



Limited by Guarantee

ANNUAL REPORT & ACCOUNTS

For the year ended

31st March 2013

Love Later 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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Nottingham
NG1 4FQ

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facebook.com/AgeUKNotts



twitter.com/AgeUKNotts

Registered Charity No. 1067881
A company limited by guarantee
Registration No. 3455485

President:

Cdr Peter R Moore RD*, DL RNR

Life Vice-Presidents:

Mrs I Aynsley
Mrs O Baines
Mrs P Davies
Mrs J Hackett
Mr D Hancock

Mrs C Moore
Mrs J Lewis
Mr T Parr
Mr L Stevens

Board of Trustee Directors:

Mrs S I Warzynska (Chair)
Mr B Burdus (Vice-Chair)
Mr E G Edwards (Hon. Financial Adviser)
Dr P Cansfield
Mr C N Cullen

Mr A Ghelani
Mr T Jones
Mr M Williamson

In Attendance:

Mr M I Tinkler
(Chief Executive & Company Secretary)

Non-Trustee Members:

Cllr J Allin
Dr A Blundell
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

Group Auditors: RSM Tenon Audit Limited, The Poynt, 45 Wollaton Street,
Nottingham NG1 5FW

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

Group 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 28th August 2013 at 11.00 am
The Training Room
Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ**



Chair of Trustees Statement

Wow what a year – quite sensational. The Olympics, the Diamond Jubilee and Age UK Nottingham and Nottinghamshire's 70th Anniversary – all of these milestone events were successfully fulfilled way beyond our expectations.

Looking back on the past year – it has again been a time for making some difficult decisions, but the main concern was that we continued to offer services which older people in Nottingham and Nottinghamshire need and deserve. This was achieved only with a huge amount of hard work and effort on the part of our staff and volunteers - putting in that extra mile again - to ensure we survive and offer the best services possible.

Our funders are under-going great changes as well and they work closely with us to ensure we find the most effective way of working towards our objectives without compromising on the quality and efficiency we promise to deliver. We are all tasked with trying to work even more effectively, legally and with pride, but often with less money available to undertake the help and support we give to older people locally in the way we want, and our service users expect – it doesn't get any easier.

We are, therefore, more or less continuously looking to change our structures and the way we work to ensure we are able to continue to deliver high quality, flexible services to older people in our area.

At the heart of the new structure we put in place last year was 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 and nothing this year has changed that promise.

We will still seek to ensure we provide services that are tailored to the individual needs of an older person – either accessing just one service or they may access a number of services. As someone's circumstances change, the type of support we provide needs to be flexible, do take the time to read about the range of services we provide in the following pages.

Our Trading Company is performing well in a very competitive market-place and is again top of the leader board overall for trading within the whole of England. These results are down to the quality and hard work of the staff and volunteers guided by their Commercial Director, Clive Parkin 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 Trading Company covenants to the charity most of our unrestricted income which enables us to keep financing, out of our own reserves, those services which receive no or little contribution from other sources. This amounted to £143,000 In the current financial year.

We are so well known throughout the country as the best Trading Company to the extent where the Commercial Director has been 'loaned out' to other Age UKs round the country as a consultant to guide them through changes they may need to make to improve their results and increase non restricted funds via their own trading arm.

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. Particularly exciting is the largest area in the UK – London – has signed up and is performing very well and very quickly. They have already moved their targets up to a higher level due to their initial success with the help of our Manager, John Anderton. Other areas are actively considering the initiative and it is envisaged more will sign up in the following year. This is another activity which produces unrestricted income – and as we all know this is the best, but not the easiest, income to receive. Just as important though is the fact that we supply names of trusty traders at no cost to the user – a very important service in this day and age of more vulnerable people being ripped off by unscrupulous companies.

The Annual Staff Conference was held in September at the Belgrave Banqueting Suite and it was centred around Positive Thinking. I was so proud of their dedication and true interest in the work – it was good to consider positive thinking and to know we already do it – and very well!!

The Handicraft and Music Festival held its second annual event in August. 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.

Through our Support Group, 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 is now rapidly becoming an annual event which we can all look forward to attending.

The Campaign to End Loneliness was launched in October. This is a valuable piece of work. We aim to touch as many people as possible and get them involved in speaking to and helping just one old person (or many) and the response has been quite incredible. People have pledged a range of promises from looking out for just one elderly neighbour to companies giving their time and knowledge to helping lonely people in their catchment area. This campaign narrows the gap between the young and old and raises awareness and understanding of their needs – all community driven.

Our work will ensure that across Nottingham and Nottinghamshire at all levels, our communities, people and organisation are taking more effective steps to tackle the factors that cause loneliness. In the future this means that the impact of loneliness on our health and the health of our communities will be reduced.

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. However, to make sure we are fully up to speed, we had a morning of training on financial issues to refresh and enhance our knowledge of a very vital area. It is with great thanks to their dedication and wisdom which enables me to be absolutely sure that we have a Board which truly upholds all the principles of good governance.

We particularly look, monthly, on a rolling basis at all the risks to different areas of the Charity. We decide whether we are sufficiently up to date for our needs and to mitigate as far as possible any risk to our staff, our reputation and most importantly to the older people we come into contact with. A few alterations are made but it is most satisfying to know that our procedures appear to be properly in place as we had no failure of control systems in the past 12 months.

We sailed through the assessment for the renewal of the Quality Standard ISO 9001 and the Environmental Standard ISO 14001 which was passed with little comment from the assessor other than we are a very well-run and dedicated organisation. He was extremely thorough in his assessment and could find nothing of great importance for us to change.

Our work with Black and Ethnic minority elders goes on. We have strong links with the Muslim, South African, North African, African Caribbean and Irish communities through our Visiting Service. We have established links with other ethnic minority groups and particularly this year with the Gypsy and Traveller community. Working closely with these groups has helped us understand much better their needs and life styles.

Sadly I have to report the death of Roy Batterbury who used to be the Chief Officer some years ago and recently was Chair of our Trading Company until his retirement. He held the reigns of this charity during a most difficult period when it could easily have closed so we owe a great debt to Roy. He was an active Rotarian and gave much of his time to charitable causes. A lovely man. He will be very sadly missed.

I must also report that Tom Martin C de G passed away at the age of 94 after a short illness. Tom was a Vice-President of Age UK Notts. He was also a well-known local figure in Stapleford and was involved in many community groups, including Age Concern Stapleford. Tom was also a local councillor, former Mayor of Stapleford and one of the first Honorary Aldermen in Broxtowe Borough. Tom was always campaigning on issues that impact on older people and he will be missed.

During February of this year we learnt the sad news that John Hunt, who worked for Age UK Notts as a Handyperson Operative in Derbyshire, died unexpectedly. His loss

hit the charity hard as he finished work on the Friday and then died suddenly of a heart attack over the weekend. John touched the lives of many older people during his three years with the charity and is missed by us all.

Funding cuts and how to use the money available to achieve the best outcomes from a reduced pot has, of course, yet again, been the 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 – we realise it has not been easy for you either – we couldn't exist without your continued support.

I must thank the staff and our wonderful volunteers who work tirelessly to do such important work – day by day. They don't just change people's lives though. It has been much talked about statistically if someone is lonely or worried and stressed the result will be a shorter life span than someone who is enjoying a happy and varied autumn of their lives. I don't think they needed an in depth report – we already know that we actually SAVE lives.

These values are the foundation of everything we stand for and are well worth repeating:

Caring – we are passionate about what we do and care about each individual

Enabling – we empower older people to live independently

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.

Lastly, I must mention Mick Tinkler who has, once again, guided the charity through some uncomfortable waters – we know where we want to go but we need a good hand on the tiller to enable us to reach our destination. Mick never strays far from his vision and passion of making a better world for older people and works tirelessly to organise and plan the best use of available funds and choose the right staff and volunteers to ensure that we offer the very, very best – thank you.

The measure of a decent, caring and modern democracy is how we treat our elders. They are often forgotten and sometimes it is very difficult to get funders and individuals to donate – other charitable causes come way up the list from ours. We value all donations, large and small, and those who give their time freely – we couldn't exist without any of you. We know in Age UK Nottingham & Nottinghamshire we go that extra mile to ensure anyone who comes to us will get the support, help and respect they deserve.

There are few of us who didn't see and be moved by the wonderful Olympics and the spirit of pride and comradeship through sport which was evident for the few weeks

leading up to and after the event. Also, the Queen's Jubilee and our 70th Anniversary were thoroughly enjoyed by many in Nottingham and the County – again a real sense of pride and community was clearly visible by everyone. A fantastic and historical year to remember. But, after all the excitement has come and gone, life goes on daily. Our mission is to enhance the quality of life and promote the well-being of all older people in Nottingham and Nottinghamshire every day – 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

As the Chief Executive of a large local charity which delivers excellent services and support to some of the more vulnerable members of our community it can be easy to get bogged down in strategic and operational planning, financial management, governance, risk management, development of policy, the monitoring of key performance indicators, performance improvements, service developments, quality assurance, etc. These are all important areas and they quite rightly demand my close attention. However, I must point out that these are simply the underpinning areas of work that lead to the reason I work for Age UK Notts.

Why do I work for Age UK Notts? Quite simply it is because we are an extremely effective, professional, caring, dynamic and vibrant charity that makes a massive difference to the lives of the older people locally.

I love to hear the stories of lives transformed following contact with our staff and volunteers. I love to hear the difference we make to individuals. I love to see older people enjoying life.

On a recent trip to one of our day centres I was left with images of older people laughing, singing and having fun. Life is not always a bed of roses. On that same trip one person took a moment to shed tears as she remembered her late husband, but the love, warmth and comfort which was extended to her in that moment by the other members of the day centre obviously meant so much to her. We cannot take away the feelings of loss and bereavement, but we can provide a supportive environment in which people can honestly talk about how they are feeling. We cannot take away the pain and suffering that comes with poor health, but we can provide practical support and comfort which can make living with long term conditions easier.

Much of what we do as a charity transforms lives, some of the changes can seem small, but they can make a massive difference to the lives of the people whom we touch. For example, one service user of our *Your Voice, Your Choice* Advocacy Service commented "My advocate was lovely, calm and extremely helpful. Helping to put my mind at rest so I felt confident about making a decision for myself and my situation." Which shows that with a little bit of support people are then able to take control over their own lives and make their own decisions.

On another occasion an older man came into our Reception at Bradbury House and saw a display about our work with the Gypsy and Traveller community. Having read the display he pulled out his wallet and proudly waved a small laminated Romany Gypsy flag. He said that he normally hides the fact that he is a Gypsy because of people's

reactions and said that the display was the most positive thing he has ever seen about Gypsies and Travellers!

I heard about one older lady in Nottingham who rarely left her house, she was isolated and lonely. One of our volunteer visitors paid her regular visits and over the period of about a year she was meeting up with friends for lunch and shopping trips, and linking into all sorts of social activities to the extent that she no longer needs the volunteer visitor to make regular visits, the volunteer just keeps in touch with the occasional phone call, leaving her to enjoy her retirement.

One of our volunteer visitors made regular visits to an older lady over a long period of time. The person moved into a care home and at this time her daughter also requested support from a volunteer visitor, the volunteer simply switched to supporting her – which illustrates how we can be flexible in the support we provide!

I read a comment from the daughter of an older person who regularly uses our Sybil Levin day centre in Nottingham, she wrote “I don’t think my mother’s existence at home would be possible if she did not go to the day centre”. One of our core aims is to enable older people to continue to live at home for as long as they are able, many of our services assist us to fulfil this aim.

I was chatting with our Housing Matters Team recently and they told me about an older man from Nottingham who was struggling financially. His boiler was on its last legs and he really could not afford to purchase a replacement. Our team found out he used to run a newsagent and so got in touch with NewstrAid who are a benevolent charity for people who have been in the news agent business. The charity made a grant which, together with a grant from the Skerritt Trust and funding from E-on, meant that we could replace his boiler and fix some defective electrical wiring. NewstrAid continues to keep in touch with him through one of their advocates.

I could go on and on with the stories of lives touched by our work, but I will finish with one more story which involves an older man from Clifton. One of our Housing Matters Team, Bob Stephenson, assisted him by arranging for his home to be rewired, the replacement of some double glazed windows and the fitting of thermostatic valves to his radiators. We also replaced the house thermostat which he ripped from the wall when he fell down the stairs. In a letter from this man he commented *“Bob Stevenson is a gentleman who is dedicated to his work and would do anything to help you. I am unwell, and things that go wrong (I) just can't deal with them, but Bob deals with everything for me. If ever a man needed a thank you it is Bob Stephenson we can't thank him enough. I urge you to hang onto him. Gold is hard to find.”*

Indeed gold is hard to find, although, if you look around our staff and volunteers at Age UK Notts, you will find a substantial amount, as hearts of gold are in abundance in our charity.

I trust you will find this annual report an interesting read, it is so good to reflect on all the tremendous work we have achieved over the last year. If you read on you will see the impact our services have on the lives of older people and the work we do to campaign for the rights of those in later life.

Finally I would like to say a massive thank you to all of our staff, volunteers and trustees for the work you do on a daily basis which assists some of the more vulnerable members of our community and helps us to play our part in moving towards our vision to see a world in which older people flourish.

Mick Tinkler
Chief Executive

Staff of Age UK Nottingham & Nottinghamshire

Senior Management Team

| | |
|------------------|--|
| Mick Tinkler | Chief Executive |
| Diane Trinder | Executive Officer (Services) |
| Kat Coggan | Service Manager (City) |
| Michelle Elliott | Finance and Administration Manager |
| Chris Salter | Service Manager (Day Care and North Notts) |

Staff

| | |
|-----------------------------|---|
| Julie Akino ^{LT} | Insurance Arranger |
| Trina Allcock | Cleaner (Northern Office) |
| Ali Allen | Housing Matters Administrator |
| Sarah Allen | Membership Support & Activities Co-ordinator |
| John Anderton ^{BD} | Business Development Manager (AUBD) |
| Kay Baxter | Deputy Manager (Mansfield Shop) |
| Michelle Bell | Cleaner (St. Bartholomew's Court) |
| Adrian Bingley | Lunch Club Co-ordinator |
| Maria Blundell-Cox | Advocacy Volunteer Co-ordinator |
| Michele Blyton | Home Support Service Co-ordinator |
| Margaret Brader | Care Assistant (Newark Day Centre) |
| Christine Bradley | Cleaner (Bradbury House) |
| Jack Bradley | Marketing & Digital Co-ordinator |
| Neil Brittain | IT Manager |
| Paul Brotherton | Visiting Service Development Co-ordinator |
| Anthony Brown | Domestic Help (Home Support Service) |
| John Bryan | Co-ordinator (Home Safety Service) |
| Heather Caine | Day Centre Organiser (Gedling Day Centre) |
| Mary Cann | Regional Day Care Manager |
| Angel Child | Membership Marketing & Development Co-ordinator |
| Gemma Chiverton | Domestic Help (Home Support Service) |
| Sandra Clark | Advocate (Mental Health and QMC) |
| Ruth Coffey | Advocate (Hospital) |
| Mick Connelly | Men in Sheds Service Co-ordinator |
| Glenys Conway | Care Assistant (Gedling Day Centre) |
| Maria Cooke | Development Manager |
| Emma Cooper | Domestic Help (Home Support Service) |
| Linda Crick | Advocacy Service Manager |
| Nigel Cruickshank | CSI Co-ordinator |
| Denis Dear | Relief Driver/Warehouse Assistant (Mansfield Shop) |
| Tricia Dearnley | Sales Assistant (West Bridgford Shop) |
| Lily Dennis | Day Care Assistant/Administrator (Sybil Levin Centre) |

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|-------------------------------|--|
| Stephen Dennis | Relief Minibus Driver (Sybil Levin Centre) |
| Rita Doherty | Day Care Assistant |
| Wendy Dranfield | Signposting Service Administrator |
| Elaine Draper | Community Advocate |
| Sarah Dunlop | Membership Communications Co-ordinator |
| Wendy Durrant | Domestic Help (Home Support Service) |
| Barbra Dzuda | Community Advocate |
| Gail Eddyshaw | Domestic Help (Home Support Service) |
| Siân Ellerton | HR Administrator |
| Ian Elliott ^{BD} | Directory Listings Manager |
| Adrian Flint | Handyperson |
| Sean Ford | Marketing & Communications Intern |
| Brian Foster | Handyperson |
| Paul Gallanagh | Senior Caseworker (Housing Matters) |
| Matthew Ganner | Marketing & Communications Intern |
| Shelagh Glover | Clerical Assistant (Central Services) |
| Sue Godfrey | Finance Assistant |
| Joanna Grainger | Senior Advocate |
| Anthony Greasley | Insurance Arranger |
| Charles Greaves | Gardener (Home Support Service) |
| Trevor Hackworth | Home Safety Service Co-ordinator |
| Sarah Hall | Money Guide |
| Kay Hammond ^{LT} | Insurance Arranger |
| Kate Harper | Home Support/Home Maintenance Co-ordinator |
| Mary Harrison | Community Advocate |
| Jayne Holgate | Sales & Marketing Intern |
| Lisa Humphreys | Domestic Help (Home Support Service) |
| Margaret Humphreys | PA to Executive Team |
| Madelaine Jack | Insurance Arranger |
| Suneil Johal | AUBD Recruitment Manager |
| David Johnson | Cook (Sybil Levin Centre) |
| Brian Jones | Driver (Mansfield Shop) |
| Judith Keegan | Signposting Service Co-ordinator |
| Ken Keeton | Handyperson |
| Jean Kerslake | Shop Manager (West Bridgford) |
| Donna La Gette ^{LT} | Insurance Arranger |
| Katherine Langridge | Community Advocate |
| Rosie Legge | Community Advocate |
| Tony Loggenberg ^{LT} | Area Trading Co-ordinator |
| Nicola McCarron | Information & Advice Service Administrator |
| Jane Mallett | Community Outreach Co-ordinator |
| John Marlow | Minibus Driver (Sybil Levin Centre) |
| John Matthew | Senior Caseworker (Housing Matters) |
| Clair Mellors | Day Centre Organiser (Newark Day Centre) |
| Robert Norton | Counselling Service Co-ordinator |
| Anna Noutch | Cook/Day Care Assistant/Admin (Sybil Levin Centre) |

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|----------------------------|---|
| Louise Osborn | Day Centre Organiser (Newark Day Centre) |
| Laura Page | HR Manager |
| Clive Parkin ^{LT} | Commercial Director |
| Sandra Parkinson | Domestic Help (Home Support Service) |
| Susan Potter | Day Care Assistant (Ollerton) |
| Shoana Qureshi Khan | Community Advocate |
| Angela Raffle | Domestic Help (Home Support Service) |
| Lorraine Rhodes | Information, Advice & Support Manager |
| Chris Sanderson | Activities Organiser |
| Michelle Sanderson | Manager (Sybil Levin Centre) |
| Jo Scott | Visiting Services Co-ordinator |
| Joanne Shannon | Day Care Organiser/Deputy (Sybil Levin Centre) |
| Karen Sheppard | Day Care Driver/Attendant (Mansfield Day Centre), Day Care Assistant (Retford Day Centre) |
| Vanessa Sissins | Assistant Administrator (Central Services) |
| Judith Southall | Accounts Administrator and Assistant Finance Manager (AUEM & AUBD) |
| Jane Statham | Day Care Assistant |
| Suzy Stephens | Visiting Service Co-ordinator |
| Bob Stephenson | Home Safety Service Co-ordinator |
| Chipo Stevens | Assistant Finance Manager |
| Nichola Storey | Organiser (Newark & Retford Day Centres) |
| Andy Streeter | Community Advocate |
| Christina Szroeter | Clerical Assistant (Handyperson Service) |
| Rachel Talbot | Co-ordinator (Information & Advice Service) |
| Amy Taylor | Community Advocate |
| Carol Taylor ^{LT} | Insurance Arranger |
| 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 |
| Adele Walker | Community Outreach Co-ordinator |
| Jennifer Wattley | Receptionist/Adviser (Bradbury House) |
| Nicky Wheddon | Group Support Worker |
| Ruth Widdowson | Deputy Shop Manager (West Bridgford) |
| Carol Wilby | Membership Manager |
| Magda Witkiewicz | Day Care Assistant (Sybil Levin Centre) |
| Bernadette Wright | Domestic Help (Home Support Service) |

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 communications 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 52 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)** – aims to provide older people's independence by enabling homeowners (60+) in the City to access finance through Nottingham City Council to make home improvements such as central heating, wiring, bathrooms and remove trip hazards

☎ John Matthew on 0115 859 9206
✉ john.matthew@ageuknotts.org.uk

- The **Handyperson Service** carries out repairs and small DIY type tasks, along with fitting assistive technology, preventative adaptations and energy saving measures. The service enables customers to maintain their independence and live safely and securely in their own homes

☎ Kate Harper on 0115 952 3509
✉ kate.harper@ageuknotts.org.uk

- The **Home Support Service** is a "hands-on", person-centred service which provides Home Helps to carry out practical tasks for customers, allowing them to maintain their independence. The service provides cleaning, shopping, carers respite, and much more. A full needs and risk assessment is carried out before customers receive the service in order to identify needs and outcomes to achieve

☎ Kate Harper on 0115 953 2793
✉ kate.harper@ageuknotts.org.uk

☎ Michele Blyton on 0115 952 5331
✉ michele.blyton@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

- We received 397 enquiries, resulting in 395 first visits being made. First visits were made within an average of 1.2 weeks compared to a target time of 4 weeks
- During the year 174 jobs were completed. Improvements included:
 - Installing or up-dating central heating
 - Rewiring
 - Treating causes of damp
 - Removing asbestos
 - Renewing paths to help prevent falls
- Nottingham City Council put the Home Improvement Agency contract out to tender and we were successful in winning this tender
- We worked with the City Council to move to a loans-first policy regarding its Decent Homes Programme

How many people did Housing Matters assist last year?

Housing Matters helped 543 people.

Housing Matters carried out 1,234 visits to service users' homes. In addition, they gave advice to 533 people and signposted a further 123 people to other services

Quote from Service User

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

- *The volume of interventions provided up to this point in the Annual Report amounts to 1,890*
- *The services up to this point in the Annual Report helped 543 people*

What the Handyperson Service achieved last year

- Provided over 900 hours of support to customers
- The Hospital Discharge Service has completed over 1,050 jobs including fitting key safes, threshold strips and grab rails

- Succeeded in securing E-on funding to carry out Home Energy Checks and fit energy saving measures such as draught excluding letter boxes and energy saving light bulbs

How many people did the Handyperson Service assist last year?

The Handyperson Service helped a total of 1,065 people

Quote from Service Users

"I am very pleased with the way Age UK employ good, honest people"

- *The volume of interventions provided up to this point in the Annual Report amounts to 2,940*
- *The services up to this point in the Annual Report helped 1,608 people*

What the Home Support Service achieved last year

- The service has provided over 5,400 hours of support to customers
- The service has provided over 450 hours of shopping support
- The service has provided over 3,000 hours of cleaning

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

The Home Support Service helped a total of 195 people

Quote from Service User

"You are my lifeline and I could not do without your service, you are all just brilliant"

- *The volume of interventions provided up to this point in the Annual Report amounts to 11,790*
- *The services up to this point in the Annual Report helped 1,803 people*

What the Signposting Service achieved last year

- Successfully piloted and rolled out to all areas of Nottingham City a Signposting Self-referral form

- Researched, designed and delivered to 55 frontline staff from partner agencies a new style Signposting training course
- Demonstrated the service is accessible to all regardless of ethnicity with 16% 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 including a review of the service by our partners, receiving extremely positive feedback/outcomes

How many people did Signposting assist last year?

Signposting helped 964 people.

Signposting received 964 checklists for individuals which led to 1,594 referrals to service providers.

Quote from Service User

"I have been made aware of possible help available when I need it in the months ahead"

- *The volume of interventions provided up to this point in the Annual Report amounts to 13,384*
- *The services up to this point in the Annual Report helped 2,767 people*

Review of last year's objectives

- We aimed to carry out 400 Home Safety Checks to help prevent trips and falls in the home. The Home Safety Team undertook 447 Home Safety Checks plus 235 re-visits which are carried out six months after the initial visit
- We aimed to help tackle fuel poverty by making homeowners, within the Nottingham City area, more aware of how to reduce their energy consumption. Housing Matters carried out 210 Home Energy Checks, 101 under the E-on project and 109 under the Winter Warmth project. This involved advising customers how to save energy using simple measures. The Winter Warmth Project also enabled us to carry out improvements to heating systems to make them more efficient
- We aimed to increase the number of regular Home Support Service customers to 200. Last year we helped a total of 195 people through the service
- We aimed to establish and pilot a self-referral process for Signposting to make the service even more accessible. This pilot was successful and subsequently rolled out

across all areas of the City. In the first six months of self-referral introduction, the service received 71 self-referral checklists from vulnerable over 60s living in Nottingham City, ensuring that the service is reaching out to even more customers

Next year we aim to:

- ✓ Deliver a programme of activities to improve heating and energy efficiency in the homes of older people through a Winter Warmth Programme
- ✓ Deliver fire safety risk assessments in partnership with Notts. Fire & Rescue in the County area of Nottinghamshire
- ✓ Deliver the Home Improvement Agency services in line with the City Council's new loans-first policy through the Equity Release pilot

Community and Advocacy Services

Services provided

- **Community Outreach Advisory Service (Gedling and Ashfield)** is a sign-posting service with the all-important feature of providing one to three or more home visits per client, depending on the complexity of presenting needs. This year has been extremely successful for this economical, preventative provision, which is increasingly recognised by other professionals as being very important to older, isolated people locally. It is a holistic and direct support to older people with interventions often proving critical in the prevention of deterioration in circumstances and the escalation of costly needs for older people who are isolated. As well as giving direct support, it provides them with access to reliable and appropriate services and staff follow-up referrals to other services to ensure quality.

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 exciting and innovative project that engages with men in later life. The project aims to tackle the loneliness and isolation experienced by many men in later life by bringing them together in a workshop setting to undertake a variety of woodworking and DIY activities while enjoying the benefits of working in a social group. Members have the opportunity to put their skills to good use and learn new ones in a supportive environment.

Men-in-Sheds also provides an environment where men can talk about health issues and offers a route for older men to access information, advice, health promotion and

other services they might not otherwise seek out.

- This year has seen the project expand and, following the success of our Blidworth Shed, a second Shed has been established in Nottingham in the Whitemoor area of the city.

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

- **The Visiting Service** provides trained volunteers who offer regular contact for older people who are socially or emotionally isolated. The cascade model using Local Volunteer Organisers and Visiting Volunteers allows us to cover and develop the service in City and County locations.

An open referral system accepts applications from any source, including self-referrals

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

☎ Suzy Stephens on 0115 841 4488
✉ suzy.stephens@ageuknotts.org.uk

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

- **Older Prisoners' Activity Project (OPAL)** – OPAL the Whatton Prison Project for Older Prisoners was set up to recognise and support the needs of older prisoners, to provide a meeting place for social contact, to participate in activities and provide life skills to support prisoners on release. The aim is to provide meaningful activities for older prisoners and to help reduce re-offending. OPAL is jointly funded by Age UK Notts and HMP Whatton Prison Service

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

- **Money Advice** is a completely free, unbiased and confidential service aimed at empowering people to take control of their finances and understand their financial options. The service delivers impartial information on various financial products as well as budgeting and welfare benefits advice

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

- **The Counselling Service** 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

- **Information & Advice** supports older people aged 55+ and their carers living in Nottingham and Nottinghamshire. 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 benefit 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

- **Membership** currently consists of two services; Kindred Spirits and Best Foot Forward. Both services have a common goal to get people active and make friends whilst enjoying activities, which in turn can improve their physical and mental wellbeing. More specifically:

- Members of Kindred Spirits 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 100 activities a month advertised in a monthly bulletin. Members can also access deals and discounts at local businesses and are invited to become involved in campaigning and fundraising. Although Membership is open to anybody 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. Membership costs just 50 pence a week
- The Best Foot Forward service is a programme of short, guided health walks, led by volunteers, using open spaces around Nottingham City. Working closely with partners in the City it aims to encourage people to become more active by taking up walking on a regular basis.

☎ Carol Wilby (Manager) – 0115 993 3385

☎ General enquiries – 0115 841 4473

✉ membership@ageuknotts.org.uk

- The **Paid Representative Service – Deprivation of Liberty Safeguards (DoLS)** provides representation to people aged 18 and over who lack capacity and reside in a Care Home or Hospital and are under a Deprivation of Liberty Authorisation. The Paid Representative supports the relevant person in matters relating to their authorisation and can request a review to the Supervisory Body and/or apply to the Court of Protection to vary conditions or terminate the authorisation. The Paid Representative visits and maintains regular contact with the person deprived of their liberty and ensures that their best interests are upheld

☎ Joanna Grainger on 0115 849 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 Your Voice Your Choice Specialist Advocacy Service** provides advocacy to individuals living in Nottingham and Nottinghamshire with learning disabilities, mental health issues, dementia, physical and sensory impairments and older people. Our highly trained and experienced advocates can provide support and representation for people with a variety of issues such as housing, social care, health and financial, thus enabling them to have their voices heard and to ensure their wishes are respected and their rights are upheld

Referrals to the Your Voice Your Choice Advocacy Service can be made by contacting 0300 020 0093. Home visits are provided to enable ease of access for all to the service

- **The Care Home Advocacy Service/Residents' Representative Service** was initially commissioned by the NHS Nottingham City Clinical Commissioning Group (CCG) for a 7-month period as a pilot service known as the Care Home Advocacy Service. Subsequently, Age UK Notts has been successful in securing the tender going forward under the name of the Residents' Representative Service

The aim of the pilot service was to provide independent advocacy into Nottingham City care homes to support the changes being implemented by the CCG in connection with the introduction of the Locally Enhanced service which sees one GP practice being aligned to a care home to meet the specific needs of care home residents with the aim of reducing the number of hospital admissions. In addition, the project also provided an independent advocacy service to residents and their families on any matter, not necessarily in connection with GP provision

Going forward, the Residents' Representative Service is concentrating on providing an advocacy service, as well as continuing to actively engage with residents, relatives and care home staff to "support the strategic development of proactive and preventative health-related service models" i.e., to obtain residents feedback about NHS services, what they would like to see changed or introduced, etc

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

☎ Maria Blundell-Cox on 0115 919 4881
✉ maria.blundellcox@ageuknotts.org.uk

- **The Patients' Representative and Advocacy Service** provides support, information and representation to patients and their relatives/carers who are service users on the Health Care of Older People Medical 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 extension 66013 (answerphone also available)

✉ sandra.clark@ageuknotts.org.uk

- **The Patients' Representative Service (Lings Bar)** supports patients aged 55 and over and their carers at Lings Bar Hospital. The service provides advocacy, support and information and is free, confidential and independent. Referrals are made to the service by patients, carers, health care and social care professionals

☎ Ruth Coffey on 0115 854 2286 (answerphone available)

✉ ruth.coffey@ageuknotts.org.uk

What the Community Outreach Advisory (COA) Services achieved last year

- Our two advisers are now exceeding referral targets by approximately one third during some quarters as demand has significantly increased in the last year
- The service has delivered significantly increased service within 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 Carer's Allowance and Disability Living Allowance
- Very strong partnership working continues in Ashfield with the local Police for the benefit of very vulnerable older people who have usually been the victims of crime
- Drop in sessions commenced in Gedling where our Advisor continues determined promotion of the service with local partners
- After an uncertain period, funding has now been secured until March 2014

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

645 older, isolated people were directly helped. Help to individuals, including to family members, is estimated at approximately 1,290 overall

The total number of interventions for the past year are 3,600

Quote from Service Users

"I found your service wonderful. All of the help was excellent and I looked forward to the visits..... they were all very cheerful and efficient"

- *The volume of interventions provided up to this point in the Annual Report amounts to 16,984*
- *The services up to this point in the Annual Report helped 3,412 people*

What Men in Sheds achieved last year

- Membership at the Blidworth Shed has increased, most sessions are now running at capacity
- Volunteers have been recruited, trained and are now running four sessions a week at Blidworth
- A second Shed has been established in the Whitemoor area of the City
- The project has enabled members to make new friendships and provided the opportunity for members to meet socially outside the Shed. Members have learnt new skills including woodworking and IT

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

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

411 workshop sessions have been run throughout the year and 2,545 places have been taken up. In addition, 22 social activities have taken place. 39 signposting referrals have been made.

Quote from Service User

"My husband loves coming to the Shed. Since his retirement he has been getting more and more withdrawn and down. Now he is back to being the man he was when he was working. Thank you for giving me my husband back"

- *The volume of interventions provided up to this point in the Annual Report amounts to 19,551*
- *The services up to this point in the Annual Report helped 3,485 people*

What the Visiting Service achieved last year

- The Visiting Service has supported 141 individuals
- The Visiting Service has provided 3,853 visiting hours via 72 active volunteers
- We have developed a Visiting Service Best Practice Guide
- We have created a Development Co-ordinator role to allow us to expand into other areas of the County and work with other groups and organisations
- 35 new volunteers were recruited throughout the year
- We were again awarded the Approved Provider Standard from the Mentoring+ Befriending Foundation until October 2015

How many people did the Visiting Service assist last year?

246 were assisted by the Visiting Service. This figures includes those who did not go on to receive a regular volunteer but were assessed.

Total interventions amounted to 1,962

Quote from Service User

"She is the only person I see all week, I really look forward to her visits"

- *The volume of interventions provided up to this point in the Annual Report amounts to 21,513*
- *The services up to this point in the Annual Report helped 3,731 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, gym and library. All the sessions are well attended.
- Monday is a gym session, well attended by up to 30 older prisoners; there is light exercise, games and a sitting area

- Tuesday session is held in the cabin and covers guest speakers, musical events, discussions and reminiscing with refreshments provided; up to 26 prisoners attend
- Wednesday session is held in the library and includes games
- Thursday is reserved for outreach, visiting older prisoners who do not attend one of the sessions, due to health or other issues
- 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 50 older prisoners each week

Over 160 sessions were provided across the year and over 2,800 places were available for older people

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 24,313*
- *The services up to this point in the Annual Report helped 3,821 people*

What the Money Advice Service achieved last year

- In total 446 advice sessions have been delivered during 2012-13
- The service has helped individuals to not only understand their financial options going forward, but helped reduce outgoings via saving money through their utility providers, to saving on their debt repayments to also claiming back mis-sold Payment Protection Insurance
- Enabled older people to access relevant specialist advice to support them with complex financial issues

- Developed partnerships with a wide range of voluntary organisations through the City and County

How many people did the Money Advice Service assist last year

The service supported 446 people. 446 advice sessions provided, each of these were referred and signposted on to further information resources, services and advisers for 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 24,759*
- *The services up to this point in the Annual Report helped 4,267 people*

What the Counselling Service achieved last year

- Reduced the client contribution to just £5.00 a session making the service more accessible to all older people
- Recruited six new counselling volunteers enabling us to reduce our waiting list and support more older people
- Continued to provide a very professional, quality and well regarded service to older people in Nottingham and Nottinghamshire

How many people did the Counselling Service assist last year

The Counselling Service supported 77 people

We have provided 502 counselling sessions this year to older people

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 25,261*
- *The services up to this point in the Annual Report helped 4,344 people*

What the Information & Advice Service achieved last year

- The service provides advice support to older people throughout the whole City and County
- We provided a quality service to 4,438 older people and their carers this financial year, securing £1,294,075 in unclaimed benefit gains for older people in Nottingham and Nottinghamshire
- Through a strong on-going commitment from a team of dedicated volunteer advisers, we have been able to ensure older people with health conditions always receive a home visit to claim health benefits (Attendance Allowance and Disability Living Allowance) as well as instant access to advice for older people via a weekly drop-in at Bradbury House

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

4,438 older people were given information and/or advice

301 people received one-to-one advice at our weekly drop in sessions

501 people received one-to-one telephone advice from the Service Co-ordinator

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

Quote from Service User

"I would not suggest any changes to your service as things cannot be improved any more than what you are doing already"

- *The volume of interventions provided up to this point in the Annual Report amounts to 29,699*
- *The services up to this point in the Annual Report helped 8,782 people*

What Membership achieved last year

- Funding was secured for a further 3 years to deliver the Best Foot Forward programme until 2016
- With funding secured from the Lottery over 150 Kindred Spirits members enjoyed 2 great celebrations; one for the Queens Diamond Jubilee and another to celebrate Older Persons Day on 1st October. The parties enabled new and old friends alike to come together to enjoy music, dancing, entertainment, great food and much more.
- Members of Kindred Spirits have been able to enjoy a programme of free swimming and dancing thanks to funding from Sports England. Some people have learnt to swim while others have partaken in Line Dancing for the first time.

- Membership have successfully introduced regular Feedback Forums, inviting members to come along to share their views on subjects such as which activities we should be providing and how we can attract new members.
- There have been some successful fundraising initiatives within Membership such as an Autumn Bazaar and Christmas gift wrapping which together raised nearly £1,000

The success of both Kindred Spirits and Best Foot Forward would not exist without the dedicated hosts and volunteers who support us. The Membership Team would like to thank the many people who give their time and enthusiasm to welcome people at coffee mornings, lead walks and trips, run activities such as bowling, table tennis, darts, film shows, crafts etc, help with admin, and posting out the bulletin.

How many people did Membership assist last year

Kindred Spirits – 696

Best Foot Forward - 235

Approximately 50,000 attendances at Kindred Spirits activities

Approximately 3,560 attendances on walks

Quote from Service User

“May I say how much I have enjoyed Kindred Spirits after being on my own when my husband passed away after 42 years. I do not know how I would have got through it without the friendship, help and support at a very crucial time. They have been very happy years giving me confidence to move onto bigger things”

- *The volume of interventions provided up to this point in the Annual Report amounts to 83,259*
- *The services up to this point in the Annual Report helped 9,713 people*

What the Paid Representative Service – Deprivation of Liberty Safeguards (DoLS) achieved last year

- The Paid Representatives have achieved the Level 4 IMCA/DoLS module to add to their current National Advocacy qualification
- The Paid Representative has successfully requested a Part 8 Review for Relevant Person due to concerns over capacity. The DoL was terminated as a result
- The Paid Representative has represented clients at complex Multi-Disciplinary Team meetings and liaised between health, social and legal professionals

In November 2011, the Cheshire case went to the Court of Appeal. Lord Justice Munby held that P was disabled to the extent that the restrictions and restraints in his care regime *did not* constitute DoLs. This has since had a significant impact on the number of authorisations granted and, therefore, the number of referrals for the Paid Representative Service. However, the case is scheduled for the Supreme Court in October 2013 with rulings expected early 2014

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

The total number of people helped by the service during the year is 30.
The Paid Representatives have carried out in excess of 141 visits to relevant people in care homes who are under a Deprivation of Liberty Safeguard

- *The volume of interventions provided up to this point in the Annual Report amounts to 83,400*
- *The services up to this point in the Annual Report helped 9,743 people*

What the Your Voice, Your Choice Specialist Advocacy Service achieved last year

- Support and representation to vulnerable adults helping them to improve their quality of life through promoting independence and enabling them to have their voice heard through decision making processes
- The team have worked hard to achieve and surpass the target of 800 referrals for the year, having received 815 referrals to the service
- The Advocacy Team have given talks and attended a wide range of events to promote the new service to client groups, other organisations and relevant health and social care professionals
- Advocates have provided independent support at a variety of meetings, including multi-disciplinary meetings and have empowered individuals to challenge major decisions affecting their lives often with very successful outcomes

How many people did the Your Voice, Your Choice Specialist Advocacy Service assist last year

The total number of people helped by the service during the year is 1,110.

The Your Voice, Your Choice advocates carried out in excess of 1,250 visits to clients and have signposted or referred on approximately 300 people to other services.

Quote from Service User

"My advocate was calm and extremely helpful, helping to put my mind at rest so I felt confident about making a decision for myself and my situation. Thank you for your support"

- *The volume of interventions provided up to this point in the Annual Report amounts to 84,950*
- *The services up to this point in the Annual Report helped 10,853 people*

What the Care Home Advocacy Service/Residents' Representative Service achieved last year

- Good relationships developed with care homes, their staff and residents through our support of those homes during the implementation phase. Such relationships have meant that care home staff, who are instrumental in securing the success of the Locally Enhanced Service (LES), have felt that they could raise any issues with Age UK Notts in the first instance, seeking support and guidance prior to these issues being raised with the Clinical Commissioning Group (CCG) on their behalf
- Residents receiving one to one advocacy support
- The CCG has commented that they did not feel that they would have achieved such a degree of success in introducing the LES without the involvement of Age UK Notts
- The involvement of the service has highlighted issues and the concerns which Nottingham CCG and their HS partners have acted upon to improve the service for those in a care home environment, e.g., the introduction of an enhanced service designed specifically to meet the needs of those with learning disabilities for 2013/2014; and the CCG has reviewed its allocation procedure for the coming year following feedback provided through the monthly reports

How many people did the Care Home Advocacy Service/Residents' Representative Service assist last year

Total number of people helped by the service to date 784

The advocates have made in excess of 171 visits to City Care Homes to date

Quote from Service User

"I think it (the Advocacy Service) is a wonderful help for older people and families at a very difficult time"

- *The volume of interventions provided up to this point in the Annual Report amounts to 85,121*
- *The services up to this point in the Annual Report helped 11,637 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

Working on busy wards can sometimes be a challenge to obtain referrals from staff on a regular basis. This is mainly due to hours funded and ward staff shift patterns. Added to this is the distance between funded wards. However, visits to wards during visiting time can lead to referrals from families or other carers once introduced to the service.

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

The Patients' Representative Service has helped 102 patients with a total number of 215 interventions.

Quote from Service User

"We can't thank you enough for all your support and help with what has been a most difficult time for the family. Thanks again"

- *The volume of interventions provided up to this point in the Annual Report amounts to 85,336*
- *The services up to this point in the Annual Report helped 11,739 people*

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

- Maintained high profile of the service at the hospital

- Increased the number of referrals compared to 2011, despite a reduction in the number of wards
- Continued to develop positive working relationships with all professionals at the hospital
- Operated a flexible service, able to meet the changes in the patients' pathway through the hospital. On the whole, patients now have a shorter stay at the hospital and more follow up support is now required following discharge

How many people did the Patients' Representative Service (Lings Bar Hospital) assist last year

197 referrals have been received from Lings Bar during the year.

The Patients' Representative visits Lings Bar Hospital at least twice a week – making a total of 130 visits this year, spending approximately 300 hours with patients, carers and staff on the 3 wards. The service also offers telephone support to patients and carers following discharge and time is also given to contacting other agencies on their behalf, making appropriate referrals as requested.

Quote from Service User

"Thank you for being my sounding-board"

- *The volume of interventions provided up to this point in the Annual Report amounts to 85,766*
- *The services up to this point in the Annual Report helped 11,936 people*

Review of last year's Objectives

- We developed a partnership with POHWER to secure funding to continue to provide advocacy services across Nottingham and Nottinghamshire
- We aimed to secure funding to develop additional provision within the Men in Sheds Project. Funding has been secured from Wilkinsons and this has enabled us to establish a second shed in the Whitemoor area of Nottingham with premises being sought to set up a third shed in Worksop
- We developed a "friends of Age UK Notts" initiative which encourages people to support the charity financially
- We aimed to secure funding to enable the expansion of the Visiting Service to enable more older people to receive a regular volunteer visitor. We continue to

receive Grant Aid funding and have recruited a Visiting Development Co-ordinator who has begun expansion of the service in the North of the County, focussing on Mansfield and Ashfield

Next year we aim to

- ✓ Establish the Men in Sheds Project at Worksop
- ✓ For the Your Voice Your Choice Service to continue to meet targets set in the new contract of 800 referrals per year
- ✓ To continue to maximise income for older people in Nottinghamshire, including provision of welfare benefits advice and money guidance sessions
- ✓ To increase the number of people accessing our Visiting Services by developing new services in new geographical areas

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.

There is a weekly Lunch Club Service provided in Kirkby-in-Ashfield.

Services provided

- **The Sybil Levin Centre** – continues to provide a range of important services to older people and their carers. Based in North Nottingham, the Centre aims to provide a caring and sensitive service to older people with dementia and their carers five days a week. The Centre also provides two days of drop-in with home cooked meals 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 Lunch Club at Kirkby provides hot meals and social interaction at Sherwood Court each week

☎ Adrian Bingley on 07872 839631
✉ adrian.bingley@ageuknotts.org.uk

What the Sybil Levin Centre achieved last year

- The Centre provided five days of day care a week with 65 places available, supporting people with dementia and their carers with respite care
- Referrals are welcomed from professionals and from family and friends. Places are funded by Individual Budgets or self-funding
- The Centre provided stimulating activities, games and exercise tailored to the individual's needs. Regular carers meetings have been introduced, providing support and information
- The Centre also provided 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, included:
 - 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 3,200 places in day care and supported over 1,900 breaks for carers. Additionally, the Centre provided over 900 places in three drop-in sessions and classes across the year provided 1,920 places in six different activities

Quote from Service User

"From my experience, I would like to say that the Day Centre and staff have made a tremendous difference to my Uncle who looks forward to his visits. On a recent visit to the Centre, I was impressed by the whole set up, friendly staff, calming and pleasant rooms and wonderful staff"

- *The volume of interventions provided up to this point in the Annual Report amounts to 92,786*
- *The services up to this point in the Annual Report helped 12,236 people*

What County Day Care achieved last year

- Continued to provide a quality, person-centred Day Care service across the County to older persons including those suffering from dementia, depression, disability, immobility and ill health
- Continued provision with no centre closures despite the removal of block grants in 2011. All centres have been kept in operation throughout the period and we have continued to navigate the transition of funding with the continued aim of attracting a higher percentage of self-funders

How many people did County Day Care assist last year?

Approximately 530 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 6,700 direct places in its Day Care Service (including Drop In at Ollerton Welcome Centre) across 12 regular days during 50 weeks of the year

Quote from Service User

"I like being picked up in the minibus because I see parts of Mansfield that I have not seen for many years"

- *The volume of interventions provided up to this point in the Annual Report amounts to 99,486*
- *The services up to this point in the Annual Report helped 12,766 people*

What the Lunch Club achieved last year

- The Lunch Club at Kirkby-in-Ashfield offered over 20 places per week
- The Lunch Club provided hot, nutritious meals cooked on the premises and an opportunity to meet with other people, enjoy the social occasion and access other local services

How many people did the Lunch Clubs assist last year

The Sherwood Court Luncheon Clubs provided over 1,000 places across the year.

- *The volume of interventions provided up to this point in the Annual Report amounts to 100,486*
- *The services up to this point in the Annual Report helped 12,786 people*

Review of last year's objectives

- We aimed 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. The centre successfully phased-in individual budgets during the year, ensuring continuity of service for service users and carers
- We aimed to recruit self-funders to the Sybil Levin Service during the year. The centre has confirmed six self-funded service users to the service during the past year
- We aimed to develop other services at the Sybil Levin Centre including Drop-In and the range of classes for older people. The centre continues to offer a range of classes but has not expanded the drop in service as funding for this service has been restricted
- We aimed 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. The County Day Care Service has continued to offer services to older people in all the venues. By promoting the service to professionals and self-funders attendance levels have increased

Next year we aim to:

- ✓ Pilot some healthy eating activities through our day care provision
- ✓ Deliver some World War 1 themed activities
- ✓ Ensure our data base system, Charity Log, interfaces effectively with our financial systems

Core Services

Services provided

Central Services

- **Finance & Administration** – provides finance and administrative support to all areas of the organisation by:
 - Ensuring compliance with data protection legislation and taxation rules
 - Running the monthly payroll to ensure staff are paid on time
 - Ensuring suppliers are paid in a timely manner
 - Producing monthly management accounts for monitoring budgets
 - Producing monthly invoices to customers to ensure monies due are collected promptly
 - Running a professional Reception service at Bradbury House, often being the first point of contact via telephone or in person
 - Ensuring all telephone enquiries are answered efficiently and effectively via a central “hub”

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

- **The Training Department** exists to ensure:
 - 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' 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** – The Human Resources Department 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 DBS 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. The main role of the department is to:

- Support excellent HR practice in the charity with efficient, effective and legally compliant HR policies and procedures
- Support the motivation, development performance of all members of staff
- Recruit and retain talented employees with the skills and knowledge to effectively run the charity

☎ Laura Page on 0115 895 9264

✉ laura.page@ageuknotts.org.uk

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

☎ Ray Walker on 0115 841 4490

✉ ray.walker@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. During this year, those Age Concerns who are members of the Age England Association have been invited to become “Friends of Age UK Nottingham & Nottinghamshire”. Whilst these groups remain entirely independent, we share a special relationship and priority for support will go to these groups. In addition, we are delighted to report that The Nottingham Friendship Centre has also decided to become a “Friend” and we look forward to working with them in the future

☎ Nicky Wheddon on 0115 919 4871

✉ nicky.wheddon@ageuknotts.org.uk

- **Volunteers** – Age UK Notts has a dedicated team of fantastic volunteers without whom we could not have such a significant impact on the lives of so many older people. Volunteers are involved in many areas of the charity’s work and we are always looking for more people who are willing to help us

☎ Maria Cooke on 0115 8414451

✉ maria.cooke@ageuknotts.org.uk

- **Safeguarding** – Age UK Notts have a robust Safeguarding Policy which informs staff about types of abuse and outlines the procedure to follow should they be alerted to any alleged abuse. Age UK Notts 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

☎ Maria Cooke on 0115 841 4451

✉ maria.cooke@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

- **Marketing and Communications** – it is critical that we ensure older people and carers know about the services and support we provide. We have two Marketing and Communications interns and a Marketing and Digital Co-ordinator who carry out this work which helps us to fulfil our 4th Strategic Aim, to raise the profile of the charity

What Finance & Administration achieved last year

- 5,581 visitors to Reception at Bradbury House
- 15,587 telephone calls were dealt with by Central Services
- All Central Services staff are now using Charity Log to record calls to the charity. Finance have also started invoicing customers using the Charity Log system
- Following a competitive tendering process, RSM Tenon Audit Limited were appointed as the charity's auditors
- A new telephone system was installed. Amongst its benefits a more efficient group pick up facility is available leading to a telephone "Hub" being set up
- Signposting Volunteers were recruited to help man the "Hub"

Quote from Service User

"Age UK Shakespeare Street has provided me with bereavement counselling, "moral" support, an interesting job and new friends. The Reception was excellent, welcoming and without bias".

What the Training Department achieved last year

- Maintained a small market presence in this continuing difficult climate
- Continued to develop effective and appropriate training, especially in the use of our new database, Charity Log
- Consolidated our Induction training to ensure it reflected the changing face of Age UK Notts
- In partnership with Business in the Community, Capital One and Nottingham Trent University we developed a comprehensive computer course for older people where they received one to one tuition over 6 weeks. The course was a huge success and featured on ITV's "This Morning" programme in January 2013
- We ran an extremely successful Staff Conference which was attended by over 100 employees

How many people did the Training Department assist last year?

The total number of delegates attending courses was 348.

The total number of training places offered was 680.

Quote from service user or stakeholder

"It was a very informative and interesting course (Managing People, February 2013)

- *The volume of interventions provided up to this point in the Annual Report amounts to 101,166*
- *The services up to this point in the Annual Report helped 34,302 people*

What the Human Resources Department achieved last year

- Successful completion of Investors in People, also coming in under budget as this audit was completed in less time than originally planned
- "HR @ Hand" drop in sessions continue to improve communications and ensure staff feel they are supported by HR and that we are visible
- Continued the establishment of the HR Network in the East region with other HR professionals from local Age UK Organisations, sharing ideas and best practice

- Substantial support and advice to a local Age Concern group, enabling a full restructure to ensure the continuation of the service they provide
- Several employee matters resolved prior to any formal action
- The HR Department is also actively involved in ISO auditing

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

HR have been involved in the recruitment, induction and paperwork set up of 30 new starters and handled 32 leavers. In addition, HR have written 37 advertisements, sent out 724 application packs in reply to requests and read the 442 application forms that were returned. In turn, 116 candidates were interviewed.

HR have also processed 75 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, Paternity and management of long-term sickness.

- *The volume of interventions provided up to this point in the Annual Report amounts to 102,043*
- *The services up to this point in the Annual Report helped 35,279 people*

What the ICT Department achieved last year

- Completed rollout of new pcs and local servers
- Charity Log rollout complete
- Installation of new telephone system under way and should be completed by 2013
- New sites at Chesterfield and Whitemoor Court up and running with telephony and broadband

What the Group Support Worker achieved last year

- The Group Support Worker's role is to provide support, information and advice to "Friends" 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:
 - ✓ HR support with recruitment, supervision, managing staff meetings, producing documentation including Terms and Conditions of Employment and Employee Handbooks
 - ✓ Trustee induction and training
 - ✓ Fundraising and grant applications

- ✓ Financial management including budgeting and monitoring
- ✓ Health and Safety support
- ✓ Guidance on volunteering practice
- ✓ Strategic planning, including running a workshop and follow up sessions to produce Plans
- ✓ Supporting groups through the process of deciding whether to become a "Friend" of Age UK

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

There are currently 28 Trustees, 139 volunteers and 10 employees engaged by the Age Concern groups to provide invaluable services to local older people and collectively include:

- 7 Day Centres per week providing 7,550 places per year
- 13 Lunch clubs per week serving 14,950 meals each year
- 18 Drop In Centres attracting over 20,000 visits a year

Collectively, these services are providing over 42,500 interventions per year.

- *The volume of interventions provided up to this point in the Annual Report amounts to 144,775*
- *The services up to this point in the Annual Report helped 35,456 people*

What Marketing and Communications achieved last year

- Developed marketing and communications plans for every service and department within the charity
- Ensured consistency of message across both on-line and off-line marketing materials
- Produced four quarterly magazines "Just the Tonic" which go out across Nottinghamshire and Derbyshire
- Established a Marketing Strategy Group to bring together individuals with expertise to guide the development of our marketing strategy
- Improved internal two-way communications with the introduction of a new charity-wide system called Yammer
- Delivered a series of road shows in busy town centre locations across the area to highlight the work of the charity

- Re-branding of leaflets completed
- Re-branding of new website completed

What the Safeguarding Champions Group achieved last year

- Safeguarding has been reviewed this year and now includes the new contact members of Notts County Council's Multi-Agency Safeguarding Hub (MASH)
- Age UK Notts was represented at an international conference in Bosnia. The charity was invited to present information on good practice around safeguarding. Delegates attending the conference were from Bosnia, Serbia, Albania and Croatia with representatives from their governments, United Nations, non-government organisations and the European Union

The total number of Safeguarding statutory reports during the year?

Age UK Notts have directly reported 10 cases of alleged abuse to Social Services for further investigation. These involved alleged cases of psychological, physical, neglect, sexual and financial abuse.

With the support that other services provide within Age UK Notts, many other people have been supported following suffering from some form of abuse

- *The volume of interventions provided up to this point in the Annual Report amounts to 144,775*
- *The services up to this point in the Annual Report helped 35,466 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 2012/13, 6 formal complaints were made to the Charity. All complaints were thoroughly investigated, satisfactorily resolved and closed.

Equality and Diversity

Equality and 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 any protected characteristic, nor on the grounds of responsibility for dependents, trade union or political activities, criminal record, place of residence, 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.

1. 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.
2. Age UK Notts demonstrates its commitment to these statements by adopting a policy of Equality and Diversity which will be reviewed annually and, when necessary, revised.

Next year we aim to:

- ✓ Ensure all relevant front line staff receive Gypsy and Traveller Cultural Awareness training
- ✓ Attend the Appleby Festival
- ✓ Work with the Gypsy and Traveller community to produce a joint DVD

User Involvement

Age UK Notts Older People's Advisory Group (OPAG) continues to be an important part of our organisation. The group helps us ensure our services represent the interests of older people throughout the County and meets their needs. Our members are very active within their communities and they have a wealth of connections and experience to share with us for the benefit of all older people. Currently, through our OPAG members, we are connected to over 30 other organisations concerned with improving the health, well-being and quality of life of people across the County.

The group meets quarterly to consider the impact of social policy, progress within our charity and to support the development of effective services. This year the group has refreshed its Terms of Reference to ensure it remains relevant to its remit.

OPAG are often consulted on university-led research projects and we are pleased to have participated in research on the following topics:

- Healthcare Assistants training – University of East Anglia
- "SharedWalk" IT- based social networking site – University of Nottingham

We will also be consulting on:

- Attitudes towards and use of internet food shopping – Nottingham Trent University

The group has also supported Age UK Notts' Campaign to End Loneliness and received numerous up-dates on our core services throughout the year

Volunteers

- The charity processed around 200 volunteer enquiries for the year sending out of around 150 volunteer application packs
- The Training Department, Counselling, Visiting Service, Handyperson and A & I all took on new volunteers this year – recruiting over 30 new volunteers between them
- Whilst all time donated by volunteers is precious and greatly appreciated, we would like to specially mention our Advice & Information volunteers who donated the most amount of hours with 15 volunteers donating 4,000 hours over the year and helping over 1,900 clients
- The Visiting Service has been expanding its volunteer base to recruit Local Volunteer Organisers to assist the Co-ordinators in supporting the teams of Volunteer Visitors. This is a completely new role and the service has been successful in recruiting nearly ten Local Volunteer Organisers. Our 72 visiting volunteers provided 3,853 visiting hours last year

Quote from service user

"I feel very well supported. The Co-ordinator's support and advice are excellent. We have a good relationship and I know I can get in touch any time with concerns – she responds as quickly as she possibly can – most helpful"

- *The volume of interventions provided up to this point in the Annual Report amounts to 152,628*
- *The services up to this point in the Annual Report helped 35,606 people*

Review of last year's objectives

- We have partially installed a new telephone system across the organisation which has enabled us to increase the number of admin staff who are able to receive calls to the charity's main number. We have provided customer service training to all

staff. Unfortunately, BT have failed to fully deliver the telephone system during the last year. We will continue to press them to complete this work

- We developed the use of Charity Log as a management tool to improve services and as a financial tool as an efficient method of invoicing our customers.
- We aimed to initiate a Campaign to End Loneliness across Nottingham and Nottinghamshire. Our Campaign was successfully launched on 1st October 2012 and will run until 31st March 2014. The Campaign has 2 aims:
 - To increase people's resilience to changes in life that can cause loneliness in older age
 - To reduce chronic loneliness for older people now

Great things have been achieved in very few months. For example:

- We have 16 partners (Local Authorities, Clinical Commissioning Groups and private companies) all working towards ending loneliness within their sphere of influence
 - 266 people have made individual pledges to end loneliness for someone they know or to publicise the Campaign for the benefit of others
 - Projects have been commissioned giving people easy access to information and services that really enhance their health and well-being
- We aimed to produce a DVD to promote the work of the charity. 10,000 Charity DVDs were produced and distributed giving information about our services

Next year we aim to:

- ✓ Introduce the development of an Age UK quality mark
- ✓ Achieve the Positive About Disabled People Double Tick Accreditation
- ✓ Complete the installation of the telephone system
- ✓ Develop a team of Associate and Relief Trainers from outside and within the organisation
- ✓ Introduce a customer satisfaction/feedback process for our Reception and Central Admin Service

- ✓ Develop Charity Log further, in particular with our Business Directory, by making its admin processes more efficient to cope with expansion

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. Training was given to the Board of Trustees on reading and understanding the Annual Financial Statements and monthly management accounts.

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 England Association in England which is made up of 168 independent Age UK charities working together with and for older people.

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 120 risks on 31st March 2012 to 124 risks at the end of the last financial year. Each risk is given an Impact and Probability rating.

The Charity has four basic strategies to mitigate risks:

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

Risk Management is undertaken by Age UK Notts. Management Team and Board of Trustees on a monthly basis. The risk management process ensures that:

- new risks are properly reported and evaluated by the Management Team at their monthly meetings
- risk aspects of significant new projects are considered as part of project appraisal
- any significant failures of control systems are properly reported and actioned by the Management Team at their monthly meetings
- there is an adequate level of understanding of individual responsibilities for both implementation and monitoring of the control systems via training and development 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 2012/2013 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 2013 were £103,798 of which £58,457 were permanent endowments and £45,341 were expendable endowments.

The charity made 128 grants to individuals who were resident in the District of Mansfield during the year 1st April 2012 to 31st March 2013 totalling £15,531.

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 the Age England Association which includes amongst its members local Age UKs from across the country. These other Age UKs carry out activities to support older people and their carers in other geographical areas

The opportunity to benefit from services and support provided by Age UK Notts is not restricted by the ability of beneficiaries to pay any charges for services. Where there are charges for services these are minimal charges and there is discretion available to waive charges if this would preclude someone from accessing the service. The Charity has a Charging Policy in place which was reviewed during 2010.

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

Income Generation

- **The Trading Company - Age UK Local Trading Ltd (AULT)** – sells insurance products and other financial services specially designed for the over 50's. These products include Home, Car and Travel Insurance, Motor Breakdown Cover, Gas and Electricity and Pre-paid Funeral Plans. The business covers the counties of Nottinghamshire and Derbyshire and operates from offices in Nottingham, Mansfield, Derby and Chesterfield

☎ 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 seek to generate income from individuals, community groups, companies and grant making trusts
- **Derbyshire Handy Van Service** aims to deliver preventative and practical support in the home to support and complement the existing core Derbyshire Handy Van Network. The service assists Derbyshire residents county-wide who are 60 plus or identified as “at risk or vulnerable” by Derbyshire Constabulary, Derbyshire Fire & Rescue Service, County, District and Borough Councils or Derbyshire PCT. Assistance includes completing Home Fire Safety Checks, Home Security Checks, fitting key safes and other small jobs around the home
- **Age UK Business Directory (AUBD)** – operated by AUBD Limited – 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

- We have achieved year-on-year increases in commission income for the 5th successive year
- We achieved additional revenue from management consultancy work
- New offices were opened in Chesterfield
- We donated just short of £200k to our charities
- Age UK Local Trading remains the country's best performer
- For 2012/13 we forecast a surplus of £159,113. We actually achieved £194,926 which represents a 22.5% over-achievement. We exceeded our forecasts regarding commission generation across the portfolio of products. By careful control of costs, we have recorded a record surplus

How many people did the Trading Company assist last year

Over 67,000 product transactions (new business and renewals) took place in Nottinghamshire & Derbyshire last year.

Quote from Service Users

"I have my Home and Car Insurance, Gas & Electricity and a Funeral Plan from Age UK. I am very happy with the service and the money that I have saved has helped me to buy an Age UK Stair-lift"

What Retail achieved last year

Our staff and volunteers at Mansfield and West Bridgford were again faced with challenges during the year. There is increased competition in both areas from other charity shops, together with a drop in quality donations as people tend to hold on to things they would have donated in the past, due to the economic climate. In spite of this, both shops made a surplus for the year – Mansfield £5,725 and West Bridgford £22,214, giving a total shop surplus of £27,939.

Both shops are active in identifying ways to increase the quantity and quality of donations to help ensure their continued success

What the Derbyshire Handy Van Service achieved last year

- Funding received from Derbyshire County Council to recruit a further full-time Handy Van Operative and additional administrative support taking the team to 6 members of staff
- Performance outputs:
 - Qtr 1 106%
 - Qtr 2 100%
 - Qtr 3 85%
 - Qtr 4 84%
- The service has completed 1,202 Home Fire Safety Checks resulting in 1,560 fire safety items being fitted in service users homes
- 1,175 Home Security Checks have been carried out resulting in 838 security products being fitted

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

The service assisted 1,754 people with 1,899 visits being carried out

Quotes from Service Users

"I very much appreciate the Handy Van Service and the fact that these two operatives were so helpful and made me feel really comfortable during the visit as I have issues with communication"

- *The volume of interventions provided up to this point in the Annual Report amounts to 224,531*
- *The services up to this point in the Annual Report helped 37,488 people*

What the Nottinghamshire Business Directory achieved last year

- Helped over 1,600 callers to find local, trustworthy traders
- 12,000 unique visitors visited the Nottinghamshire Business Directory on line, registering a total of 36,000 visits
- The website visitors viewed 120,000 pages of information. Service users posted 195 positive reviews about member companies on the Nottinghamshire Business Directory

How many people did the Business Directory assist last year?

The total number of people helped by the service is difficult to evaluate as the directory can be accessed via the internet by the public as well as being used by our own staff and volunteers around the City and County. We do know that our dedicated Freephone number received nearly 2,000 calls and our database shows that we provided over 1,600 callers with the details of local traders. We also know there were 12,000 unique visitors to the Business Directory website for Nottinghamshire.

We are not able to confirm the number of visits made by our member companies to service users or the total number of jobs that the member companies actually completed for older people in the City and the County. We do know that the demand for the service continues to grow and we have 200 companies across Nottinghamshire that have been checked by our staff and are ready to respond and support local older people.

As well as operating the Business Directory in Nottinghamshire, we operate and manage directories in Derbyshire and Leicestershire giving a combined trader membership of well over 300 companies in the East Midlands. Age UK Oxfordshire operates a directory and has helped to set up and operate directories in Buckinghamshire & Milton Keynes. The West Yorkshire directory is managed by Age UK Calderdale & Kirklees. During 2012-13 Age UK London launched a directory initially in Hillingdon but over the next 12 -18 months will launch the directory in over 20 London Boroughs. Age UK Sunderland has also adopted the project and commenced membership recruitment. By the end of the financial year total trader membership across the active directories had reached 550.

Quote from Service User

"We found this company via the Age UK web site and chose them because of their good rating. Contacted them regarding a toilet malfunction and Richard arrived at the agreed time on the same day. He corrected a minor fault and there was no charge. He also gave us advice regarding what to do if it happened again. What better service could you wish for? We would definitely use his company again".

- *The volume of interventions provided up to this point in the Annual Report amounts to 236,531*
- *The services up to this point in the Annual Report helped people 39,088*

Review of last year's objectives

- We aimed to increase directory membership across the East Midlands by at least 30 companies (10% increase) and develop the Directory in at least two new geographical areas. Throughout the reporting year, membership of the three directories that make up the East Midland was maintained at approximately 320 member companies. The Nottinghamshire Directory remains the largest with 200 companies followed by Leicestershire with 80 and Derbyshire with 40
- We aimed to launch a new version of the Business Directory with links to social media. The new version of the Business Directory is still under development but we have started to build a presence on social media through a Twitter account. This has generated interest from traders, other organisations and potential users of the service
- We aimed for the Derbyshire Handy Van Service to gain accreditation from Telecare Services Authority for installation and maintenance of assistive technology equipment. We continue to install and maintain assistive technology equipment whilst working towards the accreditation
- We aimed to develop a new trading outlet in Chesterfield and this was opened on 21st January 2013

Next year we aim to:

- ✓ Continue to grow the Trading Company via new business and maximum retention of existing business
- ✓ Develop the presence of the Trading Company in Newark
- ✓ Successfully launch the revised version of the Business Directory portal

Statistics

| | 2011/12 | 2012/13 |
|--|----------|---------|
| No. of personal callers and telephone enquiries for information | 14,807 | 21,168 |
| No. of users of the Information & Advice Service | 4,065 | 4,438 |
| Estimated value of the benefit gains from the Advice Service | £659,000 | £1.294m |
| No. of people supported through the Advocacy Service | 1,371 | 2,223 |
| No. of people who regularly received visits from the Visiting Service | 65 | 141 |
| Total no. of visiting hours provided by the Visiting Service | 900 | 3,853 |
| No. of people supported by the Harmony Counselling Service | 72 | 77 |
| No. of individuals accepted by the Kindred Spirits Service | 491 | 696 |
| Total No. of Kindred Spirits service users | 452 | 696 |
| No. of Day Care places provided throughout the County | 9,500 | 9,900 |
| No. of people supported by the Housing Matters Service | 642 | 543 |
| No. of jobs completed through the Handyperson Service | 1,300 | 2,592 |
| No. of Home Safety Checks carried out by the Home Safety Team | 423 | 477 |
| No. of volunteers available for all services | 197 | 227 |
| No. of volunteers recruited and trained for all services | 197 | 227 |
| No. of volunteer hours provided for all services | 28,971 | 35,400 |
| No. of people who enjoyed free walks with the Best Foot Forward Programme | 5,619 | 3,560 |
| No. of older isolated people helped by the Community Outreach Advisory Service | 562 | 645 |
| No. of training places provided by the Training Department | 846 | 680 |



Financial Review

The financial statements included in 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 Financial Activities (SOFA) on page 72 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 £3,247,688 compared with £3,254,397 for the previous year, a decrease of 0.02%.

The unrestricted surplus made during the year totalled £185,060.

The donation from Age UK Local Trading Ltd has increased from £135,000 in 2011/12 to £143,000 in 2012/13, an increase of 5.9%. This was due to an overall expansion of the business.

The shops have performed well again this year with an overall profit of £41,595 in 2012/13. Sales have decreased from £175,491 in 2011/12 to £173,917 in 2012/13 due mainly to stock difficulties.

Total resources expended have decreased from £3,339,885 in 2011/12 to £3,243,358 in 2012/13. Within that charitable expenditure decreased from £2,731,579 in 2011/12 to £2,539,848 in 2012/13.

Income for the Trading Subsidiaries increased from £676,207 in 2011/12 to £762,033 in 2012/13. This was mainly due to the increase in the turnover of Age UK Local Trading. Costs for the trading subsidiaries increased from £402,832 in 2011/12 to £492,208 in 2012/13 including AUBD Ltd costs of £152,905 of which £27,082 was covered by a loan from the parent company (the Charity) as detailed in note 18 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 £234,985 of unrestricted income increasing the total of designated funds to £530,686. Of the £234,985, the specific charitable services fund

was increased by £196,775 to part fund Information & Advice, Volunteer Visiting Services, Home Support and Membership. The designated funds can be seen in note 15 (page 93) to the accounts.

I am pleased to report that there is an overall group surplus of £7,365.

Restricted funds increased over the course of the year by £4,990 to £471,313 at the year end. Details of restricted funds can be found in note 13 to the accounts (pages 87 to 91).

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, depreciation and capital expenditure, mainly capital sums received by way of funding towards home improvement works arranged by the Housing Matters Service.

Free reserves as at 31st March 2013 totalled £807,871 (see note 14), which is equivalent to 3.9 months running costs based on £2,485,366 budgeted expenditure for 2013/14. This is within the level of three to six months running costs detailed within the reserves policy.

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

How Services are Funded

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 2012/13:

| Service | Funder | Amount | Percentage |
|---------------------------|--------------------------------|----------|------------|
| Handypersons | Donations | £15 | 0.01% |
| | Skerritt Trust | £8,600 | 8.7% |
| | Age UK | £12,400 | 12.6% |
| | Nottingham City Council | £60,000 | 60.9% |
| | Service user contributions | £17,539 | 17.79% |
| Sybil Levin Centre | Donations | £5,406 | 3.23% |
| | Rental Income | £10,246 | 6.12% |
| | Service user contributions | £151,718 | 90.65% |
| County Day Care | Donations | £3,872 | 1.8% |
| | Service user contributions | £118,911 | 55.6% |
| | Nottinghamshire County Council | £35,670 | 16.7% |
| | Age UK Notts* | £55,572 | 25.9% |

| | | | |
|--|--|---|--|
| Ashfield Lunch/ Activity Clubs | Age UK Notts* Charges | £2,133 £3,804 | 35.9% 64.1% |
| Volunteer Based Visiting Services | Age UK Notts* Harry Dunn Charitable Trust Late Sir Patrick White Trust Donations Department of Health Nottinghamshire County Council | £16,431 £1,500 £2,000 £60 £16,000 £30,000 | 24.9% 2.27% 3.03% 0.09% 24.2% 45.51% |
| Home Support | Service User Contributions Age UK Notts* | £66,702 £68,446 | 49.35% 50.65% |
| Advocacy Services | Donations Charges Nottinghamshire County Teaching PCT Kingsmill Hospital Nottingham City PCT POWHER/Nottinghamshire County Council | £10,348 £5,261 £63,013 £1,866 £14,200 £339,070 | 2.4% 1.2% 14.5% 0.43% 3.3% 78.17% |
| Kindred Spirits | <i>Incorporating Kindred Spirits, Fit as a Fiddle and Best foot Forward</i> Nottinghamshire County Council Age UK Notts* Big Lottery – Awards for All Service user contributions Nottingham City Council Sport England Age UK Nottingham City PCT Donations | £5,000 £56,844 £6,374 £24,592 £31,923 £5,809 £20,379 £8,000 £3,489 | 3.07% 35% 3.92% 15.1% 19.65% 3.58% 12.55% 4.93% 2.2% |
| Housing Matters | Capital Grants Nottingham City Council Donations Charges The Fifty Fund Department of Health Nottingham Fire & Rescue Age UK Skerritt Trust | £167,799 £278,009 £115 £1,656 £1,495 £41,670 £6,500 £28,700 £20,000 | 30.7% 50.9% 0.02% 0.3% 0.27% 7.61% 1.2% 5.3% 3.7% |

| | | | |
|--|--|---------|--------|
| Harmony Counselling Service | Age UK Notts* | £23,764 | 91.61% |
| | Service User Contributions | £2,175 | 8.39% |
| Signposting | Nottingham City Council | £49,271 | 95.2% |
| | Age UK Notts* | £2,501 | 4.8% |
| Whatton Prison Activity project | HMP Whatton Prison | £8,250 | 62.2% |
| | Donations | £30 | 0.23% |
| | Age UK Notts* | £4,976 | 37.57% |
| Community Outreach Advisors | Nottinghamshire County Council | £60,732 | 95.4% |
| | Donations | £270 | 0.42% |
| | Age UK Notts* | £2,664 | 4.18% |
| Information & Advice | Age UK | £43,430 | 61.9% |
| | Age UK Notts* | £20,479 | 29.2% |
| | Donations | £6,204 | 8.9% |
| Money Guidance | Age UK | £18,327 | 54.9% |
| | Age UK Notts* | £15,077 | 45.1% |
| Men in Sheds | Age UK/Wilkinsons | £36,945 | 76.6% |
| | Sales/Charges | £11,255 | 23.4% |
| Winter Celebration | Age UK/John Lewis | £750 | 100% |
| Volunteer Co-ordinator | Charges | £7,210 | 75.6% |
| | Age UK Notts* | £2,332 | 24.4% |
| Campaign to End Loneliness | Lady Hind Trust | £1,000 | 4.4% |
| | JN Derbyshire Trust | £2,200 | 9.7% |
| | Thomas Farr Charity | £1,000 | 4.4% |
| | Age UK Notts* | £18,524 | 81.5% |
| Doorstoppers | Western Power Ltd | £3,532 | 100% |
| Caring is Sharing | Nottingham North and East Clinical Commissioning Group | £15,860 | 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 £289,743 and in this connection we are grateful for the support of the following:

- The Gray Trust
- The Rothera Family Trust
- The Sir John Eastwood Foundation
- Anonymous Trust

for their continued support. We also benefit from individuals who make donations & legacy income to the Charity.

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

Eric Edwards
Honorary Financial Adviser

AGE UK NOTTINGHAM & 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 2013.

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
- state whether applicable accounting standards have been followed subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

3. Audit Information

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

4. Review of the Business

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

5. Small Company Provisions

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

AGE UK NOTTINGHAM & 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, depreciation 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 54.

10. Governing Document

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



M.I. TINKLER

By Order of the Board

Chief Executive and Secretary

Date 24 July 2013

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

Independent auditor's report to the Members and Trustees of Age UK Nottingham & Nottinghamshire

We have audited the financial statements of Age UK Nottingham & Nottinghamshire for the year ended 31 March 2013 on pages 67 to 91. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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, under Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. 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 Trustees and auditors

As explained more fully in the Directors' Responsibilities Statement set out on page 63, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and section 144 of the Charities Act 2011 and report in accordance with those Acts. 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 and parent charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Church Council 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 2013, 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011;

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

Independent auditor's report to the Members and Trustees of Age UK Nottingham & Nottinghamshire (*continued*)

Opinion on other matter prescribed by the Companies Act 2006

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

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 and the Charities Act 2011 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 Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

RSM Tenon Audit Limited

Kelly Boorman (Senior Statutory Auditor)
for and on behalf of

RSM Tenon Audit Limited
Statutory Auditor
The Poynt
45 Wollaton Street
Nottingham
NG1 5FW

24 July 2013

RSM Tenon Audit Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND
EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2013**

| | <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 2013</u> | <u>Total 2012</u> |
|--|-------------|-------------------------------|-----------------------------|-----------------------------|---|-----------------------|-----------------------|
| | | £ | £ | £ | £ | £ | £ |
| Incoming Resources | | | | | | | |
| Donations and Legacies | 3 | | | | | | |
| Housing Services | | - | - | 28,730 | - | 28,730 | 49,120 |
| Community and Advocacy | | 1,945 | - | 21,616 | - | 23,170 | 12,828 |
| Day Care | | 3,377 | - | 4,701 | - | 8,078 | 4,857 |
| Core Services | | 213,271 | - | 31,386 | - | 245,048 | 44,620 |
| Shops | 5 | 31,631 | - | - | - | 31,631 | 30,255 |
| Activities in furtherance of Charity's Objects | | | | | | | |
| Grants and Service Agreements | | | | | | | |
| Housing Services | 2a | 553,900 | - | 42,595 | - | 596,495 | 777,676 |
| Community and Advocacy | 2b | 501,607 | - | 285,540 | - | 787,147 | 823,538 |
| Day Care | 2c | 1,250 | - | 34,420 | - | 35,670 | 209,016 |
| Core Services | 2d | 19,701 | - | 798 | - | 20,499 | 102,987 |
| Fees and Contributions | | 513,642 | - | 1,810 | - | 515,452 | 322,872 |
| Rent Receivable | | 2,776 | - | - | 2,600 | 5,376 | 4,974 |
| Activities for Generating Funds | | | | | | | |
| Merchandising Income | 5 | 173,917 | - | - | - | 173,917 | 175,491 |
| Fundraising Income | 6 | 7,243 | - | 2,688 | - | 9,931 | 13,221 |
| Investment Income | | 3,040 | - | - | 1,471 | 4,511 | 6,735 |
| Trading Subsidiaries | | 762,033 | - | - | - | 762,033 | 676,207 |
| Total Incoming Resources | | 2,789,333 | - | 454,284 | 4,071 | 3,247,688 | 3,254,397 |
| Resources Expended | | | | | | | |
| Cost of Generating Funds | | | | | | | |
| Merchandising Costs | 5 | 164,053 | - | - | - | 164,053 | 159,471 |
| Fundraising Costs | 6 | 1,811 | - | 1,556 | - | 3,367 | 2,320 |
| Trading Subsidiary Costs | | 492,208 | - | - | - | 492,208 | 402,832 |
| Cost of Activities in furtherance of Charity's Objects | | | | | | | |
| Charitable Expenditure | 12 | | | | | | |
| Housing Services | | 617,486 | 34,332 | 71,485 | - | 723,303 | 924,052 |
| Community and Advocacy | | 568,857 | 100,020 | 289,689 | 15,498 | 974,064 | 1,007,489 |
| Day Care | | 324,740 | - | 59,363 | - | 384,103 | 409,605 |
| Core Activities | | 395,880 | 33,066 | 27,201 | 2,231 | 458,378 | 390,433 |
| Governance Costs | 7 | 39,238 | 4,644 | - | - | 43,882 | 43,683 |
| Total Resources Expended | 8 | 2,604,273 | 172,062 | 449,294 | 17,729 | 3,243,358 | 3,339,885 |
| Net Incoming/(Outgoing) Resources before Transfers | | 185,060 | (172,062) | 4,990 | (13,658) | 4,330 | (85,488) |
| Transfer between Funds | 14 | (234,985) | 234,985 | - | - | - | - |
| Minority Interest | 1 | 2,314 | - | - | - | 2,314 | 2,795 |
| Net Incoming/(Outgoing) Resources and Net Movements in Funds | | (47,611) | 62,923 | 4,990 | (13,658) | 6,644 | (82,693) |
| Realised/Unrealised Gains on Investments | | - | - | - | 721 | 721 | 442 |
| Net Incoming/(Outgoing) Resources and Net Movements in Funds after Realised/Unrealised Gains on Investments | | (47,611) | 62,923 | 4,990 | (12,937) | 7,365 | (82,251) |
| Balance at 1st April 2012 | | 1,148,847 | 467,763 | 466,323 | 116,735 | 2,199,668 | 2,298,468 |
| Prior year adjustment | | | | | | | (16,549) |
| Balance as at 1 st April 2011 (as restated) | | | | | | | 2,281,919 |
| Balances carried forward at 31st March 2013 | | 1,101,236 | 530,686 | 471,313 | 103,798 | 2,207,033 | 2,199,668 |

The notes on pages 74 to 97 form part of these financial statements

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

**BALANCE SHEET
AS AT 31ST MARCH 2013
Company No. 03455485**

| | Notes | 2013 £ | The Group 2012 £ | 2013 £ | The Charity 2012 £ |
|---|-------|------------------|------------------------|------------------|--------------------------|
| Fixed Assets | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Investments | 1 | - | - | 92 | 92 |
| Tangible Assets | 9 | 1,220,526 | 1,284,749 | 1,202,999 | 1,268,799 |
| George Henry Francis Paylings Charity | | | | | |
| Investments | 10 | 21,953 | 21,232 | 21,953 | 21,232 |
| Tangible Assets | 9 | 52,082 | 53,275 | 52,082 | 53,275 |
| | | <u>1,294,561</u> | <u>1,359,256</u> | <u>1,277,126</u> | <u>1,343,398</u> |
| Current Assets | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Stock | | 2,570 | 385 | 2,570 | 385 |
| Debtors | 11 | 327,015 | 302,546 | 550,212 | 476,610 |
| Cash at Bank and in Hand | | 844,956 | 865,191 | 653,135 | 627,501 |
| George Henry Francis Paylings Charity | | | | | |
| Debtors | | - | 255 | - | 255 |
| Cash at Bank and in Hand | | <u>45,762</u> | <u>90,943</u> | <u>45,762</u> | <u>90,943</u> |
| | | <u>1,220,303</u> | <u>1,259,320</u> | <u>1,251,679</u> | <u>1,195,694</u> |
| Creditors: amounts falling due within one year | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Accruals and Deferred Income | | 199,948 | 274,677 | 115,092 | 118,830 |
| Taxation and Social Security | | 53,083 | 57,154 | 41,712 | 44,382 |
| Other Creditors | | 21,710 | 21,071 | - | - |
| George Henry Francis Paylings Charity | | | | | |
| Accruals and Deferred Income | | 15,999 | 48,915 | 15,999 | 48,915 |
| | | <u>290,740</u> | <u>401,817</u> | <u>172,803</u> | <u>212,127</u> |
| Net Current Assets | | | | | |
| | | <u>929,563</u> | <u>857,503</u> | <u>1,074,876</u> | <u>983,567</u> |
| Total Assets less Current Liabilities | | | | | |
| | | <u>2,224,124</u> | <u>2,216,759</u> | <u>2,356,002</u> | <u>2,326,965</u> |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Creditors: amounts falling due after one year | | | | | |
| Loans | 12 | <u>17,091</u> | <u>17,091</u> | - | - |
| Net Assets | | | | | |
| | | <u>2,207,033</u> | <u>2,199,668</u> | <u>2,362,002</u> | <u>2,326,965</u> |
| Funds | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Restricted | 13 | 471,313 | 466,325 | 471,313 | 466,325 |
| Designated | 15 | 530,686 | 467,763 | 530,686 | 467,763 |
| Unrestricted | | 1,101,236 | 1,148,845 | 1,250,205 | 1,276,142 |
| George Henry Francis Payling's Charity: | | | | | |
| Permanent Endowment | 13 | 58,457 | 58,457 | 58,457 | 58,457 |
| Expendable Endowment | 13 | 45,341 | 58,278 | 45,341 | 58,278 |
| | | <u>89,296</u> | | | |
| | 14 | <u>2,207,033</u> | <u>2,199,668</u> | <u>2,356,002</u> | <u>2,326,965</u> |

Approved by the Board on 24th July 2013 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 74 to 97 form part of these financial statements

From note 14 you will see unrestricted/designated net assets (free cash reserves) are £807,871 to calculate our reserve level see page 69 for our reserves policy note. Based on budgeted expenditure for 2013/14 of £2,485,366 the percentage reserves level is 32.7% which represents 3.9 months which is within our reserve level of 3 to 6 months.

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

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 & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2013

(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 90% of the issued share capital of Age UK Business Directory Limited.

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

2. **GRANTS AND SERVICE AGREEMENTS**

| | <u>2013</u> | | <u>2012</u> | |
|--|--------------------------|----------------------------|--------------------------|----------------------------|
| | <u>Restricted</u> | <u>Unrestricted</u> | <u>Restricted</u> | <u>Unrestricted</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| a) <u>HOUSING SERVICES</u> | | | | |
| <u>Nottingham City Supporting People/</u> | | | | |
| <u>Nottingham City Capital</u> | | | | |
| Housing Matters (see Note 4) | - | 445,730 | - | 509,338 |
| Home Maintenance (Hospitals) | - | 60,000 | - | 20,219 |
| Home Maintenance (City) | - | - | - | 75,000 |
| <u>Nottingham City Council</u> | | | | |
| City Hospital Discharge | - | - | 1,500 | - |
| <u>Department of Health</u> | | | | |
| Winter Warmth | - | 41,670 | - | - |
| <u>Age UK/E-on</u> | | | | |
| Energy/Handyperson Service | 12,400 | - | 27,470 | - |
| Hardship Fund | 21,700 | - | 43,000 | - |
| Housing Fund | 7,000 | - | - | - |
| <u>Age UK/Wilkinsons</u> | | | | |
| Handyperson Service | - | - | 4,000 | - |
| c/f | 41,100 | 547,400 | 75,970 | 604,557 |

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

| | 2013 | | 2012 | |
|---|-------------------|---------------------|-------------------|---------------------|
| | Restricted | Unrestricted | Restricted | Unrestricted |
| | £ | £ | £ | £ |
| b/f | 41,100 | 547,400 | 75,970 | 604,557 |
| a) HOUSING SERVICES (continued) | | | | |
| <u>Nottinghamshire Fire Authority</u> | | | | |
| Co2 Detectors | - | - | 2,600 | - |
| <u>Safe & Sound</u> | | | | |
| Nottinghamshire Fire Service | - | 6,500 | 6,000 | - |
| <u>Transition Fund</u> | | | | |
| Home Support | - | - | 88,549 | - |
| <u>The Fifty Fund</u> | | | | |
| Housing Matters | 1,495 | - | - | - |
| | <u>42,595</u> | <u>553,900</u> | <u>173,119</u> | <u>604,557</u> |
| b) COMMUNITY AND ADVOCACY | | | | |
| <u>Nottinghamshire County Council</u> | | | | |
| West Bridgford Visiting Scheme | 15,000 | - | 15,000 | - |
| Gedling Carers | 15,000 | - | - | 15,000 |
| Membership (Mansfield Kindred Spirits) | - | - | 12,594 | - |
| Membership (Nottingham Kindred Spirits) | 5,000 | - | 7,406 | - |
| Generic Advocacy | - | - | 109,425 | - |
| Link Age Community Outreach | 60,732 | - | 60,730 | - |
| Link Age Shopping Service | - | - | 7,615 | - |
| Dementia Brokerage | - | - | 15,000 | - |
| <u>POhWER/Nottinghamshire County Council</u> | | | | |
| Access to Advocacy | - | 339,070 | - | - |
| <u>Nottinghamshire County Teaching PCT</u> | | | | |
| Hospital Advocacy | - | 20,747 | - | 35,080 |
| QMC Advocacy | - | 14,200 | - | 14,200 |
| <u>NHS Nottingham City</u> | | | | |
| Care Home Advocacy | - | 42,267 | - | 6,919 |
| <u>Digital UK Limited</u> | | | | |
| Nottingham Switchover | - | - | 2,854 | - |
| Waltham Switchover | - | - | 64,837 | - |
| <u>Nottingham City Supporting People</u> | | | | |
| Sign Posting | - | 49,271 | - | 49,541 |
| <u>Clinical Commissioning Group</u> | | | | |
| Caring is Sharing | - | 15,859 | - | - |
| c/f | <u>95,732</u> | <u>481,414</u> | <u>295,461</u> | <u>120,740</u> |

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

| | 2013 | | 2012 | |
|--|-------------------|---------------------|-------------------|---------------------|
| | Restricted | Unrestricted | Restricted | Unrestricted |
| | £ | £ | £ | £ |
| b/f | 95,732 | 481,414 | 295,461 | 120,740 |
| b) COMMUNITY AND ADVOCACY (continued) | | | | |
| <u>Nottingham City Council</u> | | | | |
| Generic Advocacy | - | - | 22,366 | - |
| Kindred Spirits | 31,923 | - | 30,923 | - |
| Kindred Spirits (Best Foot Forward) | 8,000 | - | 8,000 | - |
| Deprivation of Liberty Advocacy | - | - | 46,500 | - |
| <u>Age UK</u> | | | | |
| Kindred Spirits (Fit as a Fiddle) | 20,379 | - | 47,831 | - |
| Information & Advice | 15,000 | - | 21,600 | - |
| Finances Health Check | - | - | 3,600 | - |
| Money Guidance | - | 18,327 | - | 26,814 |
| Development Fund (A&I) | 2,430 | - | - | - |
| <u>Age UK/Wilkinsons</u> | | | | |
| Winter Work | 1,000 | - | - | - |
| Men in Sheds | 48,893 | - | 50,289 | - |
| <u>Age UK/E-on</u> | | | | |
| Benefits Advice | 13,000 | - | 25,000 | - |
| Planning for Later Life | 12,000 | - | - | - |
| <u>Age UK/John Lewis</u> | | | | |
| Winter Celebration | 750 | - | - | - |
| <u>Ecotec Ltd- Volunteering Fund</u> | | | | |
| Helping Hands | 16,000 | - | 15,005 | - |
| <u>HMP Whatton Prison</u> | | | | |
| Prison Activity Service | 8,250 | - | 6,188 | - |
| <u>Big Lottery Awards For All</u> | | | | |
| Kindred Spirits | 6,374 | - | - | - |
| <u>Transition Fund</u> | | | | |
| Membership | - | - | 103,221 | - |
| <u>Sport England</u> | | | | |
| Kindred Spirits | 5,809 | - | - | - |
| <u>Kingsmill Hospital</u> | | | | |
| Advocacy | - | 1,866 | - | - |
| | 285,540 | 501,607 | 675,984 | 147,554 |

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2013
(continued)**

2. GRANTS AND SERVICE AGREEMENTS (continued)

| | 2013 | | 2012 | |
|--|-------------------|---------------------|-------------------|---------------------|
| | Restricted | Unrestricted | Restricted | Unrestricted |
| | £ | £ | £ | £ |
| c) <u>DAY CARE</u> | | | | |
| <u>Nottingham City Council</u> | | | | |
| Sybil Levin | - | - | 102,944 | - |
| <u>Nottinghamshire County Council</u> | | | | |
| Gedling Respite Service | - | - | - | 11,235 |
| Worksop | - | 1,250 | - | 7,906 |
| Stapleford | - | - | 4,420 | - |
| Mansfield | - | - | 5,358 | - |
| Newark | - | - | 6,669 | - |
| Retford | 20,458 | - | 20,458 | - |
| Ollerton | 13,962 | - | 8,144 | - |
| <u>Transition Fund</u> | | | | |
| Day Care | - | - | 40,882 | - |
| <u>Age UK</u> | | | | |
| Winter Celebration | - | - | 1,000 | - |
| | <u>34,420</u> | <u>1,250</u> | <u>189,875</u> | <u>19,141</u> |
| d) <u>CORE SERVICES</u> | | | | |
| <u>Nottingham City Council</u> | | | | |
| Core Activities | - | - | - | 11,402 |
| <u>Nottinghamshire County Council</u> | | | | |
| Core Activities | - | 7,000 | - | 28,000 |
| <u>Age UK</u> | | | | |
| Supporting Friends of Age UK | - | 5,200 | - | 1,800 |
| Rapid Response | - | - | 1,000 | - |
| Handicraft Festival | - | - | 2,000 | - |
| Retainer | - | 7,501 | - | 12,042 |
| Branding | - | - | - | 7,359 |
| One Off Support | - | - | - | 8,045 |
| Dignify Training | 798 | - | - | - |
| <u>Business Link</u> | | | | |
| Development Grant | - | - | 750 | - |
| <u>Transition Fund</u> | | | | |
| Charity Log Development/Training | - | - | 28,348 | - |
| <u>Enable- Future Jobs Fund</u> | | | | |
| Core Activities | - | - | 664 | - |
| West Bridgford Shop | - | - | 1,577 | - |
| | <u>798</u> | <u>19,701</u> | <u>34,339</u> | <u>68,648</u> |
| | <u>369,853</u> | <u>1,069,958</u> | <u>1,073,317</u> | <u>839,900</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 & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

3. **DONATIONS AND LEGACIES**

A. UNRESTRICTED FUNDS

| | <u>2013</u> | <u>2012</u> |
|----------------------------------|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| Anonymous Trust | 12,500 | 25,000 |
| Anonymous Company | 5,000 | - |
| Anne Drury | 500 | - |
| Coventry Building Society | - | 418 |
| Lincolnshire Co-op | 3,377 | - |
| Nottinghamshire Fire Authority | - | 500 |
| The Gray Trust | 6,000 | 10,000 |
| The J N Derbyshire Trust | - | 2,200 |
| The Late M Roberts | 500 | - |
| The Late B Moulton Smith | - | 12 |
| The Late L A Reade | 100 | - |
| The Late M Timson | 2,099 | - |
| The Late E Gant | 176,000 | - |
| The Late M Poyser | 28 | - |
| The Late D Judd | 1,363 | - |
| The Late R J Howarth | 100 | - |
| Inner Wheel Wollaton | 500 | - |
| The Late D Saunders | - | -5 |
| The Late J E Holt | - | 9 |
| The Late S Lampard | 320 | - |
| T Hanson | 600 | - |
| The Late J C Holman | - | 2,000 |
| The Rothera Family Trust | 800 | 432 |
| The Sir John Eastwood Foundation | 1,500 | 1,500 |
| Others < £250 | 7,306 | 3,369 |
| | <u>218,593</u> | <u>45,435</u> |

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS

a) HOUSING SERVICES

Housing Matters

| | <u>2013</u> | <u>2012</u> |
|--------------------|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| The Skerritt Trust | 28,600 | 28,600 |
| Individuals | 115 | 30 |

Home Maintenance

| | | |
|-------------|----|-----|
| Individuals | 15 | 320 |
|-------------|----|-----|

Home Support

| | | |
|----------------------|---|---------------|
| Individuals | - | 170 |
| The Paylings Charity | - | <u>20,000</u> |

| | | |
|--|---------------|---------------|
| | <u>28,730</u> | <u>49,120</u> |
|--|---------------|---------------|

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

3. **DONATIONS AND LEGACIES**
B. RESTRICTED FUNDS (continued)

| <u>b) COMMUNITY AND ADVOCACY</u> | <u>2013</u> | <u>2012</u> |
|--|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| <u>Volunteer Prevention</u> | | |
| Harry Dunn Charitable Trust | 1,500 | 1,500 |
| Individuals | 50 | 50 |
| The Late Sir Patrick White Trust | 2,000 | - |
| <u>Community Outreach</u> | | |
| Individuals | 270 | - |
| <u>Advocacy Service</u> | | |
| Individuals | 160 | 495 |
| The Paylings Charity | 10,188 | 3,944 |
| <u>Information & Advice</u> | | |
| The Paylings Charity | 3,750 | 1,458 |
| <u>Money Guidance</u> | | |
| Individuals | - | 50 |
| <u>Counselling Service</u> | | |
| Individuals | - | 80 |
| <u>Kindred Spirits</u> | | |
| Individuals | 1,667 | 2,691 |
| Bank of England Charities Trust | 500 | - |
| Concertina Charitable Trust | 100 | - |
| <u>Shopping Service</u> | | |
| Individuals | - | 775 |
| <u>Whatton Prison Service</u> | | |
| Individuals | 30 | - |
| <u>Signposting</u> | | |
| Individuals | - | 20 |
| <u>Helping Hands</u> | | |
| Individuals | 10 | - |
| <u>Handicraft/Music Events</u> | | |
| S Warzynska | 296 | - |
| P Moore | 50 | - |
| <u>County Fundraising</u> | | |
| D Ferguson | 30 | - |
| C Moore | 15 | - |
| <u>Welfare Fund (Heating Bills)</u> | | |
| Dr J Birkett | 1,000 | - |
| | <u>21,616</u> | <u>12,013</u> |

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

| | <u>2013</u> | <u>2012</u> |
|---|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| c) <u>DAYCARE</u> | | |
| <u>The Sybil Levin Centre</u> | | |
| Chairs Fundraising | - | 2,314 |
| Individuals | 269 | - |
| CC Works Ltd | 250 | - |
| A Staples | 3,687 | - |
| <u>Mansfield Day Care</u> | | |
| The Paylings Charity | 495 | 2,225 |
| <u>Worksop</u> | | |
| Individuals | - | 63 |
| <u>Stapleford</u> | | |
| Individuals | - | 200 |
| <u>Newark</u> | | |
| Individuals | - | 28 |
| <u>Ollerton</u> | | |
| Individuals | - | 27 |
| | <u>4,701</u> | <u>4,857</u> |
| d) <u>CORE SERVICES</u> | | |
| <u>Chairs Fundraising</u> | | |
| S Warzynska | 409 | - |
| <u>Campaign to End Loneliness</u> | | |
| Western Power Distribution | 3,532 | - |
| Lady Hind Trust | 1,000 | - |
| Thomas Farr Charity | 1,000 | - |
| J N Derbyshire Trust | 2,200 | - |
| <u>Work in the East Midlands</u> | | |
| Age Concern East Midlands | <u>23,245</u> | <u>-</u> |
| | <u>31,386</u> | <u>-</u> |
| <u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u> | <u>86,433</u> | <u>65,990</u> |

4. **HOUSING MATTERS- Income Resources** (see note 2)

| | <u>2013</u> | <u>2012</u> |
|-------------------------------|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| Nottingham City Council Grant | 278,009 | 278,780 |
| Payments to Subcontractors | 167,721 | 230,558 |
| | <u>445,730</u> | <u>509,338</u> |

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(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>2013</u> | <u>2012</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| <u>Income</u> | | | | | |
| Merchandising Income | 13,656 | 82,779 | 77,482 | 173,917 | 175,491 |
| Donated Stock | - | 31,631 | - | 31,631 | 30,150 |
| Donation Cash | - | - | - | - | 105 |
| Charges | - | 100 | - | 100 | - |
| | <u>13,656</u> | <u>114,510</u> | <u>77,482</u> | <u>205,648</u> | <u>205,746</u> |
| <u>Direct and Overhead Expenses</u> | | | | | |
| Purchases | - | 432 | 296 | 728 | 194 |
| Donated Stock | - | 31,631 | - | 31,631 | 30,150 |
| <u>Less</u> Closing Stock | - | 2,570 | - | 2,570 | 385 |
| Staff Costs & | | | | | |
| Volunteer Expenses | - | 42,805 | 28,149 | 70,954 | 70,186 |
| Rent, Rates and Water | - | 12,674 | 16,047 | 28,721 | 27,309 |
| Light and Heat | - | 1,078 | 1,193 | 2,271 | 2,260 |
| Cleaning, Repairs, Renewals | | | | | |
| and Insurance | - | 1,401 | 1,095 | 2,496 | 2,009 |
| Telephone | - | 1,222 | 554 | 1,776 | 1,092 |
| Advertising | - | 2,073 | 133 | 2,206 | 2,984 |
| Depreciation | - | 115 | 301 | 416 | 302 |
| Sundry Expenses | - | 269 | 616 | 885 | 889 |
| Other Overheads | - | 9,803 | 6,884 | 16,687 | 15,959 |
| Transport and Collection | - | 7,852 | - | 7,852 | 4,945 |
| | <u>-</u> | <u>108,785</u> | <u>55,268</u> | <u>164,053</u> | <u>157,894</u> |
| Designated Funds Used | | - | - | - | - |
| Surplus | <u>13,656</u> | <u>5,725</u> | <u>22,214</u> | <u>41,595</u> | <u>47,852</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 & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

6. FUNDRAISING AND PUBLICITY

| | <u>2013</u> | <u>2012</u> |
|----------------------------------|--------------------|--------------------|
| | <u>£</u> | <u>£</u> |
| Postage, Printing and Stationery | 0 | - |
| Advertising and Publicity | 3,202 | 2,126 |
| Other Costs | 165 | 194 |
| | <hr/> | <hr/> |
| | 3,367 | 2,320 |
| | <hr/> | <hr/> |

Note

The costs of fund raising are shown as £3,367 (2012: £2,320) with corresponding income of £9,931 (2012: £13,221), it should be noted that fundraising activity also contributed to donation and legacy income detailed in note 3.

7. GOVERNANCE COSTS

| | <u>Unrestricted</u> | |
|---|----------------------------|---------------------|
| | <u>Total</u> | <u>Total</u> |
| | <u>2013</u> | <u>2012</u> |
| | <u>£</u> | <u>£</u> |
| Annual General Meeting & Annual Report Production | 8,322 | 8,311 |
| Audit and Accountancy | 10,749 | 8,455 |
| Board Meetings | 21,936 | 22,748 |
| Strategic Planning Meeting | - | 1,056 |
| Board of Trustees Expenses & Training | 73 | 76 |
| Insurance | 596 | 563 |
| Legal and Professional | 2,206 | 2,474 |
| | <hr/> | <hr/> |
| | 43,882 | 43,683 |
| | <hr/> | <hr/> |

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:

| | <u>Office Rent</u> | <u>Central Overheads</u> | <u>Total</u> | <u>Total</u> |
|----------------------|---------------------------|---------------------------------|---------------------|---------------------|
| | <u>£</u> | <u>£</u> | <u>2013</u> | <u>2012</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| Merchandising | - | 15,197 | 15,197 | 13,513 |
| Fundraising | - | - | - | - |
| Trading Subsidiaries | 26,810 | 56,134 | 82,944 | 76,960 |
| Housing Services | 18,135 | 62,437 | 80,572 | 97,601 |
| Community & Advocacy | 14,950 | 101,730 | 116,680 | 90,358 |
| Day Care | - | 42,226 | 42,226 | 32,211 |
| Core Activities | 2,460 | 12,181 | 14,641 | 15,448 |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| | 62,355 | 289,905 | 352,260 | 326,091 |
| | <hr/> | <hr/> | <hr/> | <hr/> |

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

8. TOTAL RESOURCES EXPENDED

| | <u>Staff Costs</u> | <u>Depreciation</u> | <u>Other Costs</u> | <u>Total 2013</u> | <u>Total 2012</u> |
|---------------------------------------|--------------------|---------------------|--------------------|-----------------------|-----------------------|
| | £ | £ | £ | £ | £ |
| Direct Charitable Expenditure | 1,731,220 | 109,792 | 681,107 | 2,522,119 | 2,701,741 |
| Fundraising and Publicity | | | | | |
| - shops | 66,560 | 416 | 97,077 | 164,053 | 159,471 |
| - other | - | 5 | 3,362 | 3,367 | 2,320 |
| Governance Costs | 24,072 | - | 19,810 | 43,882 | 43,683 |
| Trading Subsidiary Costs | - | - | 492,208 | 492,208 | 402,832 |
| George Henry Francis Paylings Charity | - | 1,193 | 16,536 | 17,729 | 29,838 |
| | <u>1,821,852</u> | <u>111,406</u> | <u>1,310,100</u> | <u>3,243,358</u> | <u>3,339,885</u> |

| | <u>2013</u> £ | <u>2012</u> £ |
|-----------------------|------------------|------------------|
| Staff Costs: | | |
| Wages and Salaries | 1,630,843 | 1,638,723 |
| Social Security Costs | 118,114 | 127,669 |
| Pension Costs | 72,895 | 77,277 |
| | <u>1,821,852</u> | <u>1,843,669</u> |

| | <u>2013</u> £ | <u>2012</u> £ |
|---------------------------------------|------------------|------------------|
| Other Costs: | | |
| Audit | 10,769 | 8,935 |
| Grants - repair works for individuals | 234,001 | 290,420 |
| Property Costs | 129,243 | 135,384 |
| Travel Costs and Volunteers' Expenses | 68,303 | 63,508 |
| Transport / Stock Collection Costs | 48,848 | 49,944 |
| Advertising and Office Expenses | 181,104 | 227,434 |
| Training | 15,006 | 16,770 |
| Legal and Professional | 5,237 | 70,480 |
| Miscellaneous | 77,214 | 64,720 |
| Trading Subsidiary Costs | 492,208 | 402,832 |
| George Henry Francis Paylings Charity | 16,536 | 28,645 |
| Donated Stock | 31,631 | 29,765 |
| | <u>1,310,100</u> | <u>1,388,837</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>2013</u> No. | <u>2012</u> No. |
|--|--------------------|--------------------|
| No employee earned £60,000 p.a. or more | | |
| The average number of full-time equivalent employees, analysed by function, was: | | |
| Direct Charitable Services | 61 | 60 |
| Fundraising and Publicity | 5 | 5 |
| Management and Administration of the Charity | <u>15</u> | <u>15</u> |
| | <u>81</u> | <u>80</u> |

**AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

9. TANGIBLE FIXED ASSETS

(a) THE GROUP

| | <u>Leasehold Improvements</u> | <u>Freehold Property</u> | <u>Computer Equipment</u> | <u>Fixtures and Other Equipment</u> | <u>Motor Vehicles</u> | <u>Total</u> |
|---------------------------|-----------------------------------|------------------------------|-------------------------------|---|---------------------------|------------------|
| | £ | £ | £ | £ | £ | £ |
| Cost | | | | | | |
| At 1st April 2012 | 1,321 | 1,750,020 | 89,864 | 187,963 | 148,259 | 2,177,427 |
| Additions in Year | - | 4,258 | 6,567 | 10,764 | 26,732 | 48,321 |
| Disposals in year | - | - | (161) | - | (21,192) | (21,353) |
| At 31st March 2013 | 1,321 | 1,754,278 | 96,270 | 198,727 | 153,799 | 2,204,395 |
| Depreciation | | | | | | |
| At 1st April 2012 | 462 | 602,369 | 64,958 | 108,145 | 116,744 | 892,678 |
| Charge for Year | 66 | 61,570 | 17,968 | 9,060 | 23,880 | 112,544 |
| Disposals in Year | - | - | (161) | - | (21,192) | (21,353) |
| At 31st March 2013 | 528 | 663,939 | 82,765 | 117,205 | 119,432 | 983,869 |
| Net Book Values | | | | | | |
| At 31st March 2013 | 793 | 1,090,339 | 13,505 | 81,522 | 34,367 | 1,220,526 |
| At 31st March 2012 | 859 | 1,147,651 | 24,906 | 79,818 | 31,515 | 1,284,749 |

(b) THE CHARITY

| | <u>Freehold Property</u> | <u>Computer Equipment</u> | <u>Fixtures and Other Equipment</u> | <u>Motor Vehicles</u> | <u>Total</u> |
|---------------------------|------------------------------|-------------------------------|---|---------------------------|------------------|
| | £ | £ | £ | £ | £ |
| Cost | | | | | |
| At 1st April 2012 | 1,743,491 | 69,943 | 169,214 | 148,259 | 2,130,907 |
| Additions in Year | 4,258 | 5,874 | 7,544 | 26,732 | 44,408 |
| Disposals in Year | - | (161) | - | (21,192) | (21,353) |
| At 31st March 2013 | 1,747,749 | 75,656 | 176,758 | 153,799 | 2,153,962 |
| Depreciation | | | | | |
| At 1st April 2012 | 601,255 | 45,719 | 98,390 | 116,744 | 862,108 |
| Charge for Year | 61,243 | 17,247 | 7,838 | 23,880 | 110,208 |
| Disposals in Year | - | (161) | - | (21,192) | (21,353) |
| At 31st March 2013 | 662,498 | 62,805 | 106,228 | 119,432 | 950,963 |
| Net Book Values | | | | | |
| At 31st March 2013 | 1,085,251 | 12,851 | 70,530 | 34,367 | 1,202,999 |
| At 31st March 2012 | 1,142,236 | 24,224 | 70,824 | 31,515 | 1,268,799 |

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

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

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

Freehold Property
£ **Total**
£

Cost

At 1st April 2012
Additions in Year

55,661 55,661
- -

As at 31st March 2013

55,661 55,661

Depreciation

As at 31st March 2012
Charge for Year

2,386 2,386
1,193 1,193

As at 31st March 2013

3,579 3,579

Net Book Values

At 31st March 2013

52,082 52,082

At 31st March 2012

53,275 53,275

10. **INVESTMENTS**

£
21,232

Cost & net book value at 31 March 2013 & 31 March 2012

11. **DEBTORS**

| | <u>The Group</u> | | <u>The Charity</u> | |
|--|-------------------------|--------------------|---------------------------|--------------------|
| | <u>2013</u> | <u>2012</u> | <u>2013</u> | <u>2012</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| Grants Receivable | 73,358 | 76,540 | 73,358 | 76,540 |
| Prepayments | 34,841 | 36,026 | 17,621 | 18,400 |
| Other Debtors | 145,979 | 172,498 | 70,974 | 90,651 |
| Amounts due from subsidiary undertakings | - | - | 334,486 | 290,287 |
| Donations Receivable | 53,773 | 732 | 53,773 | 732 |
| Minority Interest | 19,064 | 16,750 | - | - |
| | 327,015 | 302,546 | 550,212 | 476,610 |

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

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

| | <u>The Group</u> | | <u>The Charity</u> | |
|----------------------------|-------------------------|--------------------|---------------------------|--------------------|
| | <u>2013</u> | <u>2012</u> | <u>2013</u> | <u>2012</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| VISAV Set up costs | 17,090 | 17,090 | - | - |
| Share Capital | | | | - |
| Analysis of Borrowings: | | | | |
| Within one year | - | - | - | - |
| Between two and five years | 17,090 | 17,090 | - | - |
| | <u>17,090</u> | <u>17,090</u> | <u>-</u> | <u>-</u> |

Included within amounts due from subsidiary undertakings for the charity is an amount of £173,532 which is due from AUBD Limited and will not be repaid until the company is profit making. Since the company is loss making for the year ended 31 March 2013, the full amount of £173,532 remains repayable after more than one year

13. **RESTRICTED FUNDS**

Funded by:

| | <u>Balance</u> | <u>Movement in Resources</u> | | <u>Balance</u> |
|---|------------------------|-------------------------------------|------------------------|-------------------------|
| | <u>1.4.2012</u> | <u>Incoming</u> | <u>Outgoing</u> | <u>31.3.2013</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| <u>HOUSING</u> | | | | |
| <u>Nottingham City Council</u> | | | | |
| Home Maintenance Sinking Fund (Van) | 8,543 | - | 3,761 | 4,782 |
| Home Maintenance (West Area) | 1,354 | - | 135 | 1,219 |
| Home Maintenance (West Area) Sinking Fund | 2,026 | - | 203 | 1,823 |
| <u>The Skerritt Trust</u> | | | | |
| General | 14,417 | 28,600 | 32,433 | 10,584 |
| <u>Age UK/E-on</u> | | | | |
| Home Service | 1,119 | - | 112 | 1,007 |
| Energy/Handy Person Service | - | 12,400 | 12,400 | - |
| Hardship Fund | - | 21,700 | 17,762 | 3,938 |
| Emergency Housing Fund | - | 7,000 | 2,801 | 4,199 |
| <u>The Fifty Fund</u> | | | | |
| Housing Matters | - | 1,495 | 1,495 | - |
| <u>General Donations</u> | | | | |
| Staying Put Hardship Fund | 573 | - | | 573 |
| Staying Put | - | 115 | 115 | - |
| Home Maintenance | - | 15 | 15 | - |
| <u>Nottinghamshire Fire Service</u> | | | | |
| Carbon Monoxide Detectors | 140 | - | 140 | - |
| <u>Nottingham Primary Care Trust</u> | | | | |
| First Link | 1,129 | - | 113 | 1,016 |
| <u>HOUSING TOTAL</u> | <u>29,301</u> | <u>71,325</u> | <u>71,485</u> | <u>29,141</u> |

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

13. **RESTRICTED FUNDS** (continued)

Funded by:

| | <u>Balance</u> | <u>Movement in Resources</u> | <u>Balance</u> |
|---|-----------------|------------------------------|------------------|
| | <u>1.4.2012</u> | <u>Incoming</u> | <u>31.3.2013</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> |
| <u>COMMUNITY & ADVOCACY/(inc FEES AND CONTRIBUTIONS)</u> | | | |
| <u>Joint Finance</u> | | | |
| Gedling Development Officer | 45 | - | 5 |
| Rushcliffe Continuing Care Support Worker | 131 | - | 13 |
| | | | 40 |
| | | | 118 |
| <u>Nottinghamshire County Council</u> | | | |
| West Bridgford Visiting Scheme | 216 | 15,000 | 15,022 |
| Gedling Carers | - | 15,000 | 15,000 |
| Membership (Nottingham Kindred Spirits) | - | 5,000 | 5,000 |
| Advocacy North Notts | 100 | - | 10 |
| Link Age Community Outreach | - | 60,732 | 60,732 |
| Link Age Shopping Service | 106 | - | 11 |
| Carers Demonstration Site | 112 | - | 11 |
| | | | 101 |
| <u>Help the Aged/Age UK</u> | | | |
| Advice Service | 446 | - | 44 |
| Action Against Burglary | 54 | - | 5 |
| | | | 402 |
| | | | 49 |
| <u>Department of Health</u> | | | |
| Direct Payments | 336 | - | 34 |
| | | | 302 |
| <u>Nottingham City Council</u> | | | |
| Home Safety | 74 | - | 7 |
| Membership (Kindred Spirits) | - | 31,923 | 31,923 |
| Membership (Best Foot Forward) | - | 8,000 | 8,000 |
| | | | - |
| <u>National Lottery Charities Board</u> | | | |
| Mobile Resource | 31 | - | 3 |
| Membership (Kindred Spirit) | 159 | - | 16 |
| | | | 28 |
| | | | 143 |
| <u>Age UK</u> | | | |
| Age Resource Information & Advice | 169 | - | 17 |
| Emergency Heating/Cooking Fund | 545 | - | - |
| Fit as a Fiddle | 309 | 20,379 | 20,476 |
| Men in Sheds | 10,980 | - | 10,052 |
| Information & Advice | - | 15,000 | 15,000 |
| Development Fund A & I | - | 2,430 | 2,430 |
| | | | 152 |
| | | | 545 |
| | | | 212 |
| | | | 928 |
| <u>Age UK/E-on</u> | | | |
| Benefits Advice | - | 13,000 | 13,000 |
| Planning for Later Life | - | 12,000 | 12,000 |
| | | | - |
| | | | - |
| <u>Age UK/ Wilkinsons</u> | | | |
| Winter Work | - | 1,000 | 1,000 |
| Men in Sheds | - | 48,893 | 26,893 |
| | | | 22,000 |
| <u>Age UK/ John Lewis</u> | | | |
| Winter Celebration | - | 750 | 750 |
| | | | - |
| <u>Nottingham Primary Care Trust</u> | | | |
| Age Well Project | 50 | - | 5 |
| | | | 45 |

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

13. **RESTRICTED FUNDS** (continued)

Funded by:

| | <u>Balance</u> <u>1.4.2012</u> <u>£</u> | <u>Movement in Resources</u> <u>Incoming</u> <u>£</u> | <u>Outgoing</u> <u>£</u> | <u>Balance</u> <u>31.3.2013</u> <u>£</u> |
|--|---|---|-----------------------------|--|
| <u>COMMUNITY & ADVOCACY (continued)</u> | | | | |
| <u>DEFRA</u> | | | | |
| Advice Service Rural Areas | 230 | - | 23 | 207 |
| <u>General Donations</u> | | | | |
| Kindred Spirits Mansfield – Bank of England | - | 500 | 500 | - |
| The Late Sir Patrick White Trust –Gedling Carers | - | 2,000 | 2,000 | - |
| Kindred Spirits Concertina Trust | - | 100 | 100 | - |
| The Harry Dunn Charitable Trust – WB Visiting | - | 1,500 | 1,500 | - |
| West Bridgford Visiting – Individuals | - | 50 | 50 | - |
| Membership (Kindred Spirits) - Individuals | - | 1,667 | 1,667 | - |
| Community Outreach | - | 270 | 270 | - |
| Advocacy | - | 160 | 160 | - |
| HMP Whatton Prison Project | - | 30 | 30 | - |
| Visiting Service | - | 10 | 10 | - |
| <u>HMP Whatton Prison</u> | | | | |
| Whatton Prison Project | - | 8,250 | 8,250 | - |
| <u>Ecotec –Volunteering Fund</u> | | | | |
| Visiting Service | - | 16,000 | 16,000 | - |
| <u>Digital UK Limited</u> | | | | |
| Waltham Transmitter | 147 | - | 147 | - |
| <u>The Paylings Charity</u> | | | | |
| Advocacy for Individuals Living in Mansfield | - | 10,188 | 10,188 | - |
| I&A for Individuals Living in Mansfield | - | 3,750 | 3,750 | - |
| <u>Sport England</u> | | | | |
| Kindred Spirits | - | 5,809 | 1,211 | 4,598 |
| <u>Big Lottery – Awards for All</u> | | | | |
| Kindred Spirits | - | 6,374 | 6,374 | - |
| <u>Dr J Birkett</u> | | | | |
| Heating Billis Welfare Fund | - | 1,000 | - | 1,000 |
| <u>COMMUNITY & ADVOCACY TOTAL</u> | 14,240 | 306,765 | 289,689 | 31,316 |

**AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

13. RESTRICTED FUNDS (continued)

Funded by:

| | <u>Balance</u> <u>1.4.2012</u> | <u>Movement in Resources</u> <u>Incoming</u> | <u>Outgoing</u> | <u>Balance</u> <u>31.3.2013</u> |
|---|-----------------------------------|---|-----------------|------------------------------------|
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| <u>DAY CARE</u> | | | | |
| <u>Nottingham City Council</u> | | | | |
| Sybil Levin Centre | 5,311 | - | 885 | 4,426 |
| <u>Nottinghamshire County Council</u> | | | | |
| Newark | 225 | - | 22 | 203 |
| Retford | - | 20,458 | 20,458 | - |
| Ollerton | - | 13,962 | 13,962 | - |
| <u>The Skerritt Trust</u> | | | | |
| Sybil Levin Decorating | 1,812 | - | 113 | 1,699 |
| <u>The Paylings Charity</u> | | | | |
| Mansfield Day Care | - | 495 | 495 | - |
| <u>Sainsburys Plc</u> | | | | |
| Sainsburys Project | 301 | - | 30 | 271 |
| <u>General Donations</u> | | | | |
| Sybil Levin Centre- Building | 2,996 | - | 342 | 2,654 |
| McCarthy & Stone – Security | 282 | - | 24 | 258 |
| Barclays Bank Carpets | 446 | - | 42 | 404 |
| <u>General Donations (continued)</u> | | | | |
| Grant Thornton | 1,174 | - | 133 | 1,041 |
| Yorkshire Building Society | 682 | - | 77 | 605 |
| The Skerritt Trust | 6,500 | - | 500 | 6,000 |
| Anonymous | 26,000 | - | 2,000 | 24,000 |
| The Percy Bilton Charity | 3,250 | - | 250 | 3,000 |
| New Appeals | 2,979 | - | 331 | 2,648 |
| The Robert McAlpine Trust | 5,052 | - | 389 | 4,663 |
| Sybil Levin Centre (High Sheriff of Notts Appeal) | 81,882 | - | 8,448 | 73,434 |
| Newark Day Care – The Beatrice Lang Trust | 186 | - | 19 | 167 |
| Worksop Day Care – The Beatrice Lang Trust | 216 | - | 22 | 194 |
| Yorkshire Building Society – Sybil Levin Tables | 890 | - | 890 | - |
| A Staples Sybil Levin | - | 3,687 | 3,687 | - |
| CC Works Ltd Sybil Levin | - | 250 | 250 | - |
| Sybil Levin Individual Donations | - | 269 | 269 | - |
| <u>The Sybil Levin Centre Minibus Fund</u> | | | | |
| Mary Potter Convent Trust | 500 | - | 500 | - |
| The Lady Hind Trust | 500 | - | 500 | - |
| The J N Derbyshire Trust | 1,250 | - | 1,250 | - |
| The Thomas Farr Charity | 750 | - | 750 | - |
| The Jessie Spencer Trust | 250 | - | 250 | - |
| New Appeals | 1,225 | - | 1,225 | - |
| Sir John Eastwood Foundation | 1,250 | - | 1,250 | - |
| <u>DAY CARE TOTAL</u> | 145,909 | 39,121 | 59,363 | 125,667 |

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FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

13. **RESTRICTED FUNDS** (continued)

Funded by:

| | <u>Balance</u> | <u>Movement in Resources</u> | <u>Balance</u> | |
|---|------------------------|-------------------------------------|------------------------|-------------------------|
| | <u>1.4.2012</u> | <u>Incoming</u> | <u>Outgoing</u> | <u>31.3.2013</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| <u>CORE SERVICES (inc MERCHANDISING COSTS)</u> | | | | |
| <u>Age UK</u> | | | | |
| Bradbury House Building | 9,606 | - | 232 | 9,374 |
| Upper Parliament Street | 3,010 | - | 215 | 2,795 |
| Dignify Training | - | 798 | - | 798 |
| <u>Nottingham City Council/Transact Grant</u> | | | | |
| Travel Plan | 9,287 | - | 855 | 8,432 |
| <u>General Donations</u> | | | | |
| Bradbury House Building | 253,296 | - | 16,371 | 236,925 |
| <u>Age Concern in the East Midlands</u> | | | | |
| Work in the East Midlands | - | 23,245 | - | 23,245 |
| <u>County Fundraising</u> | | | | |
| Fundraising | 1,616 | 45 | 400 | 1,261 |
| Charges | 60 | 92 | - | 152 |
| <u>Handicraft Festival/Music Events</u> | | | | |
| Donations/Fundraising | - | 3,034 | 1,556 | 1,478 |
| Charges | - | 1,718 | 1,396 | 322 |
| <u>Chairs Fundraising</u> | | | | |
| Core Activities | - | 409 | - | 409 |
| <u>Campaign to end Loneliness</u> | | | | |
| Western Power | - | 3,532 | 3,532 | - |
| Lady Hind Trust | - | 1,000 | 1,000 | - |
| Thomas Farr Charity | - | 1,000 | 1,000 | - |
| J N Derbyshire Trust | - | 2,200 | 2,200 | - |
| <u>CORE SERVICES TOTAL</u> | 276,873 | 37,073 | 28,757 | 285,189 |
| <u>George Henry Francis Payling's Charity</u> | 116,735 | 4,792 | 17,729 | 103,798 |
| <u>TOTAL RESTRICTED FUNDS</u> | 583,060 | 459,076 | 467,023 | 575,113 |

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2013**

(continued)

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

| <u>Restricted Funds</u> | <u>Tangible Fixed Assets</u> | <u>Net Assets</u> | <u>Total</u> |
|--|----------------------------------|-------------------|--------------|
| | <u>£</u> | <u>£</u> | <u>£</u> |
| Gedling Development Officer | 40 | - | 40 |
| Advice Service – Help the Aged | 402 | - | 402 |
| Action Against Burglary – Age UK | 49 | - | 49 |
| Direct Payments | 302 | - | 302 |
| Home Maintenance (Hospitals) | 4,782 | - | 4,782 |
| Home Maintenance (West Area) | 3,042 | - | 3,042 |
| Hardship Fund – Age UK | - | 3,938 | 3,938 |
| Home Safety | 67 | - | 67 |
| Transact Travel Plan | 8,432 | - | 8,432 |
| National Lottery Charities Board - Kindred Spirits | 143 | - | 143 |
| Skerritt Trust - General | - | 10,584 | 10,584 |
| - Sybil Levin | 1,699 | - | 1,699 |
| Sainsbury's Project | 271 | - | 271 |
| Staying Put - Hardship Fund | 264 | 309 | 573 |
| Age Concern England – Building | 9,374 | - | 9,374 |
| Age Concern East Midlands | - | 23,245 | 23,245 |
| High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre | 73,434 | - | 73,434 |
| Age UK – Upper Parliament Street | 2,795 | - | 2,795 |
| Age UK – Membership (Fit as a Fiddle) | 212 | - | 212 |
| Age UK – Emergency Housing Fund | - | 4,199 | 4,199 |
| Age UK – Men in Sheds | 928 | - | 928 |
| Age UK/ Wilkinsons –Men in Sheds | - | 22,000 | 22,000 |
| Age UK – Dignify Training | - | 798 | 798 |
| Rushcliffe Continuing Care Support Worker | 118 | - | 118 |
| Home Service | 1,007 | - | 1,007 |
| Handicraft/Music Events | - | 1,800 | 1,800 |
| Chairs Fundraising | - | 409 | 409 |
| Bradbury House Building | 236,925 | - | 236,925 |
| Age Well Projects | 45 | - | 45 |
| National Lottery Charities Board - Mobile Resource | 28 | - | 28 |
| Age Concern England – Emergency Heating/Cooking Fund | - | 545 | 545 |
| Age Resource Advice and Information | 152 | - | 152 |
| West Bridgford Visiting Scheme | 194 | - | 194 |
| Sybil Levin Building | 4,300 | - | 4,300 |
| - The Skerritt Trust | 6,000 | - | 6,000 |
| - Anonymous | 24,000 | - | 24,000 |
| - The Percy Bilton Charity | 3,000 | - | 3,000 |
| - New Appeals | 2,648 | - | 2,648 |
| - The Robert McAlpine Trust | 4,663 | - | 4,663 |
| McCarthy & Stone Camera | 258 | - | 258 |
| First Link | 1,016 | - | 1,016 |
| Sybil Levin Centre – Nottingham City Council | 4,426 | - | 4,426 |
| Newark Day Care | 370 | - | 370 |
| Worksop Day Care | 194 | - | 194 |
| Sybil Levin – Barclays | 404 | - | 404 |
| Sport England – Kindred Spirits | - | 4,598 | 4,598 |
| Dr J Birkett – Heating Bills Welfare Fund | - | 1,000 | 1,000 |
| DEFRA | 207 | - | 207 |
| Link Age Shopping Service | 95 | - | 95 |
| Carers Demonstration Site | 101 | - | 101 |
| Generic Advocacy | 90 | - | 90 |

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(continued)

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

DIRECT CHARITABLE PURPOSES (continued)

| <u>Restricted Funds</u> | <u>Tangible Fixed Assets</u> | <u>Net Assets</u> | <u>Total</u> |
|---|---|--------------------------|---------------------|
| | <u>£</u> | <u>£</u> | <u>£</u> |
| County Fundraising | - | 1,413 | 1,413 |
| George Henry Francis Payling's Charity | 52,082 | 51,716 | 103,798 |
| <u>RESTRICTED FUNDS AT 31st MARCH 2013</u> | 448,559 | 126,554 | 575,113 |
| <u>UNRESTRICTED/DESIGNATED FUNDS AT 31st MARCH 2013</u> | 824,049 | 807,871 | 1,631,920 |
| <u>TOTAL ASSETS</u> | 1,272,608 | 934,425 | 2,207,033 |

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.

15. DESIGNATED FUNDS

| | <u>Balance 1st April 2012</u> | <u>Movement in Resources</u> | <u>Transfers between Funds</u> | <u>Balance 31st March 2013</u> |
|---------------------------------------|--|---|---|---|
| | <u>£</u> | <u>£</u> | <u>£</u> | <u>£</u> |
| Employers Liability Fund | 30,000 | (13,477) | | 16,523 |
| Health & Safety | 3,000 | - | - | 3,000 |
| Welfare Fund | 96,401 | (519) | | 95,882 |
| Sinking Fund – Information Technology | 38,312 | (2,020) | 2,020 | 38,312 |
| Buildings | 100,000 | (8,510) | 8,510 | 100,000 |
| Minibus/Vehicles | 50,000 | (22,536) | 22,536 | 50,000 |
| Shops | 30,758 | - | - | 30,758 |
| Staff Conference | 4,700 | (4,644) | 5,144 | 5,200 |
| Specific Charitable Services | 114,592 | (120,356) | 196,775 | 191,011 |
| | <u>467,763</u> | <u>(172,062)</u> | <u>234,985</u> | <u>530,686</u> |

16. 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.

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FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

17. 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>2013</u> | <u>2012</u> |
|---|-------------------------|-------------------------|
| | <u>£</u> | <u>£</u> |
| Gross Incoming Resources | 2,775,395 | 2,875,957 |
| Merchandising Costs | (164,053) | (159,471) |
| Fundraising Costs | (3,367) | (2,320) |
| Expenditure on Charitable Activities | (2,522,119) | (2,701,741) |
| Governance Costs | (43,882) | (43,685) |
| Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments | 41,974 | (31,260) |
| Balance brought forward from previous year | <u>2,210,230</u> | <u>2,241,490</u> |
| Total Funds carried forward | <u>2,252,204</u> | <u>2,210,230</u> |

George Henry Francis Payling's Charity:

| | | |
|---|-----------------------|-----------------------|
| Gross Incoming Resources | 4,071 | 3,907 |
| Expenditure on Charitable Activities | (17,729) | (29,838) |
| Realised/Unrealised Gains on Investments | 721 | 442 |
| Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments | (12,937) | (25,489) |
| Balance brought forward from previous year | <u>116,735</u> | <u>142,224</u> |
| Total Funds carried forward | <u>103,798</u> | <u>116,735</u> |

18. SUBSIDIARY COMPANIES

| | | |
|------------------------------|-------------|-------------|
| Investments | 2013 | 2012 |
| Age UK Local Trading Limited | 2 | 2 |
| AUBD Limited | 90 | 90 |
| | <u>92</u> | <u>92</u> |

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

18. SUBSIDIARY COMPANIES (continued)

Age UK Local Trading Ltd

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

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

A summary of the results of this subsidiary is shown below

| | <u>2013</u> £ | <u>2012</u> £ |
|---|----------------------|----------------------|
| Turnover | 642,268 | 522,462 |
| Cost of Sales | <u>6,058</u> | <u>4,720</u> |
| Gross Profit | 636,210 | 517,742 |
| Administrative Expenses | 441,284 | 329,559 |
| Gifted to Age UK Nottingham and Nottinghamshire | 143,000 | 135,000 |
| Gifted to Age UK Derby and Derbyshire | <u>52,772</u> | <u>53,536</u> |
| <u>Net (Loss)</u> | <u>(846)</u> | <u>(353)</u> |
| The aggregate of the assets, liabilities and funds was: | | |
| Assets | 215,073 | 261,872 |
| Liabilities | <u>(192,387)</u> | <u>(238,340)</u> |
| | <u>22,686</u> | <u>23,532</u> |
| Share Capital | 2 | 2 |
| Profit and Loss Account | 22,684 | 23,530 |
| Funds | <u><u>22,686</u></u> | <u><u>23,532</u></u> |

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 £27,082. The costs will be repaid once the company has sufficient profits. The annual interest to be paid on the loan is 6.5%.

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

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

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FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

18. SUBSIDIARY COMPANIES (continued)

| | <u>2013</u> | <u>2012</u> |
|---|-------------------------|-------------------------|
| | <u>£</u> | <u>£</u> |
| Turnover | 129,765 | 143,745 |
| Cost of Sales | <u>88,258</u> | <u>104,609</u> |
| Gross Profit | 41,507 | 39,136 |
| Administrative Expenses | 64,647 | 67,082 |
| Gifted to Age UK Nottingham and Nottinghamshire | - | - |
| <u>Net (Loss)</u> | <u>(23,140)</u> | <u>(27,946)</u> |
| The aggregate of the assets, liabilities and funds was: | | |
| Assets | 86,500 | 81,331 |
| Liabilities | <u>(277,127)</u> | <u>(248,818)</u> |
| | (190,627) | (167,487) |
| Share Capital | 100 | 100 |
| Profit and Loss Account | <u>(190,727)</u> | <u>(167,587)</u> |
| Funds | <u>(190,627)</u> | <u>(167,487)</u> |

19. LEASING COMMITMENTS

At 31st March 2013, the group had annual commitments under non-cancellable operating leases as detailed below:

| | <u>2013</u> | | <u>2012</u> |
|--------------------------------|----------------------------------|---------------------|----------------------------------|
| | <u>Land and Buildings</u> | <u>Other</u> | <u>Land and Buildings</u> |
| | <u>£</u> | <u>£</u> | <u>£</u> |
| Operating Leases which expire: | | | |
| Within one year | - | - | 3,961 |
| Within two to five years | 43,662 | 13,650 | 3,639 |
| Over five years | 14,000 | - | - |
| | <u>57,662</u> | <u>13,650</u> | <u>9,838</u> |

20. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2013 or 2012. Trustees' expenses of £ 73 (2012: £76) were reimbursed during the year.

21. 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 £72,895 (2012: £77,277). There were outstanding contributions at 31 March 2013 of £nil (2012: £47).

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FOR THE YEAR ENDED 31ST MARCH 2013

(continued)

22. RELATED PARTY TRANSACTIONS

During the year the Charity recharged management charges totalling £2,800 (2012: £3,100) and other such charges totalling £34,365 (2012: £51,259) to Age Concern Regional Support Services (East Midlands) Limited by guarantee, a company in which M I Tinkler is a trustee. In addition a donation of £23,244 was made to Age UK Nottingham & Nottinghamshire at the end of the year.

Included within other debtors at the balance sheet date was £23,364 (2012: £10,546).

During the year the charity recharged management charges totalling £12,965 (2012: £13,040), rent £3,000 (2012: £3,000) and other recharges of £6,324 (2012: £5,282) to AUBD Limited and received commission from AUBD Limited of £58,463 (2012: £61,088).

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

| | |
|---|---|
| Age UK | Nelsons Solicitors LLP |
| Age Concern Enterprises | Newark & Sherwood CCG |
| Age Concern East Midlands | Newark District Council |
| A Drury | NHS Nottingham City |
| Ashfield District Council | NHS Kingsmill |
| Bank of England Charities Trust | NHS Nottinghamshire County |
| Bassetlaw CCG | Nottingham City CCG |
| Bassetlaw District Council | Nottingham City Council |
| Berrymans Solicitors | Nottingham Energy Partnership |
| Big Lottery/Awards for All | Nottingham North & East CCG |
| Business in the Community | Nottingham Trent University |
| CAF Bank Ltd | Nottingham University Hospitals NHS |
| Capital One | Trust |
| Co-Operative Community Fund | Nottingham Wet CCG |
| Concertina Charitable Trust | Nottinghamshire County Council |
| Coventry Building Society | Nottinghamshire Fire and Rescue Service |
| C C Works Ltd | Nottinghamshire Healthcare NHS Trust |
| Department of Health | Percy Bilton Foundation |
| Department of Work & Pensions | POhWER |
| Dr J Birkett | Principia (Rushcliffe) CCG |
| E.on UK | Rushcliffe Borough Council |
| Ecotec Limited – Volunteering Fund | Rothera Family Trust |
| Electrical Safety Council | Roythornes Solicitors |
| Experian | RSM Tenon |
| Freeth Cartwright LLP | The Fifty Fund |
| Gedling Borough Council | Thomas Farr Charity |
| George Henry Francis Paylings Charity | Sir John Eastwood Foundation |
| Gray Trust | Skerritt Trust |
| Harry Dunn Charitable Trust | Sport England |
| Highpoint Health (Ashfield & Mansfield) | T Hanson |
| CCG HMP Whatton Prison | The Late Sir Patrick White Charitable |
| Inner Wheel Wollaton | Trust |
| J N Derbyshire Trust | Unity Trust Bank Plc |
| John Lewis Plc | Waitrose |
| Lady Hind Trust | Western Power Distribution Ltd |
| Lincolnshire Co-operative Society | Wilkinson Hardware Stores Limited |
| Mansfield Area Strategic Partnership | |
| Mansfield District Council | |