with a wide range of voluntary organisations throughout the city and County
- Became a partner of the Signposting Service

How many people did Money Advice assist last year?

The Money Advice Service supported 652 people

Interventions – we provided 652 advice sessions and signposted or referred 552 people to other agencies for further support

Quote from Service User

“Thank you for your help, you have great knowledge of who can support me the best with my debt issues and I now understand my benefit entitlements. Thanks for getting the ball rolling and allowing me to see that I still have options”

- The volume of interventions provided up to this point in the Annual Report amounts to 18,165
- The services up to this point in the Annual Report helped 5,902 people

What the Counselling Service achieved last year

- Converted the service from a free service to a paid for service and developed a vision and business plan for the new service
- Developed a marketing plan to raise the profile of the service
- Retained a thriving group of experienced volunteers despite challenges and changes faced this year

How many people did the Counselling Service assist last year?

The Counselling Service supported 72 people

We have delivered 1,012 counselling sessions this year

Quote from Service User

“I can start to live and smile again, giving me strength and confidence to carry on”

- The volume of interventions provided up to this point in the Annual Report amounts to 19,177
- The services up to this point in the Annual Report helped 5,974 people

What the Information & Advice Service achieved last year

- Maintained an Information & Advice Service for older people in Nottingham and Nottinghamshire despite significant local cuts to voluntary sector funding
- Secured £658,868.41 in benefit gains for older people in Nottingham and Nottinghamshire
- Ensured older people with health conditions always receive a home visit to claim health benefits
- Instant access to advice for older people via a weekly drop in
- Strong on-going volunteer involvement in the service, without whom the service would be vastly depleted
- The I&A Co-ordinator has continuously worked to Brand Partner expectations of the service

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

4,065 people were given information and/or advice.

2,947 people accessed the service for information

315 received one-to-one advice at our weekly drop in sessions

346 people received one-to-one telephone advice from our trained advisor

457 people were supported to claim disability benefits through one-to-one home visits

Quote from Service User

“I would like to say a very big thank you to the lady who phoned me and arranged for the volunteer gentleman, Peter, who came to fill in the Attendance Allowance form. They were very helpful and kind. I have been awarded the full allowance and this will help considerably. Thanks again”

- The volume of interventions provided up to this point in the Annual Report amounts to 23,247
- The services up to this point in the Annual Report helped people 10,039

What the Dementia Support Brokerage Service achieved last year

- Played an integral part in piloting and developing Independent Brokerage to hard to reach groups in Nottinghamshire County
- Developed training documents for Social Care Managers and teams
- Developed tailored packages of support to cater for individual service user’s needs

How many people did the Dementia Support Brokerage Service assist last year?

The service supported 12 people and 48 contracts were made

- The volume of interventions provided up to this point in the Annual Report amounts to 23,290
- The services up to this point in the Annual Report helped 10,051 people

What Membership achieved last year

- The transition of Kindred Spirits, Best Foot Forward and Fit-as-a-Fiddle to Membership was relatively seamless for Members, with the continuation of a broad range of activities and high level of support from the Co-ordinators which was essential for people to receive value for their money. This is a huge achievement for the Co-ordinators who were settling into the change also
- Best Foot Forward was involved in National Walk for Life Day on 25th September. With the help of the Co-ordinator, walk leaders and regular walkers, over 200 people attended on what was a very rainy day
- A successful Membership holiday took place to Torquay in October 2011 with 26 people enjoying the 5 day trip
- Fit-as-a-Fiddle (Rural) held a festive celebration and evaluation event on 23rd December with entertainment and food, and a chance to gather feedback from the last 4 years of the project

How many people did Membership assist last year?

The total number of members as of the end of the financial year is 446. In total, since July 2011, 464 people have joined Membership.

410 new people have attended Best Foot Forward walks this year

1,193 new people have taken part in Fit-as-a-Fiddle activities this year

Since July 2011, there have been approximately 900 Membership activities available with an estimated 12,000 number of attendees.

There have been 772 Best Foot Forward walks provided this year with a total of 5,619 attendees.

There have been 38 Fit-as-a-Fiddle activities provided this year with a total of 5,120 attendees

Quote from Service user

“My husband is disabled and I was just stopping at home feeling depressed and isolated – no friends, no family. I started at the coffee morning and really enjoyed it and now attend loads of stuff and it gets me out. I have even been on holiday with Age UK Notts.” (Member from Mansfield area)

- The volume of interventions provided up to this point in the Annual Report amounts to 46,029
- The services up to this point in the Annual Report helped 12,118 people

What the Patients' Representative Service (Mental Health Services for Older People) achieved last year

- Advocated on behalf of patients and their relatives/carers to ensure their voices were heard
- Provided support by attending meetings with patients and relatives/carers, and accessed information to enable them to make informed choices
- Worked alongside health professionals to reduce clients' anxieties and secure as positive an outcome as possible for the patient
- Attended Trust events and meetings to raise the profile of the Service and signpost on to other Age UK Notts services

Kept up to date with changing health/social care provision in order to provide clients with effective support

How many people did the Patients' Representative Service (Mental Health Services for Older People) assist last year?

The Patients' Representatives have supported 157 clients.

The Patients' Representatives have provided assistance to 157 people and of those have referred, signposted or provided information to 71 people.

Quote from Service User

“Thank you for your involvement – we needed someone to personalise the issues for our service users and show the human side of the situation” – comment received following advocacy on behalf of clients affected by local authority planning.

“Thank you for all your help and support – you were one of the few people I could trust”.

- The volume of interventions provided up to this point in the Annual Report amounts to 46,257
- The services up to this point in the Annual Report helped 12,275 people

What the Paid Representative Service achieved last year

- Maintained contact and ensured the best interests of people who have been issued with further authorisations from the previous financial year
- Requested reviews and applied to Court of Protection for Relevant People under a Deprivation of Liberty authorisation
- Prepared and presented training on the role of the Paid Representative to trainee Best Interest Assessors
- The Paid Representatives recently undertook the City and Guilds specialist DoLS Module

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

The Paid Representatives have helped 56 people who were under a DoLS

The Paid Representatives have carried out in excess of 297 visits to relevant people under a DoLS in Care Homes or Hospitals and have represented relevant people under a DoLS with a total of 97 authorisations from supervisory bodies.

There has been only one hospital referral for a person under a DoLS. All the remaining referrals were for people in care home settings.

Quote from Service User

“I appreciate the support you give to my son. I have been occupied with looking after my husband who has cancer and I am happy there is someone like you who is looking out for my son’s best interests”.

- The volume of interventions provided up to this point in the Annual Report amounts to 46,651
- The services up to this point in the Annual Report helped 12,331 people

What the Community Advocacy Service achieved last year

- Four Advocates have gained the Level 3 City and Guilds National Advocacy Qualification
- Talks have been given about the service within community venues to local people and presentations to Social Workers, Community Care Officers, Community Matrons and District Nurses
- Editorials regarding the service have been put in local newsletters and magazines which have increased the number of referrals for areas historically under-represented
- The service has empowered individuals to become more independent within their community and have more choice and control about decisions affecting their lives

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

The Community Advocacy Service has assisted 510 people

The Community Advocacy Service has carried out 580 visits to service users, provided information to a total of 337 people and signposted or referred on 229 people to other services

Quote from Service User

“I would personally like to thank (the Advocate) for all her help in resolving the problems with my housing issues. Totally satisfied by (the Advocate)”

- The volume of interventions provided up to this point in the Annual Report amounts to 47,797
- The services up to this point in the Annual Report helped 12,841 people

What the Patients’ Representative and Advocacy Service (QMC) achieved last year

- Provided information and representation to patients and their carers, enabling them to make informed choices about their care and gave them time to discuss difficult decisions
- Assisted and liaised on behalf of patients
- Provided support at NHS meetings
- Kept up-to-date with changing health/social care provision

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

The Patients’ Representative Service has helped 158 patients with a total number of 258 interventions

Quote from Service User

“Thanks for listening and giving me the time to explain things to you. You have been most helpful and caring”

- The volume of interventions provided up to this point in the Annual Report amounts to 48,055
- The services up to this point in the Annual Report helped 12,999 people

What the Patients' Representative Service at Lings Bar Hospital achieved last year

- The service maintained a high number of referrals
- The service worked alongside hospital staff and other professionals to enhance the client's hospital stay and support their families
- The service was part of the wider team involved in promoting the best interests of patients and relatives/carers
- The service maintained a high profile through regular contact – wards have been visited regularly, amounting to approximately 130 visits over the year

How many people did the Patients' Representative Service at Lings Bar Hospital assist last year?

The Patients' Representative Service has helped 201 people. Contact has been through visiting patients and telephone calls, with follow up work being carried out in the office based at Highbury Hospital.

During the last 12 months, the Patients' Representative has made over 130 visits to Lings Bar Hospital spending approximately 290 hours on the wards meeting with patients and carers regarding issues and queries they have raised. A total of 90 people have been referred on or signposted to other services.

Quote from Service User

“Everyone says they'll ring but you're the only one who does”

- The volume of interventions provided up to this point in the Annual Report amounts to 47,565
- The services up to this point in the Annual Report helped people 13,200

Review of last year's Objectives

- We aimed to integrate the volunteer-based home support services. The West Bridgford Visiting Service, City Befriending and Gedling Support Service are merging to form one Age UK Notts Visiting Service. We have been working for many months now on putting together a robust volunteering strategy for the service that, it is hoped, will enable us to support more volunteers and, thus, more users of the service. The next year will see the outcome of that strategy and hopefully great success

- We aimed to develop a new Membership Scheme to enable more older people to participate in activities and this was launched on 1st July 2011
- We aimed to develop a new Money Guidance Service to undertake financial health checks and this service provided 652 advice sessions to help people manage their money better by giving clear, unbiased money advice to help people make informed choices.
- The Advocates accomplished the objective of gaining the City and Guilds National Advocacy Qualification

Next year we aim to

- ✓ Develop a partnership with POhWER to secure funding to continue to provide advocacy services across Nottingham and Nottinghamshire
- ✓ Secure funding to develop additional provision within the Men-in-Sheds Project
- ✓ Develop a “Friends Age UK Notts” initiative which encourages people to join membership to support the charity financially
- ✓ Secure funding to enable the expansion of the visiting services to enable more older people to receive a regular volunteer visitor

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 a service 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 activities and home cooked meals, 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 four clubs provide hot meals and social interaction at centres in Selston, Sutton-in-Ashfield, Kirkby-in-Ashfield and Jacksdale. There is one group in Sutton which also provides exercise before lunch and has access to minibus transport

☎ Adrian Bingley on 07872 839631
✉ adrian.bingley@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 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

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

The Sybil Levin Centre assisted over 300 older people across the year.

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

Quote from Service User

“I would like to thank you for your welcome to me at the centre. It was lovely to see my mum looking so relaxed and totally happy at the centre. Your staff made me so welcome I look forward to visiting again”

- The volume of interventions provided up to this point in the Annual Report amounts to 56,460
- The services up to this point in the Annual Report helped 13,500 people

What County Day Care achieved last year

- Continued to provide a Day Care Service across the County to older, isolated people including those suffering from dementia, disability, immobility and ill health
- Withstood the introduction of personalisation and the aftermath of the Nottinghamshire County Council Day Care Review. Despite the radical impact on funding due to the withdrawal of block grants in July and then October 2011, all centres have been kept in operation throughout the period
- Offered crucial moral, emotional and practical support to all existing and new clients and their carers and families during a year of radical funding cuts and general uncertainty

How many people did County Day Care assist last year?

Approximately 400 people were helped by the service in the year, including service users, carers, other family members and those signposted to other services

County Day Care provided over 6,500 direct places in its day care service (including drop in at the Ollerton Welcome Centre) across 12 regular days each week over the year

Quote from Service User

“I was depressed and did not look after myself before I came here. I would not be without it. The staff are so good and kind and I’ve made friends”

“I look forward to coming. It means my son and daughter don’t have to worry when they are at work because they know I’m looked after properly”

- The volume of interventions provided up to this point in the Annual Report amounts to 62,960
- The services up to this point in the Annual Report helped 13,900 people

What the Lunch Clubs achieved last year

- The Lunch Clubs run in the Ashfield area offer 66 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 Sutton Exercise Group and Lunch Club promotes a healthy life style. Minibus transport is provided for this group
- A number of Lunch Club users have benefitted from additional help, including home visits from our own Community Outreach Advisor in Ashfield who visits our clubs regularly

How many people did the Lunch Clubs assist last year

Over 70 older people benefited from the Lunch Clubs and Exercise Group.

The Ashfield Luncheon Clubs and Exercise Groups provided over 2,750 places across the year.

Three Lunch Clubs closed during the year after consultation with service users, staff and volunteers. The closures were due to falling attendance levels and service users accessing other services in the area.

- The volume of interventions provided up to this point in the Annual Report amounts to 65,710
- The services up to this point in the Annual Report helped 13,970 people

Review of last year's objectives

- We aimed 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 service and support. However, the City Council did not introduce individual budgets during the 2011/12 year, although we kept a dialogue with the Council to ensure we were ready for the change
- We aimed to work with the County Council to ensure the introduction of Individual Budgets for all services users and carers and continue to provide a high level of service and support. We worked closely with the County Council to help ensure that older people were not disadvantaged by the introduction of Individual Budgets and maintained the range and quality of services across the County
- We aimed to find a way of supporting the Lunch Clubs and Exercise Groups as funding diminishes, working with local community groups. Unfortunately, we were not able to find replacement funding for the remaining Lunch Clubs. As numbers attending dropped we were obliged to close three venues whilst one remained open

Next year we aim to:

- ✓ Work with the City Council to phase in individual budgets to ensure that all Sybil Levin service users and carers continue to receive a high quality service and support
- ✓ Recruit self-funders to the Sybil Levin Service during the year
- ✓ Develop other services at the Sybil Levin Centre including Drop-In and the range of classes for older people
- ✓ To ensure that all County Day Care Centres continue to provide services to the people of Nottinghamshire in a changed financial environment. Also to promote the extensive benefits of day care services to professional referrers and to self-funders and their families

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 also support the charity with Criminal Records Bureau checks for staff and volunteers. We aim to deliver an excellent and all-encompassing service and environment in which all members of staff and volunteers can thrive, and are part of the delivery of Age UK goals and strategy

☎ Laura Page on 0115 859 9264
✉ laura.page@ageuknotts.org.uk

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

☎ Neil Brittain on 0115 841 4490
✉ neil.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. Priority is given to those Age Concerns who are members of the Age England Association

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

- **Voluntary Agency Co-ordination** – we held on to the database for an extra year, converted a few more organisations and handed it over at the end of December 2011

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

- **Digital Outreach** – the Waltham-on-the-Wolds transmitter switched to digital in August last year and the Digital Outreach Project was about making sure vulnerable people from specific user groups had all the information they needed to make a smooth and painless transition. The project worked with other voluntary and community groups to give their users access to information about the switchover process and the BBC Helpscheme.

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

- **Volunteers** – continue to play a vital role to assist the charity to fulfil its Mission

☎ Laura Page on 0115 859 9264
✉ laura.page@ageuknotts.org.uk

- **Safeguarding** – Age UK Nottingham & Nottinghamshire takes a zero tolerance approach to abuse of any kind

☎ 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

☎ John Wheeldon on 0115 841 4471
✉ john.wheeldon@ageuknotts.org.uk

- **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

- 3,843 visitors to Reception at Bradbury House
- Systems have been set up to enable collection of charges for clients with personal budgets. This included successfully implementing a direct debit system for receiving income
- 10,964 telephone calls were dealt with by Central Services
- The volume of interventions provided up to this point in the Annual Report amounts to 65,710
- The services up to this point in the Annual Report helped 28,777 people

What the Training Department achieved last year

- Maintained a market presence in an extremely difficult climate
- Continued to develop effective and appropriate training due to our web presence and our registration with the LSC as a training provider, continued providing basic computing, internet and email courses for older people

How many people did the Training Department assist last year?

The total number of delegates attending courses was 254

The total number of training places offered was 846

Quote from service user or stakeholder

“Never having had any formal training on “training”, I found the course very informative and interesting (Train the Trainer, Nov 2011)

- The volume of interventions provided up to this point in the Annual Report amounts to 66,556
- The services up to this point in the Annual Report helped 29,031 people

What the Human Resources Department achieved last year

- Revised and up-dated the Employee Handbook and Contracts bringing them into line with current legislation and rolling the new contracts out to all staff across the charity
- Introduced new “HR @ Hand” drop-in sessions for all staff to further improve communications and ensure staff feel they are supported by HR
- Established HR Network with other HR professionals from local Age UK Organisations, sharing ideas and best practice

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

HR have been involved in the recruitment, induction and paperwork set up of 31 new starters and handled 32 leavers. In addition, HR have written 35 advertisements, sent out 856 application packs in reply to requests and read the 373 application forms that were returned. In turn, 141 candidates were interviewed.

HR have also processed 46 changes to staff contracts, resulting from changes to staff hours, extension of contracts and staff changing roles within the charity

In addition, HR have dealt with numerous and sometimes complex employee relation issues, including Disciplinary, Grievance, Capability, Maternity and management of long-term sickness.

- The volume of interventions provided up to this point in the Annual Report amounts to 67,161
- The services up to this point in the Annual Report helped 14,033 people

What the ICT Department achieved last year

- Completed the roll out of new PCs
- Completed re-branding of leaflets
- New web site now operational
- New service commissioned
- Local servers installed at UPS and Mansfield
- Charity Log implementation

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 training and support with risk assessments
 - ✓ Guidance on employment law and volunteering practice
 - ✓ Service reviews and planning
 - ✓ Organising quarterly meeting of all groups to share best practice and keep up to date with developments with Age UK

How many people did the Group Support Worker assist last year?

There are currently 31 Trustees, 120 volunteers and 12 employees engaged by the Age Concern groups to provide invaluable services to local older people, and collectively include:

- 7 Day Centres per week providing 140 places
- 13 Lunch Clubs per week serving 230 meals
- 17 Drop in Centres attracting 500-600 visitors per week
- Over the last year

Over the last year the groups have, collectively, helped to improve the lives of approximately 1,800 people

- The volume of interventions provided up to this point in the Annual Report amounts to 68,131
- The services up to this point in the Annual Report helped 14,196 people

What the Digital Outreach Project achieved last year

- The number of stakeholder and end-user event targets were achieved
- We achieved 251% against the one-to-one target
- We achieved 294% against the number of individuals briefed target
- We achieved 304% against the number of organisations briefed target

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

10,196 interventions across all target groups but some of these were events so the numbers of clients reached could be well over 25,000

Service User Quote

“Waltham had the best presented Advice Points he had ever come across” – Regional Manager

- The volume of interventions provided up to this point in the Annual Report amounts to 78,327
- The services up to this point in the Annual Report helped 24,392 people

What the Safeguarding Champions Group achieved last year

- Ensuring new Safeguarding Policy is implemented by all staff and they are fully aware of procedures
- Applying and adhering to new recruitment procedure for volunteers

The total number of Safeguarding statutory reports during the year?

- Age UK Notts have directly reported 11 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 26 people who have suffered elder abuse
- The volume of interventions provided up to this point in the Annual Report amounts to 68,157
- The services up to this point in the Annual Report helped 24,418 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 2011/12 one formal complaint was made to the Charity which is currently being investigated.

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.

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.

User Involvement

Age UK Notts Older People's Advisory Group (OPAG) is a group of up to twelve members, aged 55 and over, who meet at least quarterly to help plan new Age UK Notts services, evaluate Age UK Notts services, policies and procedures and national social policy and legislation, particularly as it relates to older people. OPAG also acts as a consultation group for Age UK Notts, local authorities and other organisations. OPAG members comment on local initiatives and raise awareness of issues affecting older people.

During the last twelve months, OPAG members have taken part in consultations including:

- Fuel Poverty
- The City Council's Vulnerable Adults Plan
- Proposed charges for garden-waste collections for Mansfield District Council
- Legacies

OPAG members have contributed to campaigns including:

- Changes to Women's Retirement Age
- Hungry to be Heard: older people not being fed properly when in hospital

Additionally, members have received updates on the following:

- The City's Library Service
- Digital Switchover
- AUNN's new Membership Scheme
- AUNN's Housing Services

Volunteers

- West Bridgford Visiting Service volunteers helped over 50 individuals with direct support, signposting or advice, directly supporting 27 older people with visits. The volunteers of the service provided over 900 hours of support
- Six new volunteers have been taken on by the West Bridgford Visiting Service with the number continuing to grow
- The West Bridgford Visiting Service volunteers made 29 direct referrals to other Age UK and Age UK Notts services
- Volunteers for Best Foot Forward were shortlisted for the Nottingham Sports Awards 2011 for "Voluntary Community Project of the Year" for 2011
- The number of people expressing a desire to volunteer for the charity tripled in December and January from previous figures

- The volume of interventions provided up to this point in the Annual Report amounts to 68,184
- The services up to this point in the Annual Report helped 24,468 people

Review of last year's objectives

- We completed the rebranding of the charity to Age UK Notts
- The new contact management system, Charity Log, was implemented across the charity, all staff were provided with training in order for them to use the system
- All computers were upgraded to enable them to run Office Professional 2010 and Windows 7. The IT Department completed the roll out of new PCs, commissioned a new server at Bradbury House and installed local servers at UPS and Mansfield
- New financial systems were developed including direct debit facilities in response to the move to personal budgets.

Next year we aim to:

- ✓ Install a new telephone system across the organisation, increase the number of admin staff who are able to receive calls to the charity's main number and provide customer service training to all staff.
- ✓ Develop the use of Charity Log as a management tool to improve services and as a financial tool to ensure the smooth invoicing of customers
- ✓ Initiate a Campaign to end Loneliness across Nottingham and Nottinghamshire
- ✓ Produce a DVD to promote the work of the charity

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.

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.

Risk Management

The Charity has a robust Risk Management policy. “Risk” is defined as the uncertainty surrounding events and their outcomes that may have a significant effect, either enhancing or inhibiting:

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

The number of risks detailed in the Charity’s risk register has increased from 118 risks on 31st March 2011 to 120 risks at the end of the last financial year. Each risk is given an Impact and Probability rating.

The Charity has four basic strategies to mitigate risks:

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

Risk Management is undertaken by the 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 2011/2012 there were no failures of control systems.

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 2012 were £116,735 of which £58,457 were permanent endowments and £58,278 were expendable endowments.

The charity made 70 grants to individuals who were resident in the District of Mansfield during the year 1st April 2011 to 31st March 2012 totalling £27,627.

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**
- **Day Care**
- **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** – provides a diverse range of insurance and financial products and services, specifically designed for the over 50s – and 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, companies and grant making trusts

- **Derbyshire Handy Van Service** – operated by Age UK Local Trading Ltd - provides a county-wide, fully funded service which offers a variety of Home Maintenance, safety checks and Telecare support for vulnerable clients throughout Derbyshire. They work closely with the Derbyshire Fire Service in identifying vulnerable tenants and reducing the risk of fire

☎ Linda Ball on 07872839558
✉ linda.ball@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 out by our local staff and they agree to abide by our Customer Charter which is in place to protect our service users from unscrupulous business practices and rogue traders

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

What the Trading Company achieved last year

- The best-ever generation of unrestricted income for the charity
- Ever-increasing customer base
- The best-performing Age UK in the country

Age UK Local Trading has, for the fifth 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 24% increase in commission year-on-year (£364k compared to £293k last year).

The insurance services market has never been more competitive. The depressed economy has encouraged people to “shop around” more. This, together with more efficient marketing and some newly commissioned telephony technology, has enabled the Trading Company to write significantly more quotations, resulting in greatly increased sales revenue.

The company was able to generate additional income from consultancy services to other Age UK's in London and the North East.

Careful control of costs has resulted in a record surplus of over £198,000 (compared to £137,000 last year) and is, consequently, our best-ever donation to Age UK Nottingham & Nottinghamshire and Age UK Derby & Derbyshire.

The Trading Company's success could not have been accomplished without the continued commitment and enthusiasm of the Trading Company's staff and volunteers and this is gratefully acknowledged by the Charity's Trustees.

Quotes from Service Users

“I was really pleased with the service. The price of my insurance meant that I have saved over £150 per year and your staff were a pleasure to deal with”.

“You were recommended by my sister-in-law and I am really pleased to have discovered you. I now have home insurance and car insurance from you and I now recommend you to all my friends”

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, both shops made a surplus - Mansfield £13,917 and West Bridgford £21,528 - an increase of 81%.

What the Derbyshire Handy Van Service achieved last year

- The service succeeded in attaining an extension to an existing contract for a further 13 months
- The service has achieved 99% of its target set by Derbyshire County Council for quarter three

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

Against an annual target of 1,474 visits we achieved 1,442 visits.

Quotes from Service Users

“Not only did they do their job excellently, they came through snow and ice. Dedicated and nice people”

“Great service, operatives most pleasant, gave explanations which I understood”

- The volume of interventions provided up to this point in the Annual Report amounts to 69,626
- The services up to this point in the Annual Report helped 25,910 people

What the Nottinghamshire Business Directory achieved last year

- Helped up to 200 callers per month to find local trustworthy traders
- Website visited by an average of 750 new users each month

- Total number of website visits per month is nearly 3,000. This indicates we have a high return rate showing the website is a valued resource of information for users
- Received 130 positive reviews about member companies from service users of the Notts directory

How many people did the Nottinghamshire 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 1,400 people and our Nottinghamshire directory received over 35,000 visits.

The dedicated office handled calls from over 1,400 people and our Nottingham websites were accessed by an estimated 9,000 unique visitors and making over 35,000 visits and over 110,000 page views

National Picture

The Business Directory has been adopted by the following Age UK's across the country:

- Nottingham & Nottinghamshire
- Derby & Derbyshire
- Leicestershire & Rutland
- Oxfordshire
- West Yorkshire (Wakefield, Todmorden and Calderdale & Kirklees)
- Milton Keynes
- Buckinghamshire (due to go live during 2012)
- Northamptonshire (due to go live during 2012)

We continue to identify additional partners to enable this service to be available in other areas of the country.

The total number of member companies across the Business Directory has increased from 437 (31st March 2011) to 508 (31st March 2012), an increase of 16%. The number of visits to directory websites has increased from 27,470 to 33,407 (up 22%) and the number of pages viewed on directory websites has risen from 155,677 to 171,381 (up 10%).

- The volume of interventions provided up to this point in the Annual Report amounts to 71,026
- The services up to this point in the Annual Report helped 27,310 people

Review of last year's objectives

- At a national level our aim was to work with Age UK to develop the Business Directory across the UK. We have set up a link to the operational directories in Nottinghamshire, Derbyshire, Leicestershire, Oxfordshire and West Yorkshire from Age UK's national website. The Business Directory is now being set up in Milton Keynes, Buckinghamshire and Northamptonshire. We are also in detailed discussion with several other local Age UK's , including Age UK London
- On a local level, our aim was to increase membership of the directories within the East Midlands. Given the difficult economic climate this has been a tough challenge but over the three East Midlands directories we have 360 listings
- Our aim was to maintain trading growth, especially in Derby. The business in the Derby outlet continued to grow throughout the year and, consequently, we have introduced new methods of supporting the staff there at the busiest periods. Going forward, a second Derbyshire-based office (in Chesterfield) is being considered in order to further maximise local business
- We aimed to encourage greater cross departmental engagement with trading products and services within the Charity. Nominal success has been achieved. Further work is being undertaken in order to efficiently cross-reference from the Charity to the Trading Company and vice versa
- We aimed to seek to ensure funding to improve access to the Mansfield shop. This is on-going

Next year we aim to:

- ✓ Increase business directory membership across the East Midlands by at least 30 companies (10% increase). Develop the directory in at least two new geographical areas.
- ✓ Launch a new version of the business directory website with links to social media
- ✓ Gain accreditation for the Derbyshire Handy Van Service from Telecare Services Authority to enable the installation and maintenance of assistive technology equipment
- ✓ To develop a new trading outlet in Chesterfield

Statistics

	2010/11	2011/12
No. of personal callers and telephone enquiries for information	17,407	14,807
No. of users of the information & Advice Service	1,681	4,065
Estimated value of the benefit gains from the Advice Service	£1.1+	£659,000
No. of people supported through the Advice Service	1,581	1,371
No. of people supported through the Gedling Carers' Support Service	70	142
No. of volunteers supporting the Gedling Carers' Support Service	21	26
No. of people who regularly received visits from the Visiting Service	52	65
No. of visits made by the Visiting Service	1,203	1,350
Total no. of visiting hours provided by the Visiting Service	798	900
No. of people supported by the Harmony Counselling Service	91	72
No. of individuals accepted by Membership		491
Total No. of Members		452
No. of people supported by the Housing Matters Service	829	642
No. of jobs completed through the Handyperson Service	3,530	1,300?
No. of Home Safety checks carried out by the Home Safety Team	528	423
No. of training places provided by the Training Department	1,312	846
No. of volunteers available for all services	235	197
No. of volunteers recruited and trained for all services	235	197
No. of volunteer hours provided for all services	48,880	28,971
No. of people who enjoyed free walks with the Best Foot Forward Programme	4,800	5,619

Statistics for Gedling Carers Support	2010/11	2011/12
Total no. of people supported	96	169
Carers	35	67
Cared for	35	75
volunteers	26	27
No. of new carers referred:	28	43
Source of new referrals		
Self	2	-
Family	-	4
Health	3	10
Social Services	16	14
Age UK Notts	7	16
Let's Talk	-	1
Age of service users and carers:		
21-49	0	4
50+	70	138
Gender of new services users and carers:		
Male	30	62
Female	40	80
Ethnic background:		
White British	70	126
White Other	2	8
Asian	-	4
Black / African Caribbean	6	4
No. of enquiries / non-referrals:	8	0
No. of talks / special events:	23	19
No. of hours spent on talks / special events:	35	35
No. of volunteers recruited	5	6
Total no. of volunteers:	21	26
Ttotal no. of hours of volunteer support:	1,319	1,334

Kingston Close Day Centre Workso	Day Care (Mondays)		Dementia Day Care (Thursdays)	
	2010/11	2011/12	2010/11	2011/12
No. of days of day centre operation	47	46	51	52
No. of day centre places	564	552	510	520
Source of Referral: Self	15%	2%	-	-
Total number of placements filled	422	440	392	380
% of day centre users suffering mental health problems	100%	98%	100%	100%
Age of users:				
60 - 69	8	-	-	-
70 - 79	12%	14%	8%	16%
80 - 89	72%	72%	48%	68%
90 plus	16%	14%	44%	16%
Gender of users:				
Female	63%	66%	56%	62%
Male	37%	34%	44%	38%
Ethnic Background:				
White	100%	100%	100%	100%
No. of people on waiting list at year end	9	-	-	-
No. of volunteers available during year	0	-	-	-
No. of carers supported	28	32	17	36



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 73 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 £3,254,397 compared with £3,398,555 for the previous year, a decrease of 4.2%.

The unrestricted surplus made during the year totalled £185,532.

The donation from Age UK Local Trading Ltd has increased from £101,000 in 2010/11 to £135,000 in 2011/12, an increase of 33.7%. This was in part due to a one off bonus of £23,395, along with an overall expansion of the business.

The shops have performed much better than the previous year with an overall profit of £47,852 in 2011/12 compared to a surplus of £28,577 in 2010/11. I am very pleased to report that sales have increased from £169,518 in 2010/11 to £175,491 in 2011/12.

Expenditure has increased from £3,188,250 in 2010/11 to £3,339,885 in 2011/12. Within that charitable expenditure increased from £2,692,487 in 2010/11 to £2,731,579 in 2011/12.

Income for the Trading Subsidiaries increased from £520,587 in 2010/11 to £676,207 in 2011/12. This was mainly due to the increase in the turnover of Age UK Local Trading. Costs for the trading subsidiaries increased from £273,472 in 2010/11 to £402,832 in 2011/12 including AUBD Ltd costs of £171,691 of which £36,177 was covered by a loan from the parent company (the Charity) as detailed in note 17 of the accounts. AUBD whilst still not in surplus is making a small net contribution towards the costs of running the charity.

The Trustees designated £238,441 of unrestricted income increasing the total of designated funds to £467,763. Of the £238,441, the specific charitable services fund was increased by £114,592 to part fund Information & Advice, Volunteer Visiting Services and Membership. The designated funds can be seen in note 14 (page 94) to the accounts.

There is an overall group deficit of £82,251 however included within that figure is depreciation of £108,864 of which £61,034 relates to property depreciation. There was therefore an overall cash surplus during the year of £23,935.

Restricted funds reduced over the course of the year by £60,451 to £466,323 at the year end. Details of restricted funds can be found in note 12 to the accounts (pages 88 to 92).

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 Housing Matters Service.

Free reserves as at 31st March 2012 totalled £749,081 (see note 13), which is equivalent to 3.7 months running costs based on £2,437,036 budgeted expenditure for 2012/13. 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:

Financial Review

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following gives a breakdown of how services have been funded during 2011/12:

Service	Funder	Amount	Percentage
Handypersons	Donations	£320	0.2%
	Skerritt Trust	£8,600	6.4%
	Age UK / Wilkinsons	£4,000	3.0%
	Nottingham City Council	£96,719	71.9%
	Service user contributions	£24,893	18.5%
Sybil Levin Centre	Age UK	£286	0.2%
	Donations	£4,633	2.9%
	Rental Income	£12,070	7.6%
	Service User Contributions	£38,859	24.5%
	Nottingham City Council	£102,944	64.8%
County Day Care	Donations	£2,542	1.1%
	Age UK	£523	0.2%
	Service User Contributions	£95,968	42.6%
	Transition Fund	£40,882	18.2%
	Nottinghamshire County Council	£64,190	28.6%
	Age UK Notts*	£20,885	9.3%
Ashfield Lunch / Activity Clubs	Age UK Notts*	£5,349	44.45
	Charges	£6,508	54.0%
	Age UK	£190	1.6%
Volunteer Co-ordinator	Charges	£7,576	100%
Volunteer Based Visiting Services	<i>Incorporating Gedling Carers, West Bridgford Visiting & Helping Hands</i>		
	Age UK Notts*	£19,825	29.9%
	Harry Dunn Charitable Trust	£1,500	2.3%
	Donations	£50	0.1%
	Department of Health	£15,005	22.6%
	Nottinghamshire County Council	£30,000	45.2%

Service	Funder	Amount	Percentage
Home Support	<i>Incorporating Shopping Service</i>		
	Donations	£20,945	11.5%
	Service User Contributions	£15,734	8.6%
	Age UK Notts*	£49,729	27.2%
	Transfer Fund	£88,549	48.5%
	Nottinghamshire County Council	£7,615	4.2%
Advocacy Services	Donations	£4,439	1.8%
	Charges	£7,494	3.0%
	Nottinghamshire County Teaching PCT	£35,080	14.2%
	Nottingham City PCT	£21,119	8.6%
	Nottingham City Council	£68,866	28.0%
	Nottinghamshire County Council	£109,425	44.4%
Membership	<i>Incorporating Kindred Spirits, Fit as a Fiddle and Best Foot Forward</i>		
	Nottinghamshire County Council	£20,000	7.6%
	Age UK Notts*	£20,217	7.7%
	Transition Fund	£103,221	39.2%
	Service User Contributions	£22,500	8.6%
	Nottingham City Council	£30,923	11.7%
	Age UK	£54,402	20.6%
	Nottingham City PCT	£8,000	3.0%
Donations	£4,010	1.5%	
Housing Matters	Capital Grants	£233,387	36.4%
	Nottingham City Council	£278,780	43.4%
	Donations	£30	0.01%
	Charges	£28,806	4.5%
	Nottingham Fire & Rescue	£8,600	1.3%
	Age UK	£72,270	11.3%
	Skerritt Trust	£20,000	3.1%
Harmony Counselling Service	Age UK Notts*	£27,407	88.3%
	Service User Contributions	£3,540	11.4%
	Donations	£80	0.3%
Signposting	Nottingham City Council	£49,541	99.9%
	Donations	£20	0.04%
	Age UK Notts*	£27	0.05%
Whatton Prison Activity Project	HMP Whatton Prison	£6,187	86.7%
	Age UK Notts*	£950	13.3%

Service	Funder	Amount	Percentage
Community Outreach Advisors	Nottinhamshire County Council	£60,730	99.3%
	Age UK Notts*	£416	0.7%
Inforamtion & Advice	Age UK	£48,400	74.4%
	Age UK Notts*	£14,461	22.2%
	Donatyions	£2,176	3.3%
Money Guidance	Age UK	£26,814	69.6%
	Age UK Notts*	£11,648	30.3%
Dementia Brokerage	Nottinghamshire County Council	£15,000	98.7%
	Age UK Notts*	£197	1.3%
Men in Sheds	Age UK	£50,289	100%
Digital Switchover	Digital UK Ltd	£67,690	96.6%
	Age UK Notts*	£2,402	3.4%
Charity Log Implementation	Transition Fund	£28,348	100%
Handicraft Festival	Age UK	£2,000	100%
Rapid Response	Age UK	£1,000	100%

During the last financial year Age UK Notts had to generate funds to ensure all these services were maintained. For the year, this totalled £173,513 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
- Anonymous Trust

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

We have also worked to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.



Eric Edwards
Honorary Financial Adviser

AGE 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 2012.

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. Review of the Business

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

5. Small Company Provisions

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

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE

LIMITED BY GUARANTEE
REPORT OF THE DIRECTORS

(continued)

6. 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.

7. Investment Powers

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

8. Reserves Policy

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

9. Risk Assessment

A full risk assessment is carried out annually and reviewed on a monthly basis. The risk assessment includes actions necessary to limit each identified risk, further details can be found on page 55.

10. Governing Document

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

By Order of the Board



M.I. TINKLER

Chief Executive and Secretary

Date 25 July 2012

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 Limited by Guarantee for the year ended 31 March 2012 which comprise the Group Statement of Financial Activities, the Group and the Parent Charitable Company Balance Sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standards for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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

Respective responsibilities of directors and auditor

As explained more fully in the Directors' Responsibilities Statement set out on page 69, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act. 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 group's and the parent charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Directors' Annual 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 group's and the parent charitable company's affairs as at 31 March 2012, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice 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' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

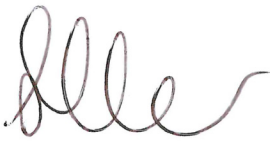
AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
REPORT OF THE INDEPENDENT AUDITORS
TO THE MEMBERS OF AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

(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:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the directors 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 directors' report.



Sarah Flear
Senior Statutory Auditor
For and on behalf of
Smith Cooper LLP
Chartered Accountants and Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date 25 July 2012

**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 2012**


	<u>Note</u>	<u>Unrestricted Funds</u> £	<u>Designated Funds</u> £	<u>Restricted Funds</u> £	<u>George Henry Francis Payling's Charity</u> £	<u>Total 2012</u> £	<u>Total 2011</u> £
Incoming Resources							
Donation and Legacies							
Housing Services	3	-	-	49,120	-	49,120	29,485
Community and Advocacy		815	-	12,013	-	12,828	68,743
Day Care		-	-	4,857	-	4,857	17,232
Core Service		44,620	-	-	-	44,620	251,857
Shops	5	30,255	-	-	-	30,255	31,595
Activities in furtherance of Charity's Objects							
Grants and Service Agreements							
Housing Services	2	604,557	-	173,119	-	777,676	926,680
Community and Advocacy		147,554	-	675,984	-	823,538	937,751
Day Care		19,141	-	189,875	-	209,016	225,062
Core Services		68,648	-	34,339	-	102,987	61,363
Fees and Contributions		310,361	-	12,511	-	322,872	130,713
Rent Receivable		2,374	-	-	2,600	4,974	5,812
Activities for Generating Funds							
Merchandising Income	5	175,491	-	-	-	175,491	169,518
Fundraising Income	6	11,605	-	1,616	-	13,221	16,977
Investment Income		5,428	-	-	1,307	6,735	5,180
Trading Subsidiaries		676,207	-	-	-	676,207	520,587
Total Incoming Resources		2,097,056	-	1,153,434	3,907	3,254,397	3,398,555
Resources Expanded							
Cost Generating Funds							
Merchandising Costs	5	157,894	-	1,577	-	159,471	172,536
Fundraising Costs	6	2,320	-	-	-	2,320	5,571
Trading Subsidiaries Costs		402,832	-	-	-	402,832	273,472
Cost of Activities in furtherance of Charity's Object							
Charitable Expenditure							
Housing Services	12	697,141	-	226,911	-	924,052	938,578
Community and Advocacy		237,784	25,876	716,202	27,627	1,007,489	1,110,829
Day Care		186,021	4,824	218,760	-	409,605	400,725
Core Activities		183,849	153,938	50,435	2,211	390,433	242,355
Governance Costs	7	43,683	-	-	-	43,683	44,184
Total Resource Expanded	8	1,911,524	184,638	1,213,885	29,838	3,339,885	3,188,250
Net Incoming/(Outgoing) Resources before Transfers							
		185,532	(184,638)	(60,451)	(25,931)	(85,488)	210,305
Transfer between Funds		(238,411)	238,411	-	-	-	-
Minority Interest		2,795	-	-	-	2,795	3,106
Net Incoming/(Outgoing) Resources and Net Movements in Funds		(50,084)	53,773	(60,451)	(25,931)	(82,693)	213,411
Realised/Unrealised Gains on Investments		-	-	-	442	442	331
Net Incoming/(Outgoing) Resources and Net Movements in Funds after Realised/Unrealised Gains on Investments		(50,084)	53,773	(60,451)	(25,489)	(82,251)	213,742
Balance at 1st April 2011		1,215,480	413,990	526,774	142,224	2,298,468	2,081,782
Prior year adjustment		(16,549)	-	-	-	(16,549)	(13,514)
Balance at 1st April 2011 (as restated)		1,198,931	413,990	526,774	142,224	2,281,919	2,068,268
Balance carried forward at 31st March 2012		1,148,847	467,763	466,323	116,735	2,199,668	2,282,010

The notes on pages 75 to 97 form part of these financial statements

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
BALANCE SHEETS
AS AT 31ST MARCH 2012 COMPANY No. 03455485

	Notes	The Group		The Charity	
		2012 £	2011 £	2012 £	2011 £
Fixed Assets					
Age UK Nottingham and Nottinghamshire					
Investments	17	-	-	92	92
Tangible Assets	9	1,284,749	1,319,411	1,268,799	1,301,895
George Henry Francis Paylings Charity					
Investments		21,232	20,790	21,232	20,790
Tangible Assets	9	53,275	54,468	53,275	54,468
Total fixed assets		1,359,256	1,394,669	1,343,398	1,377,245
Current Assets					
Age UK Nottingham and Nottinghamshire					
Stock		385	-	385	-
Debtors	10	302,546	238,041	476,610	380,299
Cash at Bank and in Hand		865,191	933,174	627,501	745,735
George Henry Francis Paylings Charity					
Debtors		255	245	255	245
Cash at Bank and in Hand		90,943	87,289	90,943	87,289
Total current assets		1,259,320	1,258,749	1,195,694	1,213,568
Creditors: amounts falling due within one year					
Age UK Nottingham and Nottinghamshire					
Accruals and Deferred Income		274,677	255,915	118,830	132,983
Taxation and Social Security		57,154	61,139	44,382	50,724
Other Creditors		21,071	13,870	-	-
Vehicle Finance Loan	11	-	2,826	-	2,826
George Henry Francis Paylings Charity					
Accruals and Deferred Income		48,915	20,568	48,915	20,568
Total creditors amounts falling due within one year		401,817	354,318	212,127	207,101
Net Current Assets		857,503	904,431	983,567	1,006,467
Total Assets less Current Liabilities		2,216,759	2,299,100	2,326,965	2,383,712
Age UK Nottingham and Nottinghamshire					
Creditors: amounts falling due after one year					
Loans	11	17,091	17,090	-	-
Net Assets		2,199,668	2,282,010	2,326,965	2,383,712
Funds					
Age UK Nottingham and Nottinghamshire					
Restricted	12	466,325	526,774	466,325	526,774
Designated	14	467,763	413,990	467,763	413,990
Unrestricted		1,148,845	1,199,022	1,276,142	1,300,724
George Henry Francis Payling's Charity:					
Permanent Endowment	12	58,457	58,457	58,457	58,457
Expendable Endowment	12	58,278	83,767	58,278	83,767
		2,199,668	2,282,010	2,326,965	2,383,712

Approved by the Board on 25th July 2012 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 75 to 97 form part of these financial statements

From note 13 you will see unrestricted/designated net assets (free cash reserves) are £749,081 to calculate our reserve level see page 70 for our reserves policy note. Based on budgeted expenditure for 2012/13 of £2,437,036 the percentage reserves level is 30.8% which represents 3.7 months which is within our reserve level of 3 to 6 months.

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

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 AUBD 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 2012

(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 AUBD 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 100% of the issued share capital in Age UK Local Trading Limited and 90% of the issued share capital in AUBD Limited. These investments are held at a cost of £2 and £90 respectively in the Charity accounts.

2. **GRANTS AND SERVICE AGREEMENTS**

	<u>2012</u>		<u>2011</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	£	£	£	£
a) HOUSING SERVICES				
Nottingham City Supporting People/ Nottingham City Capital				
Housing Matters(see Note 4)	-	509,338	-	564,473
Home Maintenance (Hospitals)	-	20,219	-	9,815
Home Maintenance (City)	-	75,000	-	303,639
Nottingham City Council				
City Hospital Discharge	1,500	-	1,500	-
Nottingham Primary Care Trust				
City Hospital Discharge	-	-	-	19,308
Age UK/E-on				
Energy/Handyperson Service	27,470	-	1,695	500
Hardship Fund	43,000	-	-	-
Age UK/Wilkinsons				
Handyperson Service	<u>4,000</u>	<u>-</u>	<u>4,000</u>	<u>-</u>
c/f	75,970	604,557	7,195	897,735

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

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

	<u>2012</u>		<u>2011</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b/f	75,970	604,557	7,195	897,735
a) HOUSING SERVICES (continued)				
Home Office/Age UK				
Safer Homes	-	-	4,000	-
Nottinghamshire Fire Authority				
Co2 Detectors	2,600	-	2,750	-
Electrical Safety Council				
Electrical Grant Work	-	-	10,000	-
Safe & Sound				
Nottinghamshire Fire Service	6,000	-	5,000	-
Transition Fund				
Home Support	88,549	-	-	-
	<u>173,119</u>	<u>604,557</u>	<u>28,945</u>	<u>897,735</u>
b) COMMUNITY AND ADVOCACY				
Nottinghamshire County Council				
West Bridgford Visiting Scheme	15,000	-	24,000	-
Gedling Carers	-	15,000	-	22,000
Membership (Mansfield Kindred Spirits)	12,594	-	17,632	-
Membership (Nottingham Kindred Spirits)	7,406	-	10,368	-
Generic Advocacy	109,425	-	109,425	-
Link Age Community Outreach	60,730	-	60,730	-
Link Age Shopping Service	7,615	-	30,445	-
Carers Demonstration Site	-	-	44,190	-
Voluntary Agency Co-ordination	-	-	22,446	-
Dementia Brokerage	15,000	-	5,000	-
Nottinghamshire County Teaching PCT				
Hospital Advocacy	-	35,080	-	35,080
QMC Advocacy	-	14,200	-	14,200
NHS Nottingham City				
Care Home Advocacy	-	6,919	-	-
Digital UK Limited				
Nottingham Switchover	2,854	-	10,592	-
Waltham Switchover	64,837	-	21,533	-
Nottingham City Supporting People				
Sign Posting	-	49,541	-	59,506
c/f	<u>295,461</u>	<u>120,740</u>	<u>356,361</u>	<u>71,280</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

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

	<u>2012</u>		<u>2011</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
b) b/f	295,461	120,740	356,361	71,280
b) <u>COMMUNITY AND ADVOCACY</u> (continued)				
<u>Mansfield District Council</u>				
Shopping Service	-	-	2,000	-
<u>Hardship Fund</u>				
Information and Advice	-	-	39,234	-
<u>Department of Work and Pensions</u>				
Financial Inclusion	-	-	17,544	-
<u>Department of Health</u>				
3 "I"s Carers	-	-	13,112	-
<u>Nottingham City Council</u>				
Generic Advocacy	22,366	-	23,158	-
Membership (Kindred Spirits)	30,923	-	30,932	-
Membership (Best Foot Forward)	8,000	-	7,829	-
Deprivation of Liberty Advocacy	46,500	-	50,000	-
Information and Advice	-	-	155,963	-
Fit as a Fiddle	-	-	260	-
Support Broker	-	-	-	3,497
<u>Age UK</u>				
Membership (Fit as a Fiddle)	47,831	-	54,261	-
Winter Work	-	-	250	-
Tackling Isolation	-	-	2,000	-
Men in Sheds	50,289	-	36,569	-
Information & Advice	21,600	-	-	-
Finances Health Check	3,600	-	-	-
Money Guidance	-	26,814	-	-
<u>Age UK/E-on</u>				
Benefits Advice	25,000	-	-	-
<u>Ecotec Ltd- Volunteering Fund</u>				
Helping Hands	15,005	-	13,995	-
<u>HMP Whatton Prison</u>				
Prison Activity Service	6,188	-	-	-
<u>Transition Fund</u>				
Membership	103,221	-	-	-
	<u>675,984</u>	<u>147,554</u>	<u>803,468</u>	<u>134,283</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

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

	2012		2011	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
c) DAY CARE				
Nottingham City Council				
Sybil Levin	102,944	-	102,944	-
Nottinghamshire County Council				
Gedling Respite Service	-	11,235	-	22,470
Worksop	-	7,906	-	18,622
Stapleford	4,420	-	10,608	-
Mansfield	5,358	-	21,433	-
Newark	6,669	-	26,677	-
Retford	20,458	-	20,458	-
Ollerton	8,144	-	-	-
 Transition Fund				
Day Care	40,882	-	-	-
 Age UK				
Winter Celebration	1,000	-	-	-
 Ashfield District Council				
Sutton in Ashfield lunch/Exercise	-	-	1,850	-
	<u>189,875</u>	<u>19,141</u>	<u>183,970</u>	<u>41,092</u>
d) CORE SERVICES				
Nottingham City Council				
Core Activities	-	11,402	-	11,408
 Nottinghamshire County Council				
Core Activities	-	28,000	-	36,000
 Age UK				
Supporting Friends of Age UK	-	1,800	-	2,500
Rapid Response	1,000	-	-	-
Handicraft Festival	2,000	-	-	-
Retainer	-	12,042	-	-
Branding	-	7,359	-	-
One Off Support	-	8,045	-	-
 Business Link				
Development Grant	750	-	-	-
 Transition Fund				
Charity Log Development/Training	28,348	-	-	-
 Enable- Future Jobs Fund				
Core Activities	664	-	9,464	-
West Bridgford Shop	1,577	-	1,991	-
	<u>34,339</u>	<u>68,648</u>	<u>11,455</u>	<u>49,908</u>
	<u>1,073,317</u>	<u>839,900</u>	<u>1,027,838</u>	<u>1,123,018</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 2012

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

	2012	2011
	£	£
Anonymous	25,000	25,000
Coventry Building Society	418	402
Dignity Funerals	-	500
Nottinghamshire Fire Authority	500	-
The Gray Trust	10,000	10,000
The J N Derbyshire Trust	2,200	2,000
The Late M M Burnett	-	403
The Late B Moulton Smith	12	31,616
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	-5	8,185
The Late J E Holt	9	46,996
The Late B Timms	-	15
The Late J C Holman	2,000	-
The Rothera Family Trust	432	450
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	<u>3,369</u>	<u>8,100</u>
	<u>45,435</u>	<u>286,857</u>

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

	2012	2011
	£	£
Staying Put		
The Skerritt Trust	28,600	28,600
Individuals	30	83
Home Maintenance		
Individuals	320	642
Home Support		
Individuals	170	-
The Paylings Charity	20,000	-
City Hospital Discharge		
Individuals	-	160
	<u>49,120</u>	<u>29,485</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

3. DONATIONS AND LEGACIES

B. RESTRICTED FUNDS (continued)

b) COMMUNITY AND ADVOCACY

	2012	2011
	£	£
West Bridgford Visiting Scheme		
Harry Dunn Charitable Trust	1,500	1,500
Individuals	50	60
Community Outreach		
Individuals	-	35
Advocacy Service		
Individuals	495	60
G Knott	-	400
The Paylings Charity	3,944	3,153
Information & Advice		
The Paylings Charity	1,458	-
Money Guidance		
Individuals	50	-
Counselling Service		
Individuals	80	149
Membership(Kindred Spirits Mansfield)		
Individuals	2,691	1,651
Membership Kindred Spirits		
Individuals	950	4,469
Shopping Service		
Individuals	775	1,746
Whatton Prison Service		
Lankelly Chase	-	16,500
Individuals	-	20
Signposting		
Individuals	20	-
Helping Hands		
Thomas Far Charity	-	2,000
Co-op Community Fund	-	2,000
	12,013	33,743

**AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012**

(continued)

3. DONATIONS AND LEGACIES

B. RESTRICTED FUNDS (continued)

	2012	2011
	£	£
c) DAYCARE		
<u>The Sybil Levin Centre</u>		
Chairs Fundraising	2,314	-
<u>Mansfield Day Care</u>		
The Paylings Charity	2,225	5,588
<u>Worksop</u>		
Individuals	63	-
<u>Stapleford</u>		
Individuals	200	-
<u>Newark</u>		
Individuals	28	-
<u>Ollerton</u>		
Individuals	27	-
<u>Sutton in Ashfield Activity & Lunch Club</u>		
Ashfield Fair Share Foundation	-	11,644
	<u>4,857</u>	<u>17,232</u>
 <u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>	<u>65,990</u>	<u>80,460</u>

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

	2012	2011
	£	£
Nottingham City Council Grant	278,780	305,688
Fee Income	-	1,231
Payments to Subcontractors	230,558	257,554
	<u>509,338</u>	<u>564,473</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

5. SURPLUS ON SHOPS

	<u>Age UK</u>	<u>Mansfield</u>	<u>West</u>	<u>Total</u>	<u>Total</u>
	<u>£</u>	<u>Shop</u>	<u>Bridgford</u>	<u>2012</u>	<u>2011</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Income					
Merchandising Income	12,407	89,234	73,850	175,491	169,518
Donated Stock	-	30,150	-	30,150	31,595
Donation Cash	-	-	105	105	-
	<u>12,407</u>	<u>119,384</u>	<u>73,955</u>	<u>205,746</u>	<u>201,113</u>
Direct and Overhead Expenses					
Purchases	-	97	97	194	104
Donated Stock	-	30,150	-	30,150	31,595
Less Closing Stock	-	385	-	385	-
Staff Costs &					
Volunteer Expenses	-	43,890	26,296	70,186	74,801
Rent, Rates and Water	-	11,444	15,865	27,309	25,575
Light and Heat	-	1,080	1,180	2,260	2,641
Cleaning, Repairs, Renewals and Insurance	-	1,240	769	2,009	1,797
Telephone	-	690	402	1,092	1,013
Advertising	-	2,943	41	2,984	2,386
Depreciation	-	48	254	302	3,610
Sundry Expenses	-	159	730	889	2,805
Other Overheads	-	9,166	6,793	15,959	16,270
Share of Surplus to Age Concern England/Eastwood	-	-	-	-	-
Transport and Collection	-	4,945	-	4,945	9,939
	<u>-</u>	<u>105,467</u>	<u>52,427</u>	<u>157,894</u>	<u>72,536</u>
Designated Funds Used		-	-	-	-
Surplus	<u>12,407</u>	<u>13,917</u>	<u>21,528</u>	<u>47,852</u>	<u>28,577</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 2012

(continued)

6. FUNDRAISING AND PUBLICITY

Unrestricted Funds

	2012	2011
	£	£
Postage, Printing and Stationery	-	20
Advertising and Publicity	2,126	4,138
Other Costs	194	1,413
	<u>2,320</u>	<u>5,571</u>

Note

The costs of fund raising are shown as £2,320 with corresponding income of £13,221 (2011: £16,977), it should be noted that fundraising activity also contributed to donation and legacy income detailed in note 3.

7. GOVERNANCE COSTS

	Unrestricted	
	Total	Total
	2012	2011
	£	£
Annual General Meeting & Annual Report Production	8,311	10,137
Audit and Accountancy	8,455	9,873
Board Meetings	22,748	20,143
Strategic Planning Meeting	1,056	-
Board of Trustees Expenses & Training	76	432
Insurance	563	383
Legal and Professional	2,474	3,216
	<u>43,683</u>	<u>44,184</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	Total	Total
	£	Overheads	2012	2011
	£	£	£	£
Merchandising	-	13,513	13,513	16,270
Fundraising	-	-	-	-
Trading Subsidiaries	26,500	50,460	76,960	70,452
Housing Services	22,534	75,067	97,601	105,965
Community & Advocacy	17,658	72,700	90,358	157,293
Day Care	-	32,211	32,211	54,996
Core Activities	4,607	10,841	15,448	21,200
	<u>71,299</u>	<u>254,792</u>	<u>326,091</u>	<u>426,176</u>

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2012</u>	<u>Total 2011</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Direct Charitable Expenditure	1,751,538	105,884	844,319	2,701,741	2,683,008
Fundraising and Publicity					
- shops	67,528	302	91,641	159,471	172,536
- other	-	-	2,320	2,320	5,571
Governance Costs	24,603	-	19,080	43,683	44,184
Trading Subsidiary Costs	-	-	402,832	402,832	273,472
George Henry Francis Paylings Charity	-	1,193	28,645	29,838	9,479
	<u>1,843,669</u>	<u>107,379</u>	<u>1,388,837</u>	<u>3,339,885</u>	<u>3,188,250</u>

	<u>2012</u>	<u>2011</u>
	<u>£</u>	<u>£</u>
Staff Costs:		
Wages and Salaries	1,638,723	1,683,805
Social Security Costs	127,669	135,303
Pension Costs	77,277	85,097
	<u>1,843,669</u>	<u>1,904,205</u>

	<u>2012</u>	<u>2011</u>
	<u>£</u>	<u>£</u>
Other Costs:		
Audit	8,935	9,844
Grants - repair works for individuals	290,420	306,879
Property Costs	135,384	120,238
Travel Costs and Volunteers' Expenses	63,508	70,132
Transport / Stock Collection Costs	49,944	45,593
Advertising and Office Expenses	227,434	205,749
Training	16,770	32,540
Legal and Professional	70,480	17,664
Miscellaneous	64,720	60,140
Trading Subsidiary Costs	402,832	273,472
George Henry Francis Paylings Charity	28,645	8,286
Donated Stock	29,765	31,595
	<u>1,388,837</u>	<u>1,182,132</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>2012</u>	<u>2011</u>
	<u>No.</u>	<u>No.</u>
No employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	60	66
Fundraising and Publicity	5	5
Management and Administration of the Charity	15	15
	<u>80</u>	<u>86</u>

The directors received no remuneration nor any reimbursement of expenses during the year (2011: £nil).

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

9. TANGIBLE FIXED ASSETS

(a) **THE GROUP**

	<u>Leasehold Improvements</u>	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cost						
At 1st April 2011	1,321	1,730,558	184,615	176,776	159,350	2,252,620
Additions in Year	-	19,462	27,380	11,187	21,402	79,431
Disposals in year	-	-	(122,131)	-	(32,493)	(154,624)
At 31st March 2012	1,321	1,750,020	89,864	187,963	148,259	2,177,427
Depreciation						
At 1st April 2011	396	541,008	168,332	99,278	124,195	933,209
Charge for Year	66	61,361	18,757	8,867	19,813	108,864
Disposals in Year	-	-	(122,131)	-	(27,264)	(149,395)
At 31st March 2012	462	602,369	64,958	108,145	116,744	892,678
Net Book Values						
At 31st March 2012	859	1,147,651	24,906	79,818	31,515	1,284,749
At 31st March 2011	925	1,189,550	16,283	77,498	35,155	1,319,411

(b) **THE CHARITY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cost					
At 1st April 2011	1,724,029	165,277	158,556	159,350	2,207,212
Additions in Year	19,462	26,797	10,658	21,402	78,319
Disposals in Year	-	(122,131)	-	(32,493)	(154,624)
At 31st March 2012	1,743,491	69,943	169,214	148,259	2,130,907
Depreciation					
At 1st April 2011	540,220	150,380	90,522	124,195	905,317
Charge for Year	61,035	17,470	7,868	19,813	106,186
Disposals in Year	-	(122,131)	-	(27,264)	(149,395)
At 31st March 2012	601,255	45,719	98,390	116,744	862,108
Net Book Values					
At 31st March 2012	1,142,236	24,224	70,824	31,515	1,268,799
At 31st March 2011	1,183,809	14,897	68,034	35,155	1,301,895

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
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(continued)

9. **TANGIBLE FIXED ASSETS (continued)**
(C) George Henry Francis Paylings Charity

	Investment	Freehold	Total
	£	Property	£
		£	
Cost			
At 1st April 2011	20,790	55,661	76,451
Additions in Year	442	-	442
As at 31st March 2012	<u>21,232</u>	<u>55,661</u>	<u>76,893</u>
Depreciation			
As at 31st March 2011	-	1,193	1,193
Charge for Year	-	1,193	1,193
As at 31st March 2012	<u>-</u>	<u>2,386</u>	<u>2,386</u>
Net Book Values			
At 31st March 2012	<u>21,232</u>	<u>53,275</u>	<u>74,507</u>
At 31st March 2011	<u>20,790</u>	<u>54,468</u>	<u>75,258</u>

10. **DEBTORS**

	The Group		The Charity	
	2012	2011	2012	2011
	£	£	£	£
Grants Receivable	76,540	24,124	76,540	24,124
Prepayments	36,026	58,710	18,400	19,756
Other Debtors	172,498	81,340	90,651	30,364
Amounts due from subsidiary undertakings	-	-	290,287	246,142
Donations Receivable	732	59,913	732	59,913
Minority interest	16,750	13,954	-	-
	<u>302,546</u>	<u>238,041</u>	<u>476,610</u>	<u>380,299</u>

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

	The Group		The Charity	
	2012	2011	2012	2011
	£	£	£	£
VISAV Set up costs	17,090	17,090	-	-
Share Capital	-	90	-	90
Analysis of Borrowings:				
Within one year	-	2,826	-	2,826
Between two and five years	17,090	17,090	-	-
	<u>17,090</u>	<u>19,916</u>	<u>-</u>	<u>2,826</u>

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(continued)

12. **RESTRICTED FUNDS**

Funded by:

	<u>Balance</u> <u>1.4.2011</u> <u>£</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2012</u> <u>£</u>
		<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	
HOUSING				
Nottingham City Council				
City Hospital Discharge	-	1,500	1,500	-
Home Maintenance (Hospitals)	1,482	-	1,482	-
Home Maintenance Sinking Fund (Van)	12,306	-	3,763	8,543
Home Maintenance (West Area)	1,628	-	274	1,354
Home Maintenance (West Area) Sinking Fund	2,265	-	239	2,026
The Skerritt Trust				
General	9,015	28,600	23,198	14,417
Age UK/E-on				
Home Service	1,243	-	124	1,119
Energy/Handy Person Service	-	27,470	27,470	-
Hardship Fund	-	43,000	43,000	-
Age UK/Wilkinsons				
Handy Person Gas Safe Service	2,412	-	2,412	-
Handy Person Service	-	4,000	4,000	-
General Donations				
Staying Put Hardship Fund	573	-	-	573
Staying Put	-	30	30	-
Home Maintenance	-	320	320	-
Home Support	-	170	170	-
Nottinghamshire Fire Service				
Carbon Monoxide Detectors	-	2,600	2,460	140
Safe & Sound	-	6,000	6,000	-
Electrical Safety Council				
Electrical Grant Work	1,794	-	1,794	-
The Paylings Charity				
Home Support	-	20,000	20,000	-
Transition Fund				
Home Support	-	88,549	88,549	-
Nottingham Primary Care Trust				
First Link	1,255	-	126	1,129
TOTAL	33,973	222,239	226,911	29,301

COMMUNITY & ADVOCACY/(inc FEES AND CONTRIBUTIONS)

Joint Finance

Gedling Development Officer	50	-	5	45
Rushcliffe Continuing Care Support Worker	147	-	16	131

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(continued)

12. RESTRICTED FUNDS

Funded by:	<u>Balance</u> <u>1.4.2011</u> <u>£</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2012</u> <u>£</u>
		<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	
<u>Help the Aged/Age UK</u>				
Advice Service	496	-	50	446
Action Against Burglary	60	-	6	54
<u>Department of Health</u>				
Direct Payments	373	-	37	336
<u>Nottinghamshire County Council</u>				
West Bridgford Visiting Scheme	240	15,000	15,024	216
Membership (Mansfield Kindred Spirits)	-	12,594	12,594	-
Membership (Nottingham Kindred Spirits)	-	7,406	7,406	-
Advocacy North Notts	111	-	11	100
Generic Advocacy	865	109,425	110,290	-
Link Age Community Outreach	2,004	60,730	62,734	-
Link Age Shopping Service	117	7,615	7,626	106
Voluntary Agency Co-ordination	1,692	-	1,692	-
Carers Demonstration Site	124	-	12	112
Dementia Brokerage	1,341	15,000	16,341	-
<u>Nottingham City Council</u>				
Generic Advocacy	726	22,366	23,092	-
Home Safety	82	-	8	74
Membership (Kindred Spirits)	-	30,923	30,923	-
Membership (Best Foot Forward)	544	8,000	8,544	-
Deprivation of Liberty	3,064	46,500	49,564	-
Information and Advice	1,501	-	1,501	-
<u>National Lottery Charities Board</u>				
Mobile Resource	34	-	3	31
Membership (Kindred Spirit)	177	-	18	159
<u>Age UK</u>				
Age Resource Information & Advice	188	-	19	169
Emergency Heating/Cooking Fund	545	-	-	545
Fit as a Fiddle	6,287	47,831	53,809	309
Men in Sheds	1,520	50,289	40,829	10,980
Information & Advice	-	21,600	21,600	-
Finances Health Check	-	3,600	3,600	-
<u>Age UK/E-on</u>				
Benefits Advice	-	25,000	25,000	-
<u>Nottingham Primary Care Trust</u>				
Age Well Project	55	-	5	50
<u>DEFRA</u>				
Advice Service Rural Areas	256	-	26	230
<u>Transition Fund</u>				
Membership	-	103,221	103,221	-

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

12. RESTRICTED FUNDS

Funded by:	<u>Balance</u> <u>1.4.2011</u> <u>£</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2012</u> <u>£</u>
		<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	
<u>COMMUNITY & ADVOCACY(continued)</u>				
<u>Ecotec – Volunteering Fund</u>				
Helping Hands	-	15,005	15,005	-
<u>Department of Health</u>				
3 “I”s Carers	660	-	660	-
<u>Digital UK Limited</u>				
Nottingham Transmitter	-	2,854	2,854	-
Waltham Transmitter	1,090	64,837	65,780	147
<u>The Paylings Charity</u>				
Advocacy for Individuals Living in Mansfield	-	3,944	3,944	-
I&A for Individuals Living in Mansfield	-	1,458	1,458	-
<u>Lankelly Chase Trust</u>				
Whatton Prison Project	5,556	-	5,556	-
<u>General Donations</u>				
Membership (Kindred Spirits Mansfield) - Social Fund	-	1,585	1,585	-
Membership (Kindred Spirits Mansfield) – Individuals	-	2,691	2,691	-
Membership (Kindred Spirits Social Fund)	-	10,866	10,866	-
The Harry Dunn Charitable Trust – WB Visiting	-	1,500	1,500	-
West Bridgford Visiting – Individuals	-	50	50	-
Membership (Kindred Spirits) - Individuals	-	950	950	-
Sign Posting	-	20	20	-
Capital Shopping – Locks	89	-	89	-
Advocacy	-	495	495	-
Counselling	-	80	80	-
Shopping Service	-	775	775	-
Money Guidance	-	50	50	-
<u>HMP Whatton Prison</u>				
Whatton Prison Project	-	6,188	6,188	-
<u>TOTAL</u>	29,994	700,448	716,202	14,240
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	6,265	102,944	103,898	5311
<u>Nottinghamshire County Council</u>				
Stapleford	-	4,420	4,420	-
Mansfield	-	5,358	5,358	-
Newark	249	6,669	6,693	225
Retford	2,762	20,458	23,220	-
Ollerton	-	8,144	8,144	-

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

12. RESTRICTED FUNDS

Funded by:	<u>Balance</u> <u>1.4.2011</u> <u>£</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2012</u> <u>£</u>
		<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	1,925	-	113	1,812
<u>The Paylings Charity</u>				
Mansfield Day Care	-	2,225	2,225	-
<u>Sainsburys Plc</u>				
Sainsburys Project	334	-	33	301
Ashfield Fair Share Foundation				
Sutton in Ashfield Lunch/Exercise Group	1,835	-	1,835	-
<u>General Donations</u>				
Sybil Levin Centre- Building	3,338	-	342	2,996
McCarthy & Stone – Security	306	-	24	282
Barclays Bank Carpets	488	-	42	446
Grant Thornton	1,307	-	133	1,174
Yorkshire Building Society	759	-	77	682
The Skerritt Trust	7,000	-	500	6,500
Anonymous	28,000	-	2,000	26,000
The Percy Bilton Charity	3,500	-	250	3,250
New Appeals	3,310	-	331	2,979
The Robert McAlpine Trust	5,441	-	389	5,052
Sybil Levin Centre (High Sheriff of Notts Appeal)	90,330	-	8,448	81,882
Newark Day Care – The Beatrice Lang Trust	206	-	20	186
Workshop Day Care – The Beatrice Lang Trust	242	-	26	216
Yorkshire Building Society – Sybil Levin Tables	890	-	-	890
Newark Day Care	-	28	28	-
Workshop Day Care	-	63	63	-
Ollerton Day Care	-	27	27	-
Stapleford Day Care	-	200	200	-
Sybil Levin Centre Chairs Fundraising	-	2,314	2,314	-
<u>Transition Fund</u>				
Day Care	-	40,882	40,882	-
<u>Age UK</u>				
Winter Celebration	-	1,000	1,000	-
<u>The Sybil Levin Centre Minibus Fund</u>				
Mary Potter Convent Trust	1,000	-	500	500
The Lady Hind Trust	1,000	-	500	500
The J N Derbyshire Trust	2,500	-	1,250	1,250
The Thomas Farr Charity	1,500	-	750	750
The Jessie Spencer Trust	500	-	250	250
New Appeals	2,450	-	1,225	1,225
Sir John Eastwood Foundation	2,500	-	1,250	1,250
TOTAL	169,937	194,732	218,760	145,909

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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FOR THE YEAR ENDED 31ST MARCH 2012

(continued)

12. RESTRICTED FUNDS

Funded by:	<u>Balance</u> <u>1.4.2011</u> <u>£</u>	<u>Movement in Resources</u>		<u>Balance</u> <u>31.3.2012</u> <u>£</u>
		<u>Incoming</u> <u>£</u>	<u>Outgoing</u> <u>£</u>	
<u>CORE SERVICES (inc MERCHANDISING COSTS)</u>				
<u>Age UK</u>				
Bradbury House Building	9,838	-	232	9,606
Upper Parliament Street	3,225	-	215	3,010
Handicraft Festival	-	2,000	2,000	-
Rapid Response	-	1,000	1,000	-
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	10,142	-	855	9,287
<u>General Donations</u>				
Bradbury House Building	269,665	-	16,371	253,294
<u>Enable – Future Jobs Fund</u>				
Core Services	-	664	664	-
West Bridgford	-	1,577	1,577	-
<u>County Fundraising</u>				
Fundraising	-	1,616	-	1,616
Charges	-	60	-	60
<u>Transition Fund</u>				
Charity Log/Training	-	28,348	28,348	-
<u>Business Link</u>				
Training Grant	-	750	750	-
<u>TOTAL</u>	<u>292,870</u>	<u>36,015</u>	<u>52,012</u>	<u>276,873</u>
George Henry Francis Payling's Charity	142,224	4,349	29,838	116,735
TOTAL RESTRICTED FUNDS	<u>668,998</u>	<u>1,157,783</u>	<u>1,243,723</u>	<u>583,058</u>

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS
DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible</u> <u>Fixed Assets</u> <u>£</u>	<u>Net Assets</u> <u>£</u>	<u>Total</u> <u>£</u>
Gedling Development Officer	45	-	45
Advice Service – Help the Aged	446	-	446
Action Against Burglary – Age UK	54	-	54
Direct Payments	336	-	336
Home Maintenance (Hospitals)	8,543	-	8,543
Home Maintenance (West Area)	3,380	-	3,380
Fire Authority On Fire Fund	-	140	140
Home Safety	74	-	74
Digital UK Waltham Transmitter	147	-	147

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(continued)

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS
DIRECT CHARITABLE PURPOSES

Restricted Funds	Tangible		Total
	Fixed Assets	Net Assets	
	£	£	£
Transact Travel Plan	9,287	-	9,287
National Lottery Charities Board - Kindred Spirits	159	-	159
Skerritt Trust - General	-	14,417	14,417
- Sybil Levin	1,812	-	1,812
Sainsbury's Project	301	-	301
Staying Put - Hardship Fund	264	309	573
Age Concern England – Building	9,606	-	9,606
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	81,882	-	81,882
Age UK – Upper Parliament Street	3,010	-	3,010
Age UK – Membership (Fit as a Fiddle)	235	74	309
Age UK – Men in Sheds	1,160	9,820	10,980
Rushcliffe Continuing Care Support Worker	131	-	131
Home Service	1,119	-	1,119
Bradbury House Building	253,294	-	253,294
Age Well Projects	50	-	50
National Lottery Charities Board - Mobile Resource	31	-	31
Age Concern England – Emergency Heating/Cooking Fund	-	545	545
Age Resource Advice and Information	169	-	169
West Bridgford Visiting Scheme	216	-	216
Sybil Levin Building	4,852	-	4,852
- The Skerritt Trust	6,500	-	6,500
- Anonymous	26,000	-	26,000
- The Percy Bilton Charity	3,250	-	3,250
- New Appeals	2,979	-	2,979
- The Robert McAlpine Trust	5,052	-	5,052
McCarthy & Stone Camera	282	-	282
First Link	1,129	-	1,129
Sybil Levin Centre – Nottingham City Council	5,311	-	5,311
Newark Day Care	411	-	411
Workshop Day Care	216	-	216
Sybil Levin – Barclays	446	-	446
DEFRA	230	-	230
Link Age Shopping Service	106	-	106
Carers Demonstration Site	112	-	112
Generic Advocacy	100	-	100
Sybil Levin Minibus Fund	5,725	-	5,725
Yorkshire Building Society – Sybil Levin Tables	-	890	890
County Fundraising	-	1,676	1,676
George Henry Francis Payling's Charity	53,275	63,460	116,735
RESTRICTED FUNDS AT 31ST MARCH 2012	491,727	91,331	583,058
UNRESTRICTED/DESIGNATED FUNDS AT 31ST MARCH 2012	867,529	749,081	1,616,610
TOTAL ASSETS	1,359,256	840,412	2,199,668

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.

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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(continued)

14. DESIGNATED FUNDS

	<u>Balance</u> <u>1st April 2011</u>	<u>Movement</u> <u>in Resources</u>	<u>Transfers</u> <u>between Funds</u>	<u>Balance</u> <u>31st March 2012</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Employers Liability Fund	30,000	(1,061)	1,061	30,000
Salary 4% in lieu of inflation award	-	(66,738)	66,738	-
Health & Safety	3,000	-	-	3,000
Welfare Fund	100,109	(3,708)	-	96,401
Sinking Fund – Information Technology	65,000	(33,360)	6,672	38,312
Buildings	100,000	(37,321)	37,321	100,000
Minibus/Vehicles	50,000	(7,327)	7,327	50,000
Shops	30,758	-	-	30,758
Staff Conference	4,423	(4,423)	4,700	4,700
Specific Charitable Services	30,700	(30,700)	114,592	114,592
	<u>413,990</u>	<u>(184,638)</u>	<u>238,411</u>	<u>467,763</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 AUBD Limited. The following is a summary of the financial activities undertaken by the Age UK Nottingham and Nottinghamshire:

	<u>2012</u> <u>£</u>	<u>2011</u> <u>£</u>
Gross Incoming Resources	2,875,957	3,152,883
Merchandising Costs	(159,471)	(172,536)
Fundraising Costs	(2,320)	(5,571)
Expenditure on Charitable Activities	(2,701,741)	(2,683,008)
Governance Costs	(43,685)	(44,184)
	<u>(31,260)</u>	<u>247,584</u>
Balance brought forward from previous year	<u>2,241,488</u>	<u>1,993,904</u>
Total Funds carried forward	<u>2,210,228</u>	<u>2,241,488</u>
George Henry Francis Payling's Charity:		
Gross Incoming Resources	3,907	3,619
Expenditure on Charitable Activities	29,838	(9,479)
Realised/Unrealised Gains on Investments	442	331
	<u>(25,489)</u>	<u>(5,529)</u>
Balance brought forward from previous year	<u>142,224</u>	<u>147,753</u>
Total Funds carried forward	<u>116,735</u>	<u>142,224</u>

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(continued)

17 **SUBSIDIARY COMPANIES**

Investments

Age UK Local Trading Limited	2	2
AUBD Limited	90	90
	92	92

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:

	2012	2011
	£	£
Turnover	522,462	400,156
Cost of Sales	4,720	1,940
Gross Profit	517,742	398,216
Administrative Expenses	329,559	260,477
Gifted to Age UK Nottingham and Nottinghamshire	135,000	101,000
Gifted to Age UK Derby and Derbyshire	53,536	37,190
Net (Loss)	(353)	(451)
The aggregate of the assets, liabilities and funds was:		
Assets	261,872	215,133
Liabilities	(238,340)	(191,248)
	23,532	23,885
Share Capital	2	2
Profit and Loss Account	23,530	23,883
Funds	23,532	23,885

AUBD 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 £31,677. 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:

	(As restated)	
	2012	2011
	£	£
Turnover	143,745	123,838
Cost of Sales	<u>104,609</u>	<u>87,671</u>
Gross Profit	39,136	36,167
Administrative Expenses	67,082	67,226
Gifted to Age UK Nottingham and Nottinghamshire	-	-
Net (Loss)	<u>(27,946)</u>	<u>(31,059)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	81,331	68,708
Liabilities	<u>(248,818)</u>	<u>(208,249)</u>
	<u>(167,487)</u>	<u>(139,541)</u>
Share Capital	100	100
Profit and Loss Account	<u>(167,587)</u>	<u>(139,641)</u>
Funds	<u>(167,487)</u>	<u>(139,541)</u>

AUBD Limited changed the way in which revenue is recognised in the profit and loss account. In prior years, revenue was recognised on a receipts basis. For the year ended 31 March 2012, revenue is recognised on accruals basis. The change in accounting policy necessitated a prior year adjustment in the subsidiary's accounts. This was not material to the group accounts but has been included to ensure consistency. The effect on the results for the year ended 31 March 2012 is to increase the loss by £319 (2011: £3,371), resulting in adjustment to brought forward reserves £18,388.

18. LEASING COMMITMENTS

At 31st March 2012, the group had annual commitments under non-cancellable operating leases as detailed below:

	2012		2011	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Operating Leases which expire:				
Within one year	-	3,961	-	-
Within two to five years	-	3,639	-	9,838
Over five years	<u>57,472</u>	-	<u>57,472</u>	-
	<u>57,472</u>	<u>7,600</u>	<u>57,472</u>	<u>9,838</u>

19. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2012 or 2011. Trustees' expenses of £ 76 (2011: £377) were reimbursed during the year.

AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE
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(continued)

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 £77,277(2011: £85,097). There were outstanding contributions at 31 March 2012 of £47 (2011: £4,753).

21. RELATED PARTY TRANSACTIONS

During the year the Charity recharged management charges totalling £3,100(2011: £3,100) and other such charges totalling £51,259 (2011: £50,899) to Age Concern Regional Support Services (East Midlands) Limited by Guarantee, a company in which M I Tinkler is a trustee.

Included within other debtors at the balance sheet was £10,546 (2011: £nil).

During the year the charity recharged management charges totalling £13,040 (2011: £14,015), rent £3,000 (2011: £3000) and other recharges of £5,282 (2011: £28,906) to AUBD Limited and recieved commision from AUBD Limited of £61,088 (2011: £64,927)

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

A1 Housing
Age UK
Age UK Enterprises
Age Concern East Midlands
Ashfield District Council
Ashfield Police
Bassetlaw District Council
Bassetlaw Primary Care Trust
Berryman Solicitors
Boots Company PLC
Brunts Trust
Business in the Community
CAF Bank Ltd
Capital One
Co-operative Community Fund
Coventry Building Society
Department of Health
Department of Work & Pensions
Derbyshire County Council
Digital UK Limited
Dignity Funerals
Dukeries Schik and Complex
E.on UK
Ecotec Limited – Volunteering Fund
Electrical Safety Council
Enable Limited – Future Jobs Fund
Experian
Fair Share Foundation
Forman Hardy Charitable Trust
Freeth Cartwright LLP
Gedling Borough Council
Gedling Homes
George Henry Francis Paylings Charity
Gray Trust
Hardship Fund
Harry Dunn Charitable Trust
J N Derbyshire Trust
Lankelly Chase
Mansfield Area Strategic Partnership
Mansfield District Council
Nelsons Solicitors LLP
Newark District Council
Newark FC
NHS Nottingham City
NHS Nottinghamshire County
Nottingham City Council
Nottingham Energy Partnership
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire Fire and Rescue Service
Nottinghamshire Healthcare NHS Trust
Percy Bilton Foundation
Rushcliffe Borough Council
Rothera Family Trust
Roythornes Solicitors
Rushcliffe Primary Care Trust
The Well Centre, Retford
Thomas Farr Charity
Capital FM Arena
Sir John Eastwood Foundation
Skerritt Trust
Smith Cooper Nottingham
Wilkinson Hardware Stores Limited