



Limited by Guarantee

ANNUAL REPORT & ACCOUNTS

For the year ended

31st March 2014

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

CONTENTS

Trustees and Advisers	Page 4
Chair of Trustees Statement	Page 7
Staff of the Charity	Page 10
Objectives and Activities	Page 14
Achievements and Performance	Page 15
Housing Services	Page 16
Housing Matters Service	
Handyperson Service	
Home Support Service	
Community and Advocacy Services	Page 19
Community Outreach Service	
Men-in-Sheds	
Visiting Services	
Older Prisoners' Activity Project (HMP Whatton)	
Money Advice	
Counselling Service	
Information & Advice	
Kindred Spirits	
Housing Options Advice (HOA) Service	
Your Voice Your Choice Specialist Advocacy Service	
Patients' Representative and Advocacy Service (QMC)	
Patients' Representative and Advocacy Service (Lings Bar)	
Patients' Representative Service (Sherwood Forest Hospital Trust)	
Residents' Representative Service	
Fit for the Future	
Day Care	Page 35
Sybil Levin Centre	
County Day Care	
Luncheon Club	

Core Services	Page 38
Central Services	
Training Services	
Human Resources	
ICT	
Friends/Group Support Worker	
Safeguarding	
Customer Complaints	
Equality and Diversity	
Diversity Policy	
User Involvement	
Volunteers	
Structure, Governance and Management	Page 48
Board of Trustees	
Risk Management	
George Henry Francis Payling's Charity	Page 49
Public Benefit	Page 50
Income Generation	Page 50
Trading Company	
Retail	
General Fund Raising	
AUBD	
Statistics	Page 54
Financial Review	Page 55
How Services are funded	
Report of the Directors	Page 60
Auditors' Report	Page 62
Statement of Financial Activities	Page 64
Balance Sheets	Page 65
Notes to the Financial Statements	Page 66

Trustees and Advisers

Registered Office

Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ

Telephone: (0115) 844 0011
Fax: (0115) 841 4460

Email: info@ageuknotts.org.uk
Internet: www.ageuknotts.org.uk



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

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
Mrs J Lewis
Mr M Williamson

In Attendance:

Mr M I Tinkler
(Chief Executive & Company Secretary)

Non-Trustee Members:

Cllr J Allin
Dr A Blundell
Dr B Bruce
Dr E Cliffe
Mrs P Davies

Mrs C Moore
Commander P Moore RD*, DL, RNR
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: Baker Tiller UK Audit LLP, 7th Floor, City Gate East, Toll
House Hill, Nottingham NG1 5FS

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 27th August 2014 at 11.00 am
The Training Room
Bradbury House
12 Shakespeare Street
Nottingham
NG1 4FQ**



Chair of Trustees Statement

Chair of Trustees' Statement 2014

The one certainty we face is that change is continuously upon us. Looking back on the past year, it has again been a time for making even more difficult decisions which affected both our services and our staff. Restructure was achieved when one of our long serving senior managers retired and some changes were made which would enable us to survive and continue to offer the outstanding services to our elders we have always managed to achieve. We still maintain the ability to provide a range of on-going support services which are tailored to the individual needs of older people. As the needs of service users change, we respond with the help they need throughout their older lives.

We are all tasked with trying to work efficiently and effectively but often with less money available to do the work in hand. It is especially important not to forego the quality they expect and we want to give. As someone's circumstances change the type of support we provide needs to be flexible and relevant.

Membership continues to grow with various activities happening throughout the city and county. Of course when they require different support we are there to help them. The members themselves volunteer which they thoroughly enjoy, and find the commitment a huge reward, not just to the receiver but to themselves as well - both benefiting from the changes it can make by just a small amount of personal contact.

Specialist Services continue to be offered such as Information and Advice, Day Centres, Advocacy, Counselling, Housing Matters, Money Guidance, Will Writing amongst many, many others – you can find more details in this report.

The Trading Company is performing well in a very competitive market place and is again top for sales overall for trading within the whole of England. 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.

A trading collaboration between our Trading Company and other Age UKs has begun to take shape. We already work within Derby & Derbyshire and the model has been expanded so that other local charities do not have any responsibilities for their trading offering, but with the added benefit of achieving some unrestricted income for themselves. There are many reasons why this is a win/win situation for both

organisations concerned. Nottinghamshire has the experience and track record to increase business in the demanding and changing insurance market where margins are likely to get tighter and volume telephone call handling will be a pre-requisite. We are the best and will look to make other areas much better – again a win/win situation for local Age UKs and older people.

Another trading activity is the Business Directory which produces unrestricted income for Nottinghamshire and other Age UKs. A new business plan was drawn up to respond to the market place, and to utilise our huge experience of this type of business over the years. We will be running the Business Directory on behalf of other local Age UK charities completely. We benefit from using our own fully trained and committed staff to find local businesses to sign up to the directory – in the hands of a well-trained salesman this can be very productive – and we have the knowledge and expertise to manage this more effectively by having ownership of the staff and processes. It gives us all unrestricted income but more importantly it offers a free service to our elders of a directory of local trusty traders which will give them confidence to buy, less upset and a quieter stress-free life.

Unfortunately I did not attend the Annual Staff Conference but I missed a treat. Everyone was so inspired by the day and I was assured it was 'the best ever'.

The Handicraft and Music Festival held its third annual event in August. The standard of workmanship was as high as ever. 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 the Christmas festivities.

The Campaign to End Loneliness finished in March but the work is planned to continue. This has proved to be a valuable exercise and one which we must keep expanding. We aim to touch as many people as possible and get them involved in speaking to and helping just one old isolated person (or many) and the response has been quite incredible. Both single volunteers and large companies have found the benefits of volunteering so rewarding – another win/win situation which both parties benefit from. In the future this means that the impact of loneliness on the health and quality of life of our older, more vulnerable elders will be far less than at present - just a few minutes of regular contact can make all the difference to a lonely person.

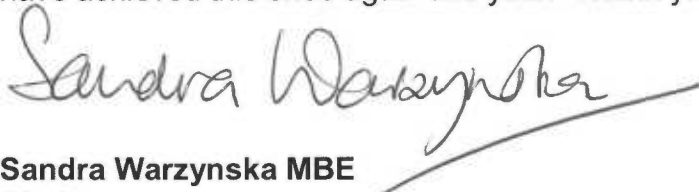
All the Trustees on the Board bring different and varied skills to our meetings. They are an exceptional team, working together for the benefit of older people in our area. It is with great thanks to their dedication and wisdom to ensure quality governance and strategic decision making which makes my job as Chair so easy.

We particularly look monthly on a rolling basis at all the risks to different areas of the Charity. There were no major failures and no new risks identified – just a few minor changes which shows what a well-run organisation it is. We also have a monthly presentation from a member of staff keeping us up to date with the different services – we learn so much about what is happening and it helps us to make the right decisions with the information we have gleaned from these informative presentations.

Without partner funders we could not survive and carry out 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 value all donations, large and small, and those who give their time freely – we couldn't exist without any of you.

Lastly I must mention the caring and hard-working staff and volunteers – they give of their very best every day to make what we believe in come to fruition. Mick Tinkler has once again guided the charity through a year of uncertainty and some surprises – he is, quite rightly, well respected and loved by all who come into contact with him. 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 most effective use of available funds and choose the right staff and volunteers to ensure that we offer the very, very best.

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 once again this year. Thank you all very much indeed.

A handwritten signature in dark ink, reading 'Sandra Warzynska', with a long horizontal flourish extending to the right.

Sandra Warzynska MBE
Chair

Staff of Age UK Nottingham & Nottinghamshire

Senior Management Team

Mick Tinkler	Chief Executive
Di Trinder	Assistant Chief Executive Officer (Services)
Michelle Elliott	Assistant Chief Executive (Resources)
Kat Coggan	Service Manager (City)
Simon Main	Strategic Adviser to the Chief Executive
Sue Reynolds	Service Manager
Maggie Ross	Service Manager (Day Care & Community Outreach)
Carol Wilby	Service Manager

Staff

Stephen Ainger	Advocacy Volunteer Co-ordinator
Julie Akino ^{LT}	Insurance Arranger
Trina Allcock	Cleaner (Northern Office)
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	Senior Advocate
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
George Brittan	Handyperson
Paul Brotherton	Visiting Service Development Co-ordinator
Christine Brown ^{LT}	Insurance Arranger
John Bryan	Co-ordinator (Home Safety Service)
Heather Caine	Day Centre Organiser (Gedling Day Centre)
Mary Cann	Regional Day Care Manager
Angel Child	Marketing Manager
Sandra Clark	Advocate (Mental Health and QMC)
Ruth Coffey	Advocate (Hospital)
Mick Connelly	Men in Sheds Service Co-ordinator (Nottingham)
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	GP Engagement Co-ordinator
Denis Dear	Relief Driver/Warehouse Assistant (Mansfield Shop)

Tricia Dearnley
 Stephen Dennis
 Rita Doherty
 Wendy Dranfield
 Elaine Draper
 Paul Duckworth
 Barbra Dzuda
 Gail Eddyshaw
 Siân Ellerton
 Ian Elliott^{BD}
 Lesley Fairclough
 Brian Foster
 Andrea Frost^{LT}
 Paul Gallanagh
 Shelagh Glover
 Sue Godfrey
 Jane Graham
 Joanna Grainger
 Anthony Greasley
 Trevor Hackworth
 Kay Hammond^{LT}
 Kate Harper
 Mary Harrison
 Jayne Holgate
 Lisa Humphreys
 Margaret Humphreys
 Natalie Iwanciw
 Suneil Johal^{BD}
 David Johnson
 Brian Jones
 Lucy Jordan^{BD}
 Judith Keegan
 Kate Keenan^{LT}
 Jean Kerslake
 Emily Knight
 Donna La Gette^{LT}
 Patrick Lacey
 Katherine Langridge
 Victoria Latham
 Rosie Legge
 Jeanette Leonard
 Joanna Lewis
 Tony Loggenberg^{LT}
 Nicola McCarron
 Emma MacDowell

Sales Assistant (West Bridgford Shop)
 Relief Minibus Driver (Sybil Levin Centre)
 Day Care Assistant
 Membership Communications Co-ordinator
 Community Advocate
 Domestic Help (Home Support Service)
 Community Advocate
 Domestic Help (Home Support Service)
 HR Administrator
 Directory Listings Manager
 Sales Ledger Clerk/Finance Assistant
 Handyperson
 Insurance Arranger (Newark)
 Senior Caseworker (Housing Matters)
 Clerical Assistant (Central Services)
 Finance Assistant
 Domestic Help (Home Support Service)
 Community Advocate
 Insurance Supervisor
 Home Safety Service Co-ordinator
 Insurance Arranger
 Home Support/Home Maintenance Co-ordinator
 Community Advocate
 Marketing Officer
 Day Care Assistant (Sybil Levin Centre)
 PA to Executive Team
 HR Administrator (Maternity Cover)
 National Sales Manager (AUBD)
 Cook (Sybil Levin Centre)
 Driver (Mansfield Shop)
 Telesales Operative (AUBD)
 Kindred Spirits Manager
 Insurance Arranger
 Shop Manager (West Bridgford)
 Marketing Assistant
 Insurance Arranger
 Men in Sheds Service Co-ordinator (Workshop)
 Community Advocate
 Domestic Help (Home Support Service)
 Community Advocate
 Domestic Help (Home Support Service)
 Domestic Help (Home Support Service)
 Insurance Arranger
 Information & Advice Service Administrator
 Marketing Assistant

Sandra McEvoy	Home Support Service Co-ordinator
Jackie McGuinness	Housing Options Adviser
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)
Margaret Morris	Day Care Assistant
Nicky Newberry	Training Administrator
Natalie Newton	Specialist Advocate (Maternity Cover)
Robert Norton	Counselling Service Co-ordinator
Anna Noutch	Cook/Day Care Assistant/Admin (Sybil Levin Centre)
Louise Osborn	Day Centre Organiser (Newark Day Centre)
John Owen	IT, Communications and Software Intern
Laura Page	HR Manager
Clive Parkin ^{LT}	Commercial Director
Sandra Parkinson	Domestic Help (Home Support Service)
Sylvia Porter	Support & Activities Co-ordinator
Susan Potter	Day Care Assistant (Ollerton)
Charlene Price	Day Care Assistant (Sybil Levin Centre)
Josephine Pritchard	Patient Representative/Advocate
Shoana Qureshi Khan	Community Advocate
Angela Raffle	Domestic Help (Home Support Service)
Angela Reavill	Domestic Help (Home Support Service)
Kathryn Redgate	Domestic Help (Home Support Service)
Susan Redgate	Domestic Help (Home Support Service)
Christopher Riley	Men in Sheds Co-ordinator (Blidworth)
Chris Sanderson	Activities Organiser
Michelle Sanderson	Manager (Sybil Levin Centre)
Eric Screation	Insurance Arranger
Joanne Shannon	Day Care Organiser/Deputy (Sybil Levin Centre)
Madeleine Sims ^{LT}	Insurance Arranger
Andrea Simpkin ^{LT}	Insurance Arranger
Karen Sheppard	Day Care Driver/Attendant (Mansfield Day Centre), Day Care Assistant (Retford Day Centre)
Vanessa Sissins	Housing Services Administrator
Sandra Smith	Domestic Help (Home Support Service)
Steven Smith	Relief Day Care Assistant
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
Ellie Stone	PR Assistant
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
Karen Taylor	Visiting Service Co-ordinator
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
Ray Walker	IT Manager
Jennifer Wattley	Receptionist/Adviser (Bradbury House)
Nicky Wheddon	Men in Sheds Service Manager
Janine Williamson	Day Care Assistant/Minibus Driver
Anne Wimbledon	Deputy Shop Manager (West Bridgford)
Magda Witkiewicz	Day Care Assistant (Sybil Levin Centre)
Will Woods	Housing Services Co-ordinator
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:

- **Compassionate Caring** – We provide high quality care delivered with compassion through relationships based on empathy, kindness, respect and dignity
- **Enabling** – We empower older people to live independently, achieve their goals and exercise choice
- **Respectful** – We treat others as they would want to be treated, with dignity and respect
- **Quality** – We strive for excellence and quality in everything we do
- **Dynamic** – We are innovative, flexible, ambitious, passionate and driven by results
- **Expert** – We are experienced, knowledgeable, professional and trusted

These values are the foundation of everything we stand for.

Our Beliefs are that:

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

Our Strategic Aims are:

Aim 1: Working in Local Communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and 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 47 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 54

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)** – we offer advice on maintaining and repairing your property. We provide information about financial assistance that may be available for repairs. We also provide:

- Property surveys and schedules of repair
- Project management of building works
- Housing Options Assessment to determine funding for work

After looking at your home and surroundings, the Home Safety Service will give comprehensive advice on home safety and security which is tailored to your specific needs. This can include the free fitting of smoke alarms and other safety or security measures

☎ Kat Coggan on 0115 844 0011
✉ Kat.coggan@ageuknotts.org.uk

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

☎ Sanda McEvoy on 0115 952 3509
✉ Sandra.mcevoy@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

☎ Lisa Turner on 0115 8599 202
✉ Lisa.turner@ageuknotts.org.uk

What Housing Matters Achieved last year

- Supported 462 older people to be more safe and secure in their home through the completion of a home safety check resulting in tailored advice and practical support

- 262 homes more energy efficient
- Consistently the highest performing service to complete Signposting checklists that refer older people to the services they need
- Over 98% of respondents rated our service as good or excellent

How many people did Housing Matters assist last year?

262 service users received essential housing/heating works.

94 service users who received substantial advice.

839 heating interventions were completed to enable older people to stay warmer and more fuel efficient

462 Home Safety visits were completed

Quote from Service User

"You saved our lives, without the smoke alarms you fitted, we dread to think what would have happened" (A few months after the Home Safety Team fitted smoke alarms in a couple's home, there was a house fire and the couple were woken in the night to the fire alarm sounding. They both got out of the house unharmed)

"My quality of life is great now. It is lovely to be warm" (73 year old from Sneinton after he had a new boiler fitted)

What the Handyperson Service achieved last year

- The service has provided over 1,025 chargeable hours to customers
- Succeeded in securing Age UK/Eon funding to carry out 125 Home Energy Checks throughout Nottingham City, Broxtowe, Rushcliffe and Gedling
- The Hospital Discharge Service has completed over 1,040 jobs including fitting key safes, threshold strips and grab rails

How many people did the Handyperson Service assist last year?

The Handyperson Service has assisted 1,144 people this year

Quote from Service User

"An invaluable service for someone who is widowed with disabilities and at a fantastic price as well"

What the Home Support Service achieved last year

- 93% of customers rated the service 7 out of 10 for overall satisfaction
- 80% of customers said the service had improved their quality of life
- 100% of customers said that they would recommend us to others

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

The service has provided over 5,900 hours support to customers

Provided over 4,000 hours of cleaning

Quote from Service User

"I am very satisfied. A great relief knowing mum and dad are having regular visits regarding cleaning and shopping"

"I have a very pleasant and helpful cleaner. Regular and punctual"

Review of last year's objectives

- ✓ We successfully completed the Winter Warmth programme which improved heating and energy efficiency in over 200 older people's homes
- ✓ We delivered fire risk assessments on behalf of Nottingham Fire & Rescue, including low to high risk households
- ✓ We successfully delivered the City Council's Equity Release pilot, enabling older people to complete essential home repairs

Next year we aim to:

- Continue to provide a high level of service to older people, enabling them to stay safer, more secure and more energy-efficient in their home
- Develop greater links with the Housing Options Service to ensure people receive specialist knowledge about the housing and care options available to them, when assessing the suitability of their home in the longer term
- Continue to seek opportunities to add value to the service by accessing external funds to enable us to support more older people with their housing issues or in more ways
- Maintain and support the existing Home Support Service customer base

- Increase Home Support Service customer numbers through developing links within the healthcare arena including hospital staff, social workers and the British Red Cross
- The Handyperson Service aims to achieve at least 85% of customers rating a 7 or above for overall service satisfaction

Community and Advocacy Services

Services provided

- **Community Outreach Advisory Service (Gedling and Ashfield)** is a signposting and short-term intervention service with the 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 provides 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 and for the public purse. As well as giving face-to-face support, the service provides clients 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

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

- **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 retirement 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.

The project has continued to expand and develop and we now run sheds in Blidworth, Nottingham and Worksop

☎ 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

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

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

☎ Karen Taylor on 0115 841 4493
✉ karen.taylor@ageuknotts.org.uk

- **Older Prisoners' Activity Project (OPAL)** – OPAL provides an activity project within the prison, for prisoners who are 60 and over, which enhances prison life, reduces the feeling of isolation and improves self-esteem. To contribute to resettlement in the community and assist individuals to lead a purposeful and law abiding lifestyle by providing skills that can be transferred on release.

☎ Maggie Ross on 0115 844 0011
✉ maggie.ross@ageuknotts.org.uk

- **The Money Advice Service** provides free, unbiased, impartial and confidential services and is available to anyone over the age of 18 years. It helps empower people to understand their options and take control of their finances. The service provides unbiased information on various financial products, as well as advice on budgeting and income maximisation, including welfare benefit checks

☎ Rawshana Noor on 0115 9933 387
✉ Rawshana.noor@ageuknotts.org.uk

- **The Counselling Service** provides generic, broadly person-centred counselling to anyone aged 50 or over living in Nottingham and Nottinghamshire

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

- **Information & Advice (I&A) Service** covers Nottingham and Nottinghamshire for older people aged 55+ and their carers. Four key areas of advice are given: welfare benefits; community care; housing options and local services. Where we cannot provide assistance, we will always endeavour to signpost or refer clients to an organisation who can help them

Over each working week, the I&A Service provides a weekly drop-in surgery, dedicated telephone advice sessions, telephone welfare benefit checks, appointment advice sessions for form completions, appointments for on-going case work and home visits for disability benefits claim form completions to reach

the most vulnerable of older people, wherever they live in the City or County

☎ Rachel Talbot on 0115 993 3382

✉ rachel.talbot@ageuknotts.org.uk

- **Kindred Spirits** currently exists and encompasses two services – **Kindred Spirits** and **Best Foot Forward** with an exciting, new, funded project falling under Kindred Spirits called **Fit for the Future**

Members of Kindred Spirits enjoy a broad range of activities, some free and some subsidised. These include exercise classes, health eating classes, bowling, table tennis, coffee mornings, lunches, day trips, holidays, guided walks, special interest groups, craft groups and more. There are always 100 plus 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 Kindred Spirits is open to anybody aged 18 and over living in Nottingham or Nottinghamshire, we particularly welcome members who are experiencing loneliness and/or social isolation, maybe who are bereaved or retired and would benefit from a helping hand to make friends. Membership costs from £25 per year with increments for different methods of payment

Best Foot Forward 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

☎ Judith Keegan(Manager) – 0115 993 3385

☎ General enquiries – 0115 841 4473

✉ membership@ageuknotts.org.uk

- **The Your Voice Your Choice Specialist Advocacy Service** provides advocacy services to adults (18+) with learning disabilities, mental health issues, dementia, physical and sensory impairments and older people, across the City & County

Our team of experienced Advocates enable people to have their voices heard, 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 and can be made by the client themselves or via a third party

☎ Maria Blundell-Cox on 0115 919 4881

✉ maria.blundellcox@ageuknotts.org.uk

- **The Patients' Representative Service (QMC)** provides support, information and representation to patients and their relatives and carers who are on the Health Care of Older People wards at the QMC. The wards are B47, B48, B49 and B50, C52, F18, F19 and F20.

☎ 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 representation, advocacy, support and information and is free, confidential and independent. Referrals can be made to the Service by patients, carers, healthcare and social care professionals

☎ Charlotte Windle on 0115 854 2286 (answerphone available)
✉ Charlotte.windle@ageuknotts.org.uk

- **The Patients' Representative Service (Sherwood Forest Hospital Trust)** provides information, representation, advocacy and support to older patients and their carers across geriatric wards at Sherwood Forest Hospital Trust, predominantly at the Kings Mill site

☎ Jo Pritchard on 01623 622515 ext. 4675
✉ jo.pritchard@ageuknotts.org.uk

- **The Residents' Representative Service** provides support to residents of all Nottingham City Care Homes from the age of 18 upwards, encompassing all categories of home eg older persons, mental health, physical and sensory impairment, learning disability and dementia whether those settings be statutory, private or voluntary sector

The Residents' Representatives provides independent advocacy across all city care homes and also support to residents, relatives and Care Homes in respect of the GP Locally Enhanced Service (LES). Through our engagement with city care homes we also look to highlight any gaps in healthcare provision and feed these back to local commissioners

The profile of and referral to the service have grown steadily in the last 12 months. From March 2014, Age K Notts also secured additional funding to further expand the service. This will enable us to employ an additional full time advocate and we shall be building on and intensifying our work with the relatives of those living in Care Homes

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

- **The Housing Options Advice (HOA) Service** provides information, advice and direct support on housing and care options to older people aged 55 and over, as well as their families and carers

The service covers Nottingham City and County, providing services to help people understand their housing options as their needs and preferences change in later life and, where needed, will help them to make changes to their living arrangements. Different options may include downsizing, moving to sheltered, residential or nursing care homes. They may also include providing support to someone who would like to remain in their own home but needs repair or adaptations in order to achieve this. This support is partly provided through telephone advice, with flexible provision, Monday to Friday

Personal one-to-one support can also be provided in the comfort of individuals' own homes or by attending a dedicated drop-in service at Bradbury House very Tuesday morning

- **Fit for the Future** commenced as a project with Age UK Notts in August 2013 following funding from the Big Lottery via Age UK. Designed to help people to address their own health and well-being, the project offers older people a holistic assessment and provides relevant support and activities depending on the outcome. In particular, the project focuses on improving mental health, increasing physical activity and encouraging healthy eating

The project is provided using two delivery models, one being GP Engagement and the other an Activities Programme:

GP Engagement – working with local Clinical Commissioning Groups (CCGs), this strand of the project invites patients of specific GP surgeries to take part in an assessment of their health and well-being needs. Where requested, the patient has been visited at home, although the majority of patients have been assessed over the telephone. The assessment involves approximately 50 questions around a wide range of issues to see whether there is any information or advice that would be of benefit to the patient. Where needed, referrals have been made to Age UK Notts services (e.g., Advice & Information, Community Outreach) as well as other agencies (e.g., smoke alarms, grab rails). With consent, a summary of the support discussed is sent to the GP for the patient's file

In order to establish what progress has been made in terms of healthier eating, increased physical activity and general mental well-being; assessments are followed up 3 months and 9 months after the original contact

Activities – the Activities Programme sits within the Membership Team with a Co-ordinator, based in the North of the County and one based in the City. Activities can include anything from health eating courses, dancing, exercise classes, yoga, tai chi, crafts, talks from other groups, social get-togethers, games afternoons, trips, walks etc. Activities are designed following feedback from the GP Engagement Co-ordinator, consultation with Kindred Spirits members and local need

☎ GP Engagement on 0115 993 3385
☎ Activities on 01773 864510 or 0116 841 4473
✉ membership@ageuknotts.org.uk

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

- Delivered significant increase in service in terms of complexity of issues supported and increased referral levels of approximately 30% over target consistently
- 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 Attendance Allowance
- Very strong partnership working continues in Ashfield with the local Police force for the benefit of very vulnerable older people who have usually been the victims of crime. Also with the Adult Access team in Gedling
- After an uncertain period, funding has now been secured until November 2014 and, possibly, until March 2015, prior to a November 2015 bid which will potentially include the service

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

In Gedling, the service helped 364 people and their families. In Ashfield, the service helped 353 people and their families.

Approximately 728 interventions were delivered to Community Outreach clients in Gedling and 706 in Ashfield.

Quote from Service Users

"The service I received was first class"

"I have used this service only once but the initial visit was very helpful, informative and non-intrusive"

What Men in Sheds achieved last year

- We have increased the number of volunteers, members and sessions available at each shed
- A third shed has been set up at Worksop
- We are working with Prostate Cancer UK to provide one session per week for men affected by Prostate Cancer
- Members have reported that being part of Men in Sheds has improved their retirement and that they have made new friends at the Shed. Many feel that being part of the project has helped improve their relationship with their partner or family and increased their awareness of health issues

- The project has provided the opportunity for members to meet socially outside the Shed. Members have learnt new skills and been signposted to other services

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

112 men have taken part in the project this year. In addition, 6 of the members are carers and 6 have carers.

708 workshop sessions have been run throughout the year and 4,110 places have been taken up. In addition, 28 social activities have taken place. 21 signposting referrals have been made.

Quote from Service Users

"Since my wife died I have found it really difficult to go out and meet people. Since coming to the Shed my whole outlook has changed. On my Shed days I wake up and really look forward to the day. It has given me a purpose and I take great satisfaction in making things to sell to keep the Shed going"

What the Visiting Service achieved last year

- The service has provided 4,781 visiting hours
- 84 new volunteers were recruited throughout the year
- Worked with Experian to introduce a pilot telephone befriending service
- Developed new volunteer teams in Mansfield, Ashfield and rural Rushcliffe

How many people did the Visiting Service assist last year?

The service has supported 643 individuals via a regular volunteer visitor

Quote from Service User

"I look forward to the visits all week, it's made such a difference to my life"

"We chat, we laugh, we put the world to rights"

What OPAL achieved last year

- Regular activities now run in the "A" wing gym offering a wider range of physical activities such as bowling, skittles, armchair exercise, BMI health checks, badminton, use of gym equipment for upper arm strength. Table top games are also played such as cards, dominoes, Rummikub, Scrabble, chess, along with a read of newspapers, chat and a cuppa. Darts will now be played following HMP Whatton purchasing this item

- Twice a month visit from our prison Mugshot band
- Bi monthly speakers, e.g., Equality/Probation, Hostels, Prisoner Penfriend Programmes Manager/Offender Management Department
- Yearly garden visit during the summer, along with walks over the field
- Regular visits to the library to encourage reading, along with socialising and joining in with table top games
- Working alongside SSAFA (Soldiers, Sailors, Airforce Families Association) agency to support older prisoners with grants and help with housing issues.

How many people did OPAL assist last year?

On average approximately 50 older prisoners attend OPAL once/twice week. The main focus is about time out of cell especially for the elderly to avoid isolation and depression.

4,900 hours were spent out of cells from April 2013 to March 2014.

Approximately once a week someone would need support where they would be referred to healthcare/counselling/SSAFA/Wing staff/Chaplain

Quote from Service User

"I like getting out of my cell and going to OPAL because it makes a change from being sat in my cell"

"OPAL is great because I meet up with people my own age and we can have a chat, a cuppa along with playing dominos and have a read of the newspapers"

What the Money Advice Service achieved last year

- The service was operational for six months of the year and during that time supported 226 individuals, through face-to-face advice, to be more in control of their finances, reduce their outgoings and increase their income
- The service successfully commenced a new monthly session based at Ashfield District Council
- The service is a partner in the City's Signposting Service which is a multi-agency partnership designed to offer a full range of support and services for individuals aged 60+ to help them remain well and live independently in their homes

How many people did the Money Advice Service assist last year

The service helped 226 people between April and October 2013

Quote from Service User

"Just to say a very big thank you for your help and advice on claiming pension credit when I came to see you. It has now been sorted and the extra money is a great help to me. Best wishes"

What the Counselling Service achieved last year

- Consistently maintained a client base of up to 40 and, each month, the number of counselling sessions has exceeded the target of 44 sessions
- We continued to provide a very professional, high quality and well-regarded service to older people in Nottingham & Nottinghamshire

How many people did the Counselling Service assist last year

The Counselling Service supported 74 people during the year, providing 557 counselling sessions to older people

Quote from service user

"Counselling has helped me accept that my partner won't be coming back and to remember the happy times we had"

"It was so beneficial being able to have counselling in my own home and my counsellor was very supportive. You provided an excellent service"

Once again thanks to all the Counselling volunteers for their continued dedication, commitment, professionalism, ideas and general support; the service would not exist without them

What the Information & Advice Service achieved last year

- Advice provision **anywhere** in the City or County
- Successfully working to National Age UK Brand Partner expectations and developing quality provision
- Providing an excellent service to 5,670 older people and their carers this financial year and securing £1,065,643.57 in annualised benefit gains for older people across Nottinghamshire
- Strong on-going volunteer involvement in the service and the expansion of advice provision, utilising new volunteers. Older people with health conditions always receive a home visit to claim health benefits, in addition to which, there is now scope to deal with on-going/multiple issues and to offer a welfare benefit check to all clients

- The I&A Co-ordinator is Vice-Chair of Age UK's Regional Meetings and throughout the year has consistently worked with National officer to ensure confidence in the I&A service provision of Age UK Notts

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

5,670 were given information and/or advice

4,204 people accessed the service for information

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

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

Quote from Service User

"Thank you so much, your help over my friend's dire situation meant he's not going to be homeless. I don't have to worry about my benefits either now and, well, you've given us both a new life! Thank you so much"

"Please pass my thanks to (the volunteer) he is ideal at asking those questions, I cannot thank you enough!"

What Kindred Spirits achieved last year

- Funding was secured for 18 months (to March 2015) from the Big Lottery to deliver a new project called Fit for the Future designed to help and support people to address their health and well-being needs. In particular, the project will focus on improving mental health, increasing physical activity and encouraging healthy eating. Some of the activities included in the project to date are: healthy eating classes, seated yoga, golden Zumba and craft classes, to name but a few
- With a small amount of funding secured by the On Fire Fund, a number of Kindred Spirits members enjoyed a Sing to Celebrate event to celebrate Older Persons Day on 1st October. Afternoon Tea was served to them and they enjoyed a sing-song together
- With an extension of a small amount of funding from Sport England, members of Kindred Spirits have been able to take part in a new class of Kathak dancing (a form of Indian dance demonstrated through hand gestures, facial expressions, body shapes and feelings)
- Once again, two Kindred Spirit fundraising events were held in July and November with over £1,000 being raised between them
- A new relationship with Nottingham Playhouse has been developed, culminating in backstage tours, coffee mornings and reduced price tickets for members

How many people did Kindred Spirits assist last year

The total number of people Kindred Spirits helped during the year was 628 with approximately 51,000 attendances at Kindred Spirits activities

The total number Best Foot Forward helped during the year was 424 people with approximately 3,767 attendances on walks

Quote from Service User

"To be part of Kindred Spirits is so uplifting, there are so many different aspects and venues to attend, new people to meet amongst a safe environment... Having the safety net of Age UK..... Thank you, a sincere life-line"

"Made a huge difference to my life. I now do all I can to welcome and draw more people into our activities. It is of vital importance to our community"

The success of both Kindred Spirits and Best Foot Forward would not exist without the dedicated hosts and volunteers who support us. The Kindred Spirits 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, help with fundraising, help with admin and posting out the Bulletin.

What the Patients' Representative Service (QMC) achieved last year

- Provision of independent support has empowered individuals to make informed choices regarding their care
- Securing on-going funding to the service
- Extra short term funding was secured to provide increased service provision for the period from January 2014 to the end of April 2015. Our hope is that the service can maintain this level of support in the interests of older people

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

114 patients have directly received support from the service from April 2013 to the end of March 2014.

Information and support was provided to 37 family members or carers involved with the patient and a further 83 people were signposted on to other services

Quote from Service User

"I didn't know Age UK Notts were here in the hospital but I'm so glad you are. Thank you for all your help and information. When I'm discharged I will be telling my friends to ask for you should they find themselves here"

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

- The Advocacy Service uses an outcome focused questionnaire to measure the effectiveness of the advocacy intervention from the perspective of the service user. The service is rated on a scale of 1-10 with 10 being the highest possible score. 89% of advocacy clients who responded rated the service provided as 7 or above and 69% rated the service they received as 9 or above
- We have focused our attentions on developing the volunteering aspect of the contract this part year. This has provided us with a good foundation upon which to provide greater capacity to reach and help more individuals in the future. The volunteers will provide us with additional means to explore new and innovative ways of extending our service
- Coming under the Your Voice, Your Choice Advocacy Service, this year the **Deprivation of Liberty Safeguards (DoLS) Paid Representative Service** has seen 24 new people under a Deprivation of Liberty Safeguard being referred to us for a Paid Representative. In addition to this, we have received 20 further authorisations for existing people already under a DoLS and who are already supported by us. Combined, this totals 44 authorisations over the last year, which is an increase of 10 authorisations on the previous year's figures.

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

A total of 810 referrals were received by the Advocacy Service with advocates making 1,950 visits (either to the client's home, hospital or other community location).

In addition to the above referral figure, a further 801 interventions were supported, 561 of which were referrals for signposts to other services/agencies

Quote from Service Users

"Having an advocate gave me confidence – I felt my complaint would be taken serious (sic) and that I had knowledgeable support...having an advocate involved has made a big difference and I thank you greatly for the help given me"

"I would like to thank Age UK Notts for all the good work you do to help people like myself. I was lost and confused regarding the arrears problem I had with my housing association... until (advocate), a fantastic and kind and caring lady who was friendly toward me and very polite... understood my problem.."

What the Residents' Representative Service achieved last year

- Successful in a bid to further expand the Residents Representative Service

- The service has worked hard to forge closer links with other agencies and professionals in the city. As a result, we are now called upon to feed into NCC strategic planning meetings for care homes where concerns have been raised
- The Residents' Representative has been key in providing feedback around the GP LES to the CCG. This has enabled the CCG to identify care homes which may need additional support or re-allocation to an alternative GP. The Residents Representative has been able to give a voice to care home manager concerns and dealt with these concerns in a very sensitive way
- Our work with St. Andrew's Lodge, a care home that was forced to close in November 2013 due to safety concerns. We provided independent support and information to residents and relatives at a very distressing time

How many people did the Residents' Representative Service assist last year

We received 83 new referrals to the service during the year and also carried an ongoing case load.

The service helped a total of 1,253 people over the year. This figure indicates the number of residents, relatives, care staff and other professionals the service has assisted.

The service made 221 care home visits in the year.

Quote from Service User

"I found the Residents' Representative friendly, helpful and professional. The really good thing is that I was not made to feel stupid or inadequate in asking for help"

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

- Maintained the high profile of the Service at the Hospital
- Continued positive working relationships with all professionals at the hospital

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

Assistance was given to 173 patients who were referred to the service from Lings Bar. In excess of 40 of the patients were also referred on to other agencies for further support. These referrals were for benefit assistance, community advocacy, befriending services to name a few.

Twice weekly visits were made to the hospital, totalling 116 visits this year, spending approximately 280 hours with patients, carers and staff on the three wards.

In addition to this the Patients' Representative Service also offers telephone support to patients and carers during their stay and following discharge

Quote from Service User

"My husband was in hospital for a long time and I felt better once I met the advocate and she kept in touch with me. It was so helpful to have someone explaining things and listening"

What the Patients' Representative Service (Sherwood Forest Hospital Trust) achieved last year

- Supported over 270 service users in the first twelve months of the service
- Positive and trusting relationships have been built with staff to enable the service to flourish. The service has been able to evidence positive partnership working
- Good, strong links established with community services to further support patients on discharge, therefore helping to prevent a failed discharge and re-admission

How many people did the Patients' Representative Service (Sherwood Forest Hospital Trust) assist last year

273 referrals were made to the service during the first year in operation. Of these 116 clients were referred upon discharge to additional services within the Community for further support including Age UK Notts Money Advice Service, Hospital Discharge Schemes, Your Voice Your Choice Community Advocacy, Framework, Headway, Jigsaw Age UK Derbyshire Befriending Service, Local Lunch Clubs

Quotes from Service User

"The Patients' Advocate has shown a genuine concern for my husband's welfare and quality of life. She has given a level of support to me beyond her duty ensuring I understood the recovery process and looking after us as a couple"

"A partnership between Sherwood Forest Hospitals NHS Foundation Trust and Age UK Nottingham & Nottinghamshire to support a patient advocacy service has been hailed as a success"

What the Housing Options Advice Service achieved last year

- This service is still relatively in its infancy having commenced in October 2013, but there is a great demand for it and substantial evidence of older people who are receiving quality and life changing support
- A Tuesday morning drop-in service has been established at Bradbury House

- Two volunteers have been recruited to support with the information provision and basic advice giving
- Referrals to the service are being responded to within 48 hours of receipt
- Monthly targets have so far been exceeded each month

☎ Jackie McGuinness on
✉ jackie.mcguinness@ageuknotts.org.uk

How many people did the Housing Options Advice Service assist last year

Since the inception of the service in October 2013, 91 service users have been directly supported. This included 2 SOVA cases highlighted through the intervention of the HOA service and 2 potentially homeless situations avoided through the direct support of the HOA service

Quotes from Service User

"Thank you for all the help and support you have given to my sister, CM. She was in a dire and unsafe situation and no-one listened until you came along. Her new bungalow will greatly improve her health and quality of life"

"I am entirely satisfied and impressed with the help and advice provided. On looking to purchase a property, appropriate questions were asked and comments made that would never have occurred to me"

What the Fit for the Future Project achieved last year

- The first surgery, Whyburn in Hucknall, were on board very quickly and over 800 patients were contacted in January 2014, with 28% accepting the invitation for assessment through the GP Engagement strand of the project
- Four well-attended, informative, local launches of the Activities Programme took place in Ashfield in January 2014
- Five nutrition courses have been delivered within the Activities Programme with over 40 participants enjoying healthy, cost effective recipes, social contact and advice on healthy eating. Local fire safety officers were invited to talk to the groups about cooking safely
- A small growing team of volunteers have been recruited and are carrying out a number of the assessments for the GP Engagement strand of the project
- A series of Kathak dancing classes took place with people getting fit whilst enjoying the Asian classical dance

How many people did the Fit for the Future Project help last year

227 referrals were received by the GP Engagement Service

203 assessments were carried out by the GP Engagement Service

71 participated in activities

GP Engagement signposted 167 individuals or gave information

Attendances at activities amounted to 560

Experience of Service User

A man attending the nutrition classes in Hucknall following a telephone assessment commented that he had really enjoyed it and had been implementing what he had learnt. His GP had informed him that his blood pressure had reduced and commented he was sure this was because of the course and new diet.

Review of last year's Objectives

- We aimed to establish the Men in Sheds Project at Worksop and this Shed opened with an official launch planned for June 2014
- We aimed for the Your Voice Your Choice Service to continue to meet targets set in the new contract of 800 referrals per year. This target was exceeded with the service having processed 810 referrals during the year
- We aimed to continue to maximise income for older people in Nottinghamshire, including provision of welfare benefits advice and money guidance sessions. This year, the I&A Service provided an excellent service to 5,670 older people and their carers securing £1,065,643.57 in annualised benefit gains for older people across Nottinghamshire
- We aimed to increase the number of people accessing our Visiting Services by developing new services in new geographical areas. There have been volunteers recruited in Mansfield, Ashfield, Wollaton and Broxtowe along with areas such as rural Rushcliffe and Arnold

Next year we aim to

- ✓ Further our Resident's Representative's engagement with relatives of those living in care homes to help them understand what is good and bad practice and raise expectations of care given
- ✓ Continue to set up new cascade model teams for the Visiting Service throughout the city and county
- ✓ Find an outsourced counselling service for staff members

- ✓ Work towards achieving the Age UK I&A Quality Mark and ensure that we always follow best practice providing maximum reassurance to all who use our services
- ✓ Successfully deliver the Sing and Smile project within Kindred Spirits in line with the Awards for All requirements. (Kindred Spirits has managed to secure funding from the Big Lottery Awards 4 All to run Sing and Smile sessions for older people. The sessions will enable members to have social interaction whilst singing, learning breathing techniques and working towards a concert at the end of the year)

Day Care

Services provided

- **The Sybil Levin Centre** continues to provide a range of important services to older people and their carers. 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 provide day care services for older people who may be frail, have health and mobility issues or be isolated. Also for older people who have memory loss or mild to moderate dementia

There are six day service venues throughout the county for self-funders and those with personal budgets from Nottinghamshire County Council. We provide:

- Respite for carers
- Escorted door to door minibus service where possible
- Reminiscing, activities, crafts, exercise and trips out
- Nourishing hot meals and refreshments
- Personal care if needed from professional, caring staff
- Signposting to many other services
- An additional drop-in service at Ollerton

☎ Mary Cann on 0115 919 4879

✉ mary.cann@ageuknotts.org.uk

- **Lunch Clubs** – The Age UK Notts Lunch Club at Sherwood Court in Sutton-in-Ashfield, is open to everyone aged 60 plus who would like the opportunity to meet with local people over lunch on a Thursday. The Lunch Club is attended by about 25 people each week but this can vary and if a service user cannot attend due to illness we contact them and provide a meal at home if they reside in the Court

The menu is selected by the service users each week and we cater for people with special diets. At present we provide 3 to 4 meal choices each week. The club has a very happy atmosphere and a good network service is in operation

☎ 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 75 places available, supporting people with dementia and their carers with respite care
- 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, including:
 - 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
 - Mini bus 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 has assisted over 6,800 older people across the year providing 3,154 places in day care and supported over 2,000 breaks for carers. Additionally, the Centre provided over 790 places in the two drop-in sessions and classes across the year and provided over 3,500 places in six different activities

Quote from Service User

"Mum loved coming to the Centre she gained confidence when she started to come to the Centre, she had never mixed, and spent her days at the cemetery after my

Page 36

dad had died. We persuaded her to try the Centre and she thought the family were trying to palm her off to other people, but after a couple of visits to the Centre it became her life and that was all she talked about, and once the holidays started she loved it even more." The family actually mentioned this at their mum's funeral as a thank you to the Centre for being such a big part in their mum's life

What County Day Care achieved last year

- We have continued to provide a quality person-centred day care service in six centres across the county to older persons including those suffering from dementia, depression, disability immobility, isolation and ill health. The service also offers crucial respite for carers
- We have continued to seek stronger relationships with referrers with the aim of attracting a higher percentage of self-funders
- We have used our Advocacy services to assist those clients needing someone to speak for them in respect of social assessments and personal budget funding

How many people did County Day Care assist last year?

County Day Care provided 6,588 direct places in its day care service (including drop-in at the Ollerton Welcome Centre) across up to 12 regular days weekly during 50 weeks over the year.

Approximately 945 people were helped by the service in the year, including service users, cares, other family members.

What the Lunch Club achieved last year

The Sherwood Court Lunch Club provided a total of 1,014 meals last year giving an income of £4,056.

There has been an increase in service users since last year

Quote from Service User

"My son relies on the club to ensure that I get a hot meal each Thursday and communicates with Adrian to ensure I am OK"

Review of last year's objectives

- We aimed to pilot some healthy eating activities through our day care provision and we:
 - Introduced the use of wholemeal bread instead of white as usual provision for morning toast
 - use semi-skimmed milk as default provision

- Offer clients low salt/low sugar biscuits as alternatives
- Regularly discuss newspaper reports around health issues including “Five A Day”, low salt, low fat
- Supported clients to make healthy choices from upcoming menus from meals services, highlighting and encouraging choices such as salads
- We aimed to deliver some World War 1 themed activities:
 - Both World Wars were remembered in discussion sessions based around newspapers focussing on a variety of WW1 related articles
 - We introduced reminiscing quizzes and games related to this era and based around “On This Day” fact sheets
 - We watched D Day Celebration and Remembrance Day Coverage involving WW1 remembrance on the BBC
 - One service user asked to bring in a large collection of pictures and documents of his service time in the RAF and clients also discussed memories of fathers who served in WW1
- We aimed to ensure our data base system, Charity Log, interfaces effectively with our financial systems and we have liaised with our Finance Department towards this and are continuing to do so within the software parameters of Charity Log

Next year we aim to:

- ✓ Review activities in Day Care including innovative dementia related activities
- ✓ Increase activities ideas-sharing between City and County Day Care
- ✓ Enhance teamwork between City and County Day Care provisions

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 Notts 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 and performance of all members of staff
- To 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

☎ Andrew Bates on 0115 841 4490
✉ andrew.bates@ageuknotts.org.uk

- **Friends/Group Support Worker** - Friends of Age UK are independently run Age Concerns and Friendship Centres. The Group Support Worker offers support on a “call-off” basis but also visits and liaises with the Friends regularly to ensure needs are met and communication channels remain positive

☎ Maria Cooke on 0115 841 4451
✉ maria.cooke@ageuknotts.org.uk

- **Volunteers** – Age UK Notts has a dedicated team of fantastic volunteers without whom we would 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 841 4451
✉ maria.cooke@ageuknotts.org.uk

- **Safeguarding** – Age UK Notts has a robust Safeguarding policy which informs staff about the various types of abuse and outlines the charity’s procedure should they be alerted to any alleged abuse that is taking place. 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** - Older People’s Advisory Group (OPAG). 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 a Marketing and Communications Department who carry out this work which helps us to fulfil our 4th Strategic Aim, to raise the profile of the charity

☎ Angel Child on 0115 841 4472
✉ Angel.child@ageuknotts.org.uk

What Finance & Administration achieved last year

- 15,865 visitors to Reception at Bradbury House
- 5,611 telephone calls were dealt with by Central Services

Quote from Service User

"I had come from the Bereavement Centre at the Queen's, so was a bit jaded. This lady made me feel comfortable and not a nuisance at all"

What the Training Department achieved last year

- We continued to develop effective and appropriate training for our staff and volunteers
- We continued to provide quality training to external agencies, especially care homes
- Our continued partnership with Business in the Community and Capital One has blossomed and we now run ClickSilver courses at both Nottingham Trent University and the University of Nottingham. This comprehensive, 1 to 1 computer training over six weeks enables older people to feel competent and confident in this ever complex digital world
- The total number of delegates attending courses this year was 619
- We ran an extremely successful Staff Conference which was attended by over 120 employees

Quote from service users or stakeholders

"I will be re-booking the course in the near future for other staff members" (Care Home Manager. Dementia, Dec 2013)

"Very enjoyable and thought-provoking. Thank you" (Lone Working & Personal Safety, Sept 2013)

What the Human Resources Department achieved last year

- New ADP payroll system in implementation
- "HR @ Hand" drop-in sessions continue to improve communications and ensure staff feel they are supported by HR and that we are visible
- Strengthened Employee Council, and continue to strengthen HR links with the Employee Council. A car share scheme was discussed which is now up and running

- Several employee matters resolved prior to any formal action
- The HR Department is also actively involved in ISO auditing and helped to ensure that the ISO audit was passed
- Strong links with all managers across our services
- Facilitating in-bound TUPE of Age UK Trading Companies to Age UK Notts
- Continued the establishment of the HR Network, sharing ideas and best practice

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

- HR have been involved in the recruitment, induction and paperwork set up of 52 new starters and handled 36 leavers. In addition, HR have written 48 advertisements, sent out 967 application packs in reply to requests and read the 651 application forms that were returned. In turn, 194 candidates were interviewed.
- HR have also processed 64 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 Redundancy, Disciplinary, Grievance, Capability, Maternity, Paternity and management of long-term sickness

Quote from service user

"Thanks for coming to see me, I do appreciate all your support and kind words"
(Manager)

"Thank you for all of your help. You have been very professional and supportive"
(Interview candidate)

What the Friends/Group Support Worker achieved last year

Friends of Age UK are independently run Age Concerns and Friendship Centres and they provide services such as lunch clubs, social groups, trips and outings much valued by their local communities. Some have shops and cafes, others provide regular hot meals and the opportunity to enjoy companionship close to home.

Age UK Notts is privileged to support the valuable work of our Friends through the provision of guidance covering a range of topics. In the past year, this has included:

- Health and Safety Guidance
- Governance issues
- Policies and Procedures
- HR queries

We are also pleased to include Friends in fundraising activities such as the Big Knit

The Group Support Worker offers support on a “call-off” basis but also visits and liaises with the Friends on a regular basis to ensure needs are met and communication channels remain positive.

We aim to be of benefit to Friends in the future through the issue of regular newsletters, inclusion in Regional Conferences and through one-off support, where required

What Marketing and Communications achieved last year

- Continued to develop marketing and communications plans for services 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
- Co-ordinated the very successful Campaign to End Loneliness Conference held at the Play House in Nottingham

What the Safeguarding Champions Group achieved last year

- The yearly review of the Safeguarding policy took place in January and necessary details were updated such as the charity’s reporting officer details and their contact numbers

The total number of Safeguarding statutory reports during the year?

In the last 12 months, Age UK Notts have reported 31 cases of alleged abuse, which is an increase of 50% on the previous year

With the varied services Age UK Notts provides, many older people are supported through these difficult times

Advocates have been involved with various safeguarding strategy meetings during the year

Review of last year’s objectives

- ✓ Our objective to introduce the development of an Age UK quality mark will culminate in our assessment for the mark which will be carried out in July 2014

- ✓ Achieve the Positive About Disabled People Double Tick Accreditation and this was achieved during 2013
- ✓ We aimed to complete the installation of the telephone system. This has proved very problematic but it is hoped that this will be completed in the very near future
- ✓ We aimed to develop a team of Associate and Relief Trainers from outside and within the organisation. An ex Age UK Notts Senior Manager with excellent teaching skills has been recruited as a Relief Trainer to ensure continuity of delivery
- ✓ Introduce a customer satisfaction/feedback process for our Reception and Central Admin Service. Questionnaires are handed out by our Receptionist and also posted out to service users asking them to complete and return in a pre-paid envelope
- ✓ We aimed to develop Charity Log further, in particular with our Business Directory, by making its admin processes more efficient to cope with expansion. On further investigation it was decided that an alternative solution would be used

Next year we aim to:

- ✓ Introduce competency based Annual Reviews
- ✓ Develop and deliver further Management Workshops on key topics
- ✓ Review the Charity's Absence Management system to refocus and retrain managers through the new ADP system
- ✓ Implement the new ADP Payroll/HR System, particularly in line with auto-enrolment

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 2013/14, 27 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:

Review of last year's Objectives

- We aimed to ensure all relevant front line staff receive Gypsy and Traveller Cultural Awareness training and all front line staff received training provided by members of the Gypsy and Traveller community
- We aimed to attend the Appleby Festival and members of staff accompanied members of the Gypsy and Traveller community to the Festival in June 2013
- We aimed to work with the Gypsy and Traveller community to produce a joint DVD. This objective is on hold until suitable funds are identified to cover the cost of the DVD production

User Involvement

The past year has been another busy one for our Older People's Advisory Group (OPAG) Members:

- We successfully recruited a new member and continue to ensure the group represents the needs of our older population.
- OPAG continue to meet quarterly to review our services and raise issues relevant to the wider population of older people.
- This year, OPAG supported our response to the proposed budget cuts by Nottingham City Council and helped disseminate information about our Advocacy Service to their own local contacts. OPAG is developing further interest healthcare provision and we look forward to developing closer links with local health facilities, such as Lings Bar Hospital (based in Rushcliffe)

Volunteers

The charity continues to benefit from the contribution made by our dedicated volunteers in supporting older people throughout the county.

Applications to volunteer rose by 40% and the number of applicants progressing through to active service rose by 25%. The contribution made across a range of services remains significant.

We have further developed opportunities to volunteer in the past year and now have 17 active volunteers working within our Advocacy Your Voice Your Choice contract (with a further 3 in training). Our volunteer advocates provide support for people throughout the county to ensure their voices are heard and their rights upheld. Their commitment has allowed us to expand our service to work with more vulnerable people and they have contributed 779 hours of support throughout the period of the annual report.

We have also begun an extensive review of our Volunteer Recruitment and Management policies to ensure our methodologies remain fit for purpose. We continue to look for ways in which volunteers can contribute to the health and well-being of older people throughout the county and future plans include identifying ways in which we can engage more with the corporate sector and also offer more short-term volunteering opportunities.

Experian have led the way in terms of corporate volunteering on a large scale by working with us to develop and launch a successful telephone befriending service delivered by Experian staff which benefits lonely or socially isolated older people who find it difficult to leave their homes or to make friends.

We continue to benefit from the commitment of Acton's solicitors who provide a free legal advice service on a weekly basis for people who would otherwise find it difficult to access such a service and numerous other legal firms within the county who provide a free will-making service for vulnerable older people. We hope to expand this service in the coming year.

Next year we aim to:

- ✓ Continue to expand the highly successful Clicksilver courses
- ✓ To develop and deliver further Management Workshops by the HR Department on key topics
- ✓ Review the charity's Absence Management system, to refocus and retrain Managers through the new ADP systems
- ✓ Implement the new ADP Payroll/HR system, particularly in line with auto-enrolment

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 Limited, which was incorporated in 1995, and AUBD Limited 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 on:

- 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 2013 to 131 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 2013/2014 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 2014 were £88,957 of which £58,457 were permanent endowments and £30,500 were expendable endowments.

The charity made 113 grants to individuals who were resident in the District of Mansfield during the year 1st April 2013 to 31st March 2014 totalling £15,371.

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 in January 2014.

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, Care 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
- **Age UK Business Directory (AUBD)** – operated by AUBD Ltd, provides access to a large selection of local, trustworthy businesses and traders via our web based directory (www.aubd.co.uk) or our free phone 0800 0114643. Our service users have peace of mind from the knowledge that all our member companies have been checked out by our local staff and they agree to abide by our Customer Charter which is in place to protect our service users from unscrupulous business practices and rogue traders. AUBD Ltd manages local directories in the East Midlands (Nottinghamshire, Derbyshire & Leicestershire) and is currently recruiting member companies for new directories in Northamptonshire & Birmingham. Directories managed by local Age UK Brand Partners are operational in London, Oxford and West Yorkshire

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

What the Trading Company achieved last year

- ✓ An expanding business
- ✓ Record sales, increasing year-on-year for the last six years
- ✓ The best trading Brand Partner in the country
- ✓ High levels of customer satisfaction
- ✓ Unmatchable levels of customer loyalty
- ✓ During 2013/14, the Trading Company opened its fifth office in Newark-on-Trent. The office space is provided by Age UK Retail at their premises at 21 Cartergate
- ✓ Commercial Director, Clive Parkin, undertook two pieces of consultancy work:
 - In Lincolnshire with brand partners in Lincoln, Kesteven, Boston & South Holland and Lindsey

- In the northwest on behalf of brand partners in Cheshire, Mid Mersey, Wirral, Knowsley and Merseyside
- ✓ Clive Parkin also successfully negotiated a collaboration agreement between AULT and Age UK North Staffordshire and Age UK Lindsey. Consequently, from 1st April 2014, the Trading Company became significantly bigger and better equipped to handle customer enquiries across 4 counties
- ✓ AULT now has outlets in Nottingham, Mansfield, Newark, Derby, Chesterfield, Hanley (Stoke-on-Trent), Newcastle, Leek, Horncastle and Louth

How many people did the Trading Company assist last year

Over 100,000 product transactions (new business and renewals) took place in Nottinghamshire & Derbyshire last year

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.

Both shops are active in identifying ways to increase the quantity and quality of donations to help ensure their continued success. The shops are also in the process of introducing Gift Aid for donations received to maximise income.

What the Age UK Business Directory achieved last year

- ✓ Helped about 2,500 callers to find local, trustworthy traders
- ✓ The Business Directory websites in the East Midlands registered over 32,000 visits which resulted in 141,000 page views
- ✓ Service users across the East Midlands posted over 600 positive reviews about member companies on the Business Directory
- ✓ We built links with local Neighbourhood Watch co-ordinators to promote the service in Nottinghamshire

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 public can access the directories via the internet or call us directly. Our dedicated Freephone numbers received nearly 3,000 calls and our records show that we provided over 2,500 callers with the details of local traders. We also know there were over 18,000 unique users of the business directory websites in the East Midlands

Quote from Service User

"I can't thank you enough. I never get this type of help from anybody. I'm so grateful for you going to this kind of effort for me"

Review of last year's objectives

- ✓ We aimed to continue to grow the Trading Company via new business and maximum retention of existing business. AULT now has outlets in Nottingham, Mansfield, Newark, Derby, Chesterfield, Hanley (Stoke-on-Trent), Newcastle, Leek, Horncastle and Louth
- ✓ We aimed to develop the presence of the Trading Company in Newark and during 2013/14 an office was opened in Newark-on-Trent using space provided by Age UK Retail at their premises at 21 Cartergate in Newark
- ✓ We aimed to successfully launch the revised version of the Business Directory portal. Work on the new version of the on-line business directory continued throughout the year. Our IT partner has built the new version and this will be live in Northamptonshire in June 2014. Transfer of the Nottinghamshire Directory to the new version will be completed shortly afterwards

Next year we aim to:

- Launch the Northamptonshire Business Directory in June 2014
- Successfully launch the Business Directory in Birmingham and the West Midlands
- Exploit the new call-handling technology (ThinClient) that is being introduced by Age UK Enterprises

Statistics

	2013/14
No. of personal callers and telephone enquiries for information	21,476
No. of users of the Information & Advice Service	5,670
Estimated value of the benefit gains from the Advice Service	£1.065m
No. of people supported through the Advocacy Service	4,102
No. of people who regularly received visits from the Visiting Service	643
Total no. of visiting hours provided by the Visiting Service	4,781
No. of people supported by the Harmony Counselling Service	74
No. of individuals accepted by the Kindred Spirits Service	628
Total No. of Kindred Spirits service users	628
No. of Day Care places provided throughout the County	9,742
No. of people supported by the Housing Matters Service	1,657
No. of jobs completed through the Handyperson Service	1,144
No. of Home Safety Checks carried out by the Home Safety Team	462
No. of volunteers available for all services	313
No. of volunteers recruited and trained for all services	59
No. of volunteer hours provided for all services	45,000+
No. of people who enjoyed free walks with the Best Foot Forward Programme	3,767
No. of older isolated people helped by the Community Outreach Advisory Service	717
No. of training places provided by the Training Department	880



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 64 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 £2,846,764 compared with £3,247,688 for the previous year, a decrease of 12%.

The unrestricted deficit for the year totalled £99,389.

The donation from Age UK Local Trading Ltd has decreased from £143,000 in 2012/13 to £120,733 in 2013/14, a decrease of 15.6%. This was due to a reduction in the level of commission income of which 12% was the commission earned on energy products.

The shops have had a difficult year with stock and sales problems; however there is an overall profit of £25,926. A gift aid system is due to be implemented during the next year which should bring in further income.

Total resources expended have decreased from £3,243,358 in 2012/13 to £3,201,271 in 2013/14. Within that charitable expenditure increased from £2,539,848 in 2012/13 to £2,567,265 in 2013/14.

Income for the Trading Subsidiaries decreased from £762,033 in 2012/13 to £604,497 in 2013/14. This was due to the decrease in the turnover of Age UK Local Trading, AUBD Ltd had a 17.6% increase in turnover. Costs for the trading subsidiaries decreased from £492,208 in 2012/13 to £399,710 in 2013/14 including AUBD Ltd costs of £204,358 of which £38,294 was covered by a loan from the parent company (the Charity) as detailed in note 19 of the accounts. AUBD whilst still not in surplus is making a small net contribution towards the costs of running the charity.

£214,477 of designated funds were used during the year. £191,011 has been used to fund charitable services which either have no funding or the funding has been reduced such as Advice & Information, Volunteer Visiting Services, Home Support,

Counselling and Membership. The welfare designated fund was set up to assist service users in financial hardship who need to use our services but can't contribute to the cost and during the year £18,266 of this fund was used in this way. The designated funds can be seen in note 16 (page 85) to the accounts.

When we set the budget for 2013/14 we knew that designated funds would have to be used as we were budgeting for a deficit. The actual deficit for the group was higher than anticipated mainly due to lower than expected income in particular from the Trading Companies, our shops and from charged for services which have not grown at the expected rate.

Restricted funds decreased over the course of the year by £21,191 to £450,124 at the year end. Details of restricted funds can be found in note 14 to the accounts (pages 79 to 83).

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 2014 totalled £590,337 (see note 14), which is equivalent to 2.9 months running costs based on £2,432,065 budgeted expenditure for 2014/15. This is below the level of three to six months running costs detailed within the reserves policy. Incoming resources and customer levels will be monitored closely during the next year in an effort to try to prevent this reserve level falling further.

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 2013/14:

Service	Funder	Amount	Percentage
Handypersons	Donations	£90	0.12%
	Skerritt Trust	£8,600	11.31%
	Age UK	£10,000	13.16%
	Age UK Notts *	£3,661	4.82%
	Nottingham City Council	£39,945	52.55%
	Service user contributions	£13,711	18.04%
Sybil Levin Centre	Donations	£3,651	2.12%
	Rental Income	£11,287	6.57%
	Service user contributions	£151,136	87.91%
	Age UK Notts *	£5,838	3.40%
County Day Care	Donations	£3,505	1.82%
	Service user contributions	£129,187	67.19%
	Nottinghamshire County Council	£11,473	5.97%
	Age UK Notts*	£48,117	25.02%
Ashfield Lunch/ Clubs	Charges	£4,000	100.00%
Volunteer Based Visiting Services	Age UK Notts*	£25,538	44.36%
	Harry Dunn Charitable Trust	£2,000	3.47%
	Donations	£30	0.05%
	Nottinghamshire County Council	£30,000	52.11%
Home Support	Primary Care Trust	£2,940	1.81%
	Service User Contributions	£83,935	51.72%
	Age UK Notts*	£75,404	46.46%
	Donations	£8	0.00%
Advocacy Services	Donations	£7,328	1.61%
	Charges	£2,863	0.63%
	Nottinghamshire County Teaching PCT	£9,620	2.12%
	NHS Nottingham City	£43,569	9.60%
	Kingsmill Hospital	£32,307	7.12%
	Nottingham City PCT	£19,198	4.23%
	POwHER/Nottinghamshire County Council	£339,070	74.69%

Service	Funder	Amount	Percentage
Kindred Spirits Incorporating Kindred Spirits, Fit for the Fiddle and Best foot Forward	Age UK Notts*	£25,706	15%
	Big Lottery – Fit for the Future	£69,118	40%
	Service user contributions	£24,633	14%
	Nottingham City Council	£30,923	18%
	Sport England	£4,150	2%
	Age UK	£4,151	2%
	Nottingham City PCT	£8,000	5%
	Donations	£4,661	3%
Caring is Sharing	Nottingham North and East Clinical Commissioning Group	£18,708	100%
Harmony Counselling Service	Donations	£211	0.98%
	Age UK Notts*	£17,674	82.45%
	Service User Contributions	£3,550	16.56%
Signposting	Nottingham City Council	£12,149	93.01%
	Age UK Notts*	£913	6.99%
Housing Matters	Capital Grants	£76,740	15.76%
	Nottingham City Council	£277,646	57.00%
	Donations	£124	0.03%
	Charges	£1,392	0.29%
	Department of Health	£102,175	20.98%
	Nottingham Fire & Rescue	£8,000	1.64%
	Age UK	£1,000	0.21%
	Skerritt Trust	£20,000	4.11%
Whatton Prison	HMP Whatton Prison	£8,456	61.38%
Activity project	Age UK Notts*	£5,321	38.62%
Community Outreach Advisors	Nottinghamshire County Council	£60,731	95.77%
	Donations	£20	0.03%
	Age UK Notts*	£2,664	4.20%
Information & Advice	Age UK	£21,250	34.74%
	Age UK Notts*	£32,232	52.69%
	Charges	£725	1.19%
	Donations	£6,969	11.39%
Housing Options Advice	Care & Repair	£16,000	100.00%
Money Guidance	Age UK	£9,347	42.46%
	Age UK Notts*	£12,667	57.54%
Men in Sheds	Age UK/Wilkinsons	£33,180	47.34%
	Age UK Notts	£20,622	29.42%
	Donations Trusts	£1,500	2.14%
	Donations companies	£2,000	2.85%
	Donations Individuals	£197	0.28%
	Sales/Charges	£12,586	17.96%

During the last financial year Age UK Notts had to generate funds to ensure all these services were maintained. For the year, this totalled £276,357 and in this connection we are grateful for the support of the following:

- The Gray Trust
- The J N Derbyshire Trust
- The Lady Hind Trust
- The Mary Potter Hospital Trust
- The Mary Roberston Trust
- The Rothera Family Trust
- The Sir John Eastwood Foundation

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 2014.

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 23 July 2014

Page 61

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

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

We have audited the group and parent charity financial statements of Age UK Nottingham & Nottinghamshire ("the financial statements") for the year ended 31 March 2014 on pages 60 to 88. 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. 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 auditor

As explained more fully in the Statement of Trustees' responsibilities (set out on page 60) 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 auditors under the Companies Act 2006 and section 152 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

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at <http://www.frc.org.uk/auditscopeukprivate>.

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 2014 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 Companies Act 2006 and the Charities Act 2011.

Opinion on other matter prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies from the requirement to prepare a strategic report.

Baker Tilly UK Audit LLP

Kelly Boorman (Senior Statutory Auditor)
For and on behalf of BAKER TILLY UK AUDIT LLP, Statutory Auditor
Chartered Accountants
7th Floor, City Gate East
Tollhouse Hill
Nottingham
NG1 5FS

14/8/14

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

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND
EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2014**

	<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 2014</u>	<u>Total 2013</u>
		£	£	£	£	£	£
Incoming Resources							
Donations and Legacies	3						
Housing Services		8	-	28,814	-	28,822	28,730
Community and Advocacy		2,375	-	19,422	-	21,797	23,170
Day Care		-	-	5,319	-	5,319	8,078
Core Services		100,832	-	1,100	-	101,932	245,048
Shops	5	34,190	-	-	-	34,190	31,631
Activities in furtherance of Charity's Objects							
Grants and Service Agreements							
Housing Services	2a	504,506	-	28,940	-	533,446	596,495
Community and Advocacy	2b	485,031	-	317,065	-	802,096	787,147
Day Care	2c	-	-	11,473	-	11,473	35,670
Core Services	2d	15,488	-	9,064	-	24,552	20,499
Fees and Contributions		464,406	-	13,304	-	477,710	515,452
Rent Receivable		3,215	-	-	2,600	5,815	5,376
Activities for Generating Funds							
Merchandising Income	5	177,278	-	-	-	177,278	173,917
Fundraising Income	6	11,842	-	1,837	-	13,679	9,931
Investment Income		2,944	-	4	1,210	4,158	4,511
Trading Subsidiaries		604,497	-	-	-	604,497	762,033
Total Incoming Resources		2,406,612	-	436,342	3,810	2,846,764	3,247,688
Resources Expended							
Cost of Generating Funds							
Merchandising Costs	5	185,542	-	-	-	185,542	164,053
Fundraising Costs	6	6,000	-	270	-	6,270	3,367
Trading Subsidiary Costs		399,710	-	-	-	399,710	492,208
Cost of Activities in furtherance of Charity's Objects							
Charitable Expenditure	14						
Housing Services		547,460	72,907	57,485	-	677,852	723,303
Community and Advocacy		544,019	136,370	342,985	15,371	1,038,745	974,064
Day Care		337,463	-	30,493	-	367,956	384,103
Core Activities		454,154	-	26,300	2,258	482,712	458,378
Governance Costs	7	37,284	5,200	-	-	42,484	43,882
Total Resources Expended	8	2,511,632	214,477	457,533	17,629	3,201,271	3,243,358
Net Incoming/(Outgoing) Resources before Transfers		(105,020)	(214,477)	(21,191)	(13,819)	(354,507)	4,330
Transfer between Funds	14	-	-	-	-	-	-
Minority Interest	1	5,182	-	-	-	5,182	2,314
Net Incoming/(Outgoing) Resources and Net Movements in Funds		(99,838)	(214,477)	(21,191)	(13,819)	(349,325)	6,644
Realised/Unrealised Gains/(losses) on Investments		449	-	-	(1,022)	(573)	721
Net Incoming/(Outgoing) Resources and Net Movements in Funds after Realised/Unrealised Gains on Investments		(99,389)	(214,477)	(21,191)	(14,841)	(349,898)	7,365
Balance at 1st April 2013		1,101,234	530,686	471,315	103,798	2,207,033	2,199,668
Balances carried forward at 31st March 2014		1,001,845	316,209	450,124	88,957	1,857,135	2,207,033

The notes on pages 66 to 88 form part of these financial statements

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

**BALANCE SHEET
AS AT 31ST MARCH 2014
Company No. 03455485**

	Notes	2014 £	The Group 2013 £	2014 £	The Charity 2013 £
Fixed Assets					
Age UK Nottingham & Nottinghamshire					
Investments	10	50,449	-	50,541	92
Tangible Assets	9	1,158,612	1,220,526	1,126,082	1,202,999
George Henry Francis Paylings Charity					
Investments	10	20,931	21,953	20,931	21,953
Tangible Assets	9	50,889	52,082	50,889	52,082
		<u>1,280,881</u>	<u>1,294,561</u>	<u>1,248,443</u>	<u>1,277,126</u>
Current Assets					
Age UK Nottingham & Nottinghamshire					
Stock		2,900	2,570	2,900	2,570
Debtors	11	332,451	327,015	552,711	550,212
Cash at Bank and in Hand		519,265	844,956	404,028	653,135
George Henry Francis Paylings Charity					
Debtors		-	-	-	-
Cash at Bank and in Hand		<u>49,206</u>	<u>45,762</u>	<u>49,206</u>	<u>45,762</u>
		<u>903,822</u>	<u>1,220,303</u>	<u>1,008,845</u>	<u>1,251,679</u>
Creditors: amounts falling due within one year					
Age UK Nottingham & Nottinghamshire					
	12	278,407	274,741	172,480	156,804
George Henry Francis Paylings Charity					
		32,070	15,999	32,070	15,999
		<u>310,477</u>	<u>290,740</u>	<u>204,550</u>	<u>172,803</u>
Net Current Assets		<u>593,345</u>	<u>929,563</u>	<u>804,295</u>	<u>1,078,876</u>
Total Assets less Current Liabilities		<u>1,874,226</u>	<u>2,224,124</u>	<u>2,052,738</u>	<u>2,356,002</u>
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans	13	<u>17,091</u>	<u>17,091</u>	-	-
Net Assets		<u>1,857,135</u>	<u>2,207,033</u>	<u>2,052,738</u>	<u>2,356,002</u>
Funds					
Age UK Nottingham & Nottinghamshire					
Restricted	14	450,124	471,315	450,124	471,315
Designated	16	316,209	530,686	316,209	530,686
Unrestricted		1,001,845	1,101,234	1,197,448	1,250,203
George Henry Francis Payling's Charity:					
Permanent Endowment	14	58,457	58,457	58,457	58,457
Expendable Endowment	14	30,500	45,341	30,500	45,341
	14	<u>1,857,135</u>	<u>2,207,033</u>	<u>2,052,738</u>	<u>2,356,002</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 66 to 88 form part of these financial statements

From note 15 you will see unrestricted/designated net assets (free cash reserves) are £590,337 to calculate our reserve level see page 61 for our reserves policy note. Based on budgeted expenditure for 2014/15 of £2,432,065 the percentage reserves level is 24.3% which represents 2.9 months which is just outside our target 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 2014

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 2014

(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>2014</u>		<u>2013</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)	-	354,386	-	445,730
Home Maintenance (Hospitals)	-	39,945	-	60,000
Home Maintenance (City)	-	-	-	-
 <u>Department of Health</u>				
Winter Warmth	-	102,175	-	41,670
 <u>Age UK/E-on</u>				
Energy/Handyperson Service	10,000	-	12,400	-
Hardship Fund	-	-	21,700	-
Housing Fund	-	-	7,000	-
 <u>Care & Repair</u>				
First Stop Housing Solutions	16,000	-	-	-
 <u>Primary Care Trust</u>				
Home Support – Carers Training Support	2,940	-	-	-
c/f	28,940	496,506	41,100	547,400

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

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

	2014		2013	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
b/f	28,940	496,506	41,100	547,400
a) HOUSING SERVICES (continued)				
Safe & Sound				
Nottinghamshire Fire Service	-	8,000		6,500
The Fifty Fund				
Housing Matters	-	-	1,495	-
	<u>28,940</u>	<u>504,506</u>	<u>42,595</u>	<u>553,900</u>
b) COMMUNITY AND ADVOCACY				
Nottinghamshire County Council				
West Bridgford Visiting Scheme	15,000	-	15,000	-
Gedling Carers	15,000	-	15,000	-
Membership (Nottingham Kindred Spirits)	-	-	5,000	-
Link Age Community Outreach	60,731	-	60,732	-
PohWER/Nottinghamshire County Council				
Access to Advocacy	-	339,070	-	339,070
Nottinghamshire County Teaching PCT				
Hospital Advocacy	-	9,620	-	20,747
QMC Advocacy	-	19,198	-	14,200
NHS Nottingham City				
Care Home Advocacy	-	43,569	-	42,267
Digital UK Limited				
4G Project	35,838	-	-	-
Nottingham City Supporting People				
Sign Posting	-	12,149	-	49,271
Clinical Commissioning Group				
Caring is Sharing	-	18,707	-	15,859
Fire Authority				
Membership	150	-	-	-
Big Lottery Fund/Age UK				
Fit for the Future	69,118	-	-	-
Nottingham City Council				
Generic Advocacy	-	-	-	-
Kindred Spirits	30,923	-	31,923	-
Kindred Spirits (Best Foot Forward)	8,000	-	8,000	-
c/f	<u>234,760</u>	<u>442,313</u>	<u>135,655</u>	<u>481,414</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	2014		2013	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
b/f	234,760	442,313	135,655	481,414
b) <u>COMMUNITY AND ADVOCACY</u> (continued)				
<u>Age UK</u>				
Kindred Spirits (Fit as a Fiddle)	-	-	20,379	-
Information & Advice	-	1,000	15,000	-
Text Santa	4,151	-	-	-
Money Guidance	-	9,307	-	18,327
Development Fund (A&I)	-	-	2,430	-
Men in Sheds	-	104	-	-
<u>Age UK/Wilkinsons</u>				
Winter Work	1,000	-	1,000	-
Men in Sheds	44,298	-	48,893	-
<u>Age UK/E-on</u>				
Benefits Advice	7,500	-	13,000	-
Planning for Later Life	12,750	-	12,000	-
<u>Age UK/John Lewis</u>				
Winter Celebration	-	-	750	-
<u>Ecotec Ltd- Volunteering Fund</u>				
Helping Hands	-	-	16,000	-
<u>HMP Whatton Prison</u>				
Prison Activity Service	8,456	-	8,250	-
<u>Big Lottery Awards For All</u>				
Kindred Spirits	-	-	6,374	-
<u>Sport England</u>				
Kindred Spirits	4,150	-	5,809	-
<u>Kingsmill Hospital</u>				
Advocacy	-	32,307	-	1,866
	<u>317,065</u>	<u>485,031</u>	<u>285,540</u>	<u>501,607</u>
c) <u>DAY CARE</u>				
<u>Nottinghamshire County Council</u>				
Worksop	-	-	-	1,250
Retford	6,819	-	20,458	-
Ollerton	4,654	-	13,962	-
	<u>11,473</u>	<u>-</u>	<u>34,420</u>	<u>1,250</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

2. GRANTS AND SERVICE AGREEMENTS (continued)

	2014		2013	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
d) CORE SERVICES				
Nottinghamshire County Council				
Core Activities	-	-	-	7,000
Age UK				
Supporting Friends of Age UK	-	7,000	-	5,200
Retainer	-	7,499	-	7,501
Dignify Training	-	-	798	-
Retail Development	866	-	-	-
Fundraising	-	989	-	-
Primary Care Trust				
Carers Training	1,500	-	-	-
Business in the Community				
Click Silver	1,500	-	-	-
Age England				
Meetings in the East Midlands	5,198	-	-	-
	9,064	15,488	798	19,701
	<u>366,542</u>	<u>1,005,025</u>	<u>363,353</u>	<u>1,076,458</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.

3. DONATIONS AND LEGACIES

A. UNRESTRICTED FUNDS

	2014	2013
	£	£
Anonymous Trust	-	12,500
Anonymous Company	-	5,000
Age UK Local Trading Ltd	4,500	-
Anne Drury	-	500
JJ & T Dann	400	-
Lincolnshire Co-op	-	3,377
The Gray Trust	5,000	6,000
The J N Derbyshire Trust	2,300	-
The Lady Hind Trust	2,000	-
The Late I M Clay	13,997	-
The Late M Hraddowskyj	59,395	-
The Late M G Mann	6,600	-
The Late M B Towlson	2,383	-
The Late M Roberts	-	500
The Late L A Reade	-	100
The Late M Timson	-	2,099
The Late E Gant	-9,154	176,000
c/f	87,421	206,076

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

3.	<u>DONATIONS AND LEGACIES</u>	<u>2014</u> <u>£</u>	<u>2013</u> <u>£</u>
	b/f	87,421	206,076
	<u>A. UNRESTRICTED FUNDS (continued)</u>		
	The Late M Poyser	-	28
	The Late D Judd	-	1,363
	The Late R J Howarth	-	100
	Inner Wheel Wollaton	-	500
	The Late S Lampard	-	320
	T Hanson	-	600
	The Mary Potter Hospital Trust	3,000	-
	The Mary Robertson Trust	2,000	-
	The Rothera Family Trust	400	800
	The Sir John Eastwood Foundation	1,500	1,500
	Walesby Monday Club	1,000	-
	Others < £250	7,894	7,306
		103,215	218,593
3.	<u>DONATIONS AND LEGACIES</u>		
	<u>B. RESTRICTED FUNDS</u>		
	<u>a) HOUSING SERVICES</u>	<u>2014</u> <u>£</u>	<u>2013</u> <u>£</u>
	<u>Housing Matters</u>		
	The Skerritt Trust	28,600	28,600
	Individuals	124	115
	<u>Home Maintenance</u>		
	Individuals	90	15
		28,814	28,730
	<u>b) COMMUNITY AND ADVOCACY</u>	<u>2014</u> <u>£</u>	<u>2013</u> <u>£</u>
	<u>Volunteer Prevention</u>		
	Harry Dunn Charitable Trust	2,000	1,500
	Individuals	30	50
	The Late Sir Patrick White Trust	-	2,000
	<u>Community Outreach</u>		
	Individuals	20	270
	<u>Advocacy Service</u>		
	Individuals	235	160
	The Paylings Charity	7,092	10,188
	<u>Information & Advice</u>		
	The Paylings Charity	4,800	3,750
	c/f	14,177	17,918

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

	<u>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
b/f	14,177	17,918
b) <u>COMMUNITY AND ADVOCACY</u> (continued)		
<u>Kindred Spirits</u>		
Individuals	498	1,667
Bank of England Charities Trust	-	500
Concertina Charitable Trust	-	100
<u>Whatton Prison Service</u>		
Individuals	-	30
<u>Helping Hands</u>		
Individuals	-	10
<u>Men in Sheds</u>		
Individuals	197	-
Leeds Building Society	1,000	-
Mansfield Building Society	500	-
Co-operative Community Investment	2,000	-
<u>Handicraft/Music Events</u>		
S Warzynska	-	296
P Moore	50	50
<u>County Fundraising</u>		
D Ferguson	-	30
C Moore	-	15
<u>Welfare Fund (Heating Bills)</u>		
Anonymous	1,000	1,000
	<u>19,422</u>	<u>21,616</u>
 c) <u>DAYCARE</u>	 <u>2014</u>	 <u>2013</u>
	<u>£</u>	<u>£</u>
<u>The Sybil Levin Centre</u>		
Individuals	1,139	269
CC Works Ltd	-	250
A Staples	-	3,687
Companies	675	-
<u>Mansfield Day Care</u>		
The Paylings Charity	3,415	495
Individuals	90	-
	<u>5,319</u>	<u>4,701</u>

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

3. **DONATIONS AND LEGACIES**

B. RESTRICTED FUNDS (continued)

d) CORE SERVICES

Chairs Fundraising

S Warzynska

2014
£

2013
£

850

409

Campaign to End Loneliness

Western Power Distribution

Lady Hind Trust

Thomas Farr Charity

J N Derbyshire Trust

Waitrose Community Matters

-

3,532

-

1,000

-

1,000

-

2,200

250

-

Work in the East Midlands

Age Concern East Midlands

-

23,245

1,100

31,386

TOTAL RESTRICTED DONATIONS AND LEGACIES

54,655

86,433

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

2014
£

2013
£

Nottingham City Council Grant

Payments to Subcontractors

277,646

278,009

76,740

167,721

354,386

445,730

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(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>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Income</u>					
Merchandising Income	12,791	81,819	82,521	177,131	173,917
Donated Stock	-	34,190	-	34,190	31,631
Donation Cash		47	100	147	-
Charges		-	-	-	100
	12,791	116,056	82,621	211,468	205,648
<u>Direct and Overhead Expenses</u>					
Purchases	-	2,580	-	2,580	728
Donated Stock	-	34,190	-	34,190	31,631
<u>Less</u> Closing Stock	-	2,900	-	2,900	2,570
Staff Costs &					
Volunteer Expenses	-	46,406	28,305	74,711	70,954
Rent, Rates and Water	-	12,478	17,546	30,024	28,721
Light and Heat	-	1,724	1,878	3,602	2,271
Cleaning, Repairs, Renewals					
and Insurance	-	1,701	751	2,452	2,496
Telephone	-	1,722	693	2,415	1,776
Advertising	-	2,181	280	2,461	2,206
Depreciation	-	110	537	647	416
Sundry Expenses	-	15	916	931	885
Other Overheads	-	12,466	7,470	19,936	16,687
Transport and Collection	-	13,512	981	14,493	7,852
	-	126,185	59,357	185,542	164,053
Surplus/(Deficit)	12,791	(10,129)	23,264	25,926	41,595

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.

The Mansfield shop deficit is due mainly to lower than forecast sales as the value of donated stock was £2,559 higher than 2013. A gift aid system is to be introduced during the next year to bring in more income.

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

6. FUNDRAISING AND PUBLICITY

	<u>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
Postage, Printing and Stationery	9	-
Advertising and Publicity	6,251	3,202
Other Costs	10	165
	<hr/>	<hr/>
	6,270	3,367
	<hr/>	<hr/>

Note

The costs of fund raising are shown as £6,270 (2013: £3,367) with corresponding income of £13,679 (2013: £9,931), 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>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
Annual General Meeting & Annual Report Production	8,800	8,322
Audit and Accountancy	6,314	10,749
Board Meetings	24,541	21,936
Strategic Planning Meeting	-	-
Board of Trustees Expenses & Training	282	73
Insurance	602	596
Legal and Professional	1,945	2,206
	<hr/>	<hr/>
	42,484	43,882
	<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 2014</u>	<u>Total 2013</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Merchandising	-	16,722	16,722	15,197
Fundraising	-	-	-	-
Trading Subsidiaries	26,500	37,689	64,189	82,944
Housing Services	18,599	55,056	73,655	80,572
Community & Advocacy	17,954	105,669	123,623	116,680
Day Care	-	40,957	40,957	42,226
Core Activities	3,800	3,959	7,759	14,641
	<hr/>	<hr/>	<hr/>	<hr/>
	66,853	260,052	326,905	352,260
	<hr/>	<hr/>	<hr/>	<hr/>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

8. TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2014</u>	<u>Total 2013</u>
	£	£	£	£	£
Direct Charitable Expenditure	1,804,301	98,044	647,291	2,549,636	2,522,119
Fundraising and Publicity					
- shops	68,907	647	115,988	185,542	164,053
- other	-	4	6,266	6,270	3,367
Governance Costs	25,613	-	16,871	42,484	43,882
Trading Subsidiary Costs	-	-	399,710	399,710	492,208
George Henry Francis Paylings Charity	-	1,193	16,436	17,629	17,729
	<u>1,898,821</u>	<u>99,888</u>	<u>1,202,562</u>	<u>3,201,271</u>	<u>3,243,358</u>

	<u>2014</u> £	<u>2013</u> £
Staff Costs:		
Wages and Salaries	1,709,289	1,630,843
Social Security Costs	116,660	118,114
Pension Costs	72,872	72,895
	<u>1,898,821</u>	<u>1,821,852</u>

	<u>2014</u> £	<u>2013</u> £
Other Costs:		
Audit	7,062	10,769
Grants - repair works for individuals	164,777	234,001
Property Costs	138,059	129,243
Travel Costs and Volunteers' Expenses	67,189	68,303
Transport / Stock Collection Costs	55,421	48,848
Advertising and Office Expenses	191,601	181,104
Training	17,268	15,006
Legal and Professional	18,252	5,237
Miscellaneous	92,597	77,214
Trading Subsidiary Costs	399,710	492,208
George Henry Francis Paylings Charity	16,436	16,536
Donated Stock	34,190	31,631
	<u>1,202,562</u>	<u>1,310,100</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>2014</u> <u>No.</u>	<u>2013</u> <u>No.</u>
1 employee earned £60,000 p.a. or more		
The average number of full-time equivalent employees, analysed by function, was:		
Direct Charitable Services	66	61
Fundraising and Publicity	5	5
Management and Administration of the Charity	16	15
	<u>87</u>	<u>81</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(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 2013	1,321	1,754,278	96,270	198,727	153,799	2,204,395
Additions in Year	-	4,903	31,102	10,721	-	46,726
Disposals in year	-	-	(159)	(379)	(10,116)	(10,654)
At 31st March 2014	1,321	1,759,181	127,213	209,069	143,683	2,240,467
Depreciation						
At 1st April 2013	528	663,939	82,765	117,205	119,432	983,869
Charge for Year	66	61,819	21,681	9,225	15,649	108,440
Disposals in Year	-	-	(159)	(179)	(10,116)	(10,454)
At 31st March 2014	594	725,758	104,287	126,251	124,965	1,081,855
Net Book Values At 31st March 2014	727	1,033,423	22,926	82,818	18,718	1,158,612
At 31st March 2013	793	1,090,339	13,505	81,522	34,367	1,220,526

(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 2013	1,747,749	75,656	176,758	153,799	2,153,962
Additions in Year	4,903	8,163	8,912	-	21,978
Disposals in Year	-	-	(379)	(10,116)	(10,495)
At 31st March 2014	1,752,652	83,819	185,291	143,683	2,165,445
Depreciation					
At 1st April 2013	662,498	62,805	106,228	119,432	950,963
Charge for Year	61,492	13,610	7,944	15,649	98,695
Disposals in Year	-	-	(179)	(10,116)	(10,295)
At 31st March 2014	723,990	76,415	113,993	124,965	1,039,363
Net Book Values At 31st March 2014	1,028,662	7,404	71,298	18,718	1,126,082
At 31st March 2013	1,085,251	12,851	70,530	34,367	1,202,999

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

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

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

Freehold Property
£ **Total**
£

Cost

At 1st April 2013

55,661 55,661

Additions in Year

- -

As at 31st March 2014

55,661 55,661

Depreciation

As at 31st March 2013

3,579 3,579

Charge for Year

1,193 1,193

As at 31st March 2014

4,772 4,772

Net Book Values

At 31st March 2014

50,889 50,889

At 31st March 2013

52,082 52,082

10. **INVESTMENTS**

	<u>The Group</u>	<u>The Charity</u>	<u>George Henry Francis Paylings Charity</u>
	£	£	£
<u>Cost and Net Book Value</u>			
At 1 April 2013	21,953	92	21,953
Additions	50,000	50,000	-
Gain on investments	(573)	449	(1,022)
At 31 March 2014	71,380	50,541	20,931

11. **DEBTORS**

	<u>The Group</u>	<u>The Charity</u>		
	<u>2014</u>	<u>2013</u>	<u>2014</u>	<u>2013</u>
	£	£	£	£
Grants Receivable	111,932	73,358	111,932	73,358
Prepayments	17,014	34,841	19,136	17,621
Tax Debtor	1,260	-	1,260	-
Other Debtors	169,215	145,979	95,766	70,974
Amounts due from subsidiary undertakings	-	-	315,833	334,486
Donations Receivable	8,784	53,773	8,784	53,773
Minority Interest	24,246	19,064	-	-
	332,451	327,015	552,711	550,212

Included within amounts due from subsidiary undertakings for the charity is an amount of £228,972 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 2014, the full amount of £228,972 remains repayable after more than one year

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

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

	The Group		The Charity	
	2014	2013	2014	2013
	£	£	£	£
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	264,328	199,948	171,798	115,092
Taxation and Social Security	6,928	53,083	682	41,712
Other Creditors	7,151	21,710	-	-
George Henry Francis Paylings Charity				
Accruals and Deferred Income	32,070	15,999	32,070	15,999
	310,477	290,740	204,550	172,803

13. **CREDITORS:** amounts falling due after more than one year

	The Group		The Charity	
	2014	2013	2014	2013
	£	£	£	£
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	-	-
	17,090	17,090	-	-

14. **RESTRICTED FUNDS**

Funded by:

HOUSING

Nottingham City Council

	Balance 1.4.2013	Movement in Resources		Balance 31.3.2014
	£	Incoming	Outgoing	£
Home Maintenance Sinking Fund (Van)	4,782	-	3,732	1,050
Home Maintenance (West Area)	1,219	-	122	1,097
Home Maintenance (West Area) Sinking Fund	1,823	-	182	1,641

The Skeritt Trust

General	10,584	28,600	22,698	16,486
---------	--------	--------	--------	--------

Age UK/E-on

Home Service	1,007	-	101	906
Energy/Handy Person Service	-	10,000	10,000	-
Hardship Fund	3,938	-	2,574	1,364
Emergency Housing Fund	4,199	-	-	4,199

General Donations

Staying Put Hardship Fund	573	-	80	493
Housing Matters	-	124	124	-
Home Maintenance	-	90	90	-

Nottingham Primary Care Trust

First Link	1,016	-	102	914
Carers Training	-	2,940	2,940	-

Care & Repair

First Stop Housing	-	16,000	14,740	1,260
--------------------	---	--------	--------	-------

HOUSING TOTAL

29,141	57,754	57,485	29,410
---------------	---------------	---------------	---------------

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

14. **RESTRICTED FUNDS** (continued)

Funded by:

	Balance	Movement in Resources	Balance
	1.4.2013	Incoming	31.3.2014
	£	£	£
<u>COMMUNITY & ADVOCACY/(inc FEES AND CONTRIBUTIONS)</u>			
<u>Joint Finance</u>			
Gedling Development Officer	40	-	4
Rushcliffe Continuing Care Support Worker	118	-	12
			36
			106
<u>Nottinghamshire County Council</u>			
West Bridgford Visiting Scheme	194	15,000	15,019
Gedling Carers	-	15,000	15,000
Advocacy North Notts	90	-	9
Link Age Community Outreach	-	60,731	60,731
Link Age Shopping Service	95		10
Carers Demonstration Site	101	-	10
			85
			91
<u>Help the Aged/Age UK</u>			
Advice Service	402	-	40
Action Against Burglary	49	-	5
			362
			44
<u>Department of Health</u>			
Direct Payments	302	-	30
			272
<u>Nottingham City Council</u>			
Home Safety	67	-	7
Membership (Kindred Spirits)	-	30,923	30,923
Membership (Best Foot Forward)	-	8,000	8,000
			60
			-
			-
<u>National Lottery Charities Board</u>			
Mobile Resource	28	-	3
Membership (Kindred Spirit)	143	-	14
			25
			129
<u>Age UK</u>			
Age Resource Information & Advice	152	-	15
Emergency Heating/Cooking Fund	545	-	-
Fit as a Fiddle	212	-	21
Men in Sheds	928	-	93
Text Santa	-	4,151	4,151
			137
			545
			191
			835
			-
<u>Big Lottery Fund/Age UK</u>			
Fit for the Future	-	69,118	68,914
			204
<u>Age UK/E-on</u>			
Benefits Advice	-	7,500	7,500
Planning for Later Life	-	12,750	12,750
			-
			-
<u>Age UK/ Wilkinsons</u>			
Winter Work	-	1,000	1,000
Men in Sheds	22,000	44,298	33,075
			33,223
<u>Nottingham Primary Care Trust</u>			
Age Well Project	45	-	4
			41

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

14. **RESTRICTED FUNDS** (continued)

Funded by:

<u>Balance</u>	<u>Movement in Resources</u>	<u>Balance</u>
<u>1.4.2013</u>	<u>Incoming</u>	<u>31.3.2014</u>
<u>£</u>	<u>£</u>	<u>£</u>

COMMUNITY & ADVOCACY (continued)

DEFRA

Advice Service Rural Areas	207	-	21	186
----------------------------	-----	---	----	-----

General Donations

The Harry Dunn Charitable Trust – WB Visiting	-	2,000	2,000	-
Membership (Kindred Spirits) - Individuals	-	498	498	-
Community Outreach	-	20	20	-
Advocacy	-	235	235	-
Visiting Service	-	30	30	-

Men in Sheds

Fees	-	12,587	12,587	-
Individual Donations	-	197	197	-
Trust Donations	-	1,500	1,500	-
Co-operative Community Investment Fund	-	2,000	2,000	-

HMP Whatton Prison

Whatton Prison Project	-	8,456	8,456	-
------------------------	---	-------	-------	---

Digital UK Limited

4G Project	-	35,838	35,838	-
------------	---	--------	--------	---

The Paylings Charity

Advocacy for Individuals Living in Mansfield	-	7,092	7,092	-
I&A for Individuals Living in Mansfield	-	4,800	4,800	-

Sport England

Kindred Spirits	4,598	4,150	8,748	-
-----------------	-------	-------	-------	---

Handicraft Festival/Music Events

Donations/Fundraising	1,478	50	4	1,524
Charges	322	417	739	-

Fire Authority

Membership	-	150	150	-
------------	---	-----	-----	---

Anonymous Donation

Heating Billis Welfare Fund	1,000	1,000	1,000	1,000
-----------------------------	-------	-------	-------	-------

COMMUNITY & ADVOCACY TOTAL

33,116	349,491	343,255	39,352
---------------	----------------	----------------	---------------

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

14. RESTRICTED FUNDS (continued)

Funded by:

	Balance 1.4.2013	Movement in Resources Incoming	Outgoing	Balance 31.3.2014
	£	£	£	£
<u>DAY CARE</u>				
<u>Nottingham City Council</u>				
Sybil Levin Centre	4,426	-	221	4,205
<u>Nottinghamshire County Council</u>				
Newark	203	-	20	183
Retford	-	6,819	6,819	-
Ollerton	-	4,654	4,654	-
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	1,699	-	85	1,614
<u>The Paylings Charity</u>				
Mansfield Day Care	-	3,415	3,415	-
<u>Sainsburys Plc</u>				
Sainsburys Project	271	-	27	244
<u>General Donations</u>				
Sybil Levin Centre- Building	2,654	-	133	2,521
McCarthy & Stone – Security	258	-	13	245
Barclays Bank Carpets	404	-	40	364
Grant Thornton	1,041	-	104	937
Yorkshire Building Society	605	-	61	544
The Skerritt Trust	6,000	-	500	5,500
Anonymous	24,000	-	2,000	22,000
The Percy Bilton Charity	3,000	-	250	2,750
New Appeals	2,648	-	265	2,383
The Robert McAlpine Trust	4,663	-	389	4,274
Sybil Levin Centre (High Sheriff of Notts Appeal)	73,434	-	7,720	65,714
Newark Day Care – The Beatrice Lang Trust	167	-	17	150
Worksop Day Care – The Beatrice Lang Trust	194	-	19	175
Mansfield Day Care-Individuals	-	90	90	-
Sybil Levin – Individuals & Companies	-	1,814	1,814	-
Sybil Levin – Fundraising	-	1,837	1,837	-
<u>DAY CARE TOTAL</u>	125,667	18,629	30,493	113,803

CORE SERVICES (inc MERCHANDISING COSTS)

Age UK

Bradbury House Building	9,374	-	232	9,142
Upper Parliament Street	2,795	-	215	2,580
Dignify Training	798	-	798	-
Retail Development	-	866	866	-

Nottingham City Council/Transact Grant

Travel Plan	8,432	-	417	8,015
-------------	-------	---	-----	-------

General Donations

Bradbury House Building	236,925	-	15,313	221,612
-------------------------	---------	---	--------	---------

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

14. RESTRICTED FUNDS (continued)

Funded by:

	<u>Balance</u> <u>1.4.2013</u>	<u>Movement in Resources</u> <u>Incoming</u>	<u>Outgoing</u>	<u>Balance</u> <u>31.3.2014</u>
	£	£	£	£
<u>Age Concern in the East Midlands</u>				
Work in the East Midlands	23,245	304	11	23,538
Age England	-	5,198	5,198	-
<u>County Fundraising</u>				
Fundraising	1,261	-	-	1,261
Charges	152	-	-	152
<u>Chairs Fundraising</u>				
Core Activities	409	850	-	1,259
<u>Campaign to end Loneliness</u>				
Waitrose Community Matters	-	250	250	-
<u>Nottingham Primary Care Trust</u>				
Carers Training	-	1,500	1,500	-
<u>Business in the Community</u>				
Click Silver IT Training	-	1,500	1,500	-
<u>CORE SERVICES TOTAL</u>	<u>283,391</u>	<u>10,468</u>	<u>26,300</u>	<u>267,559</u>
AGE UK NOTTINGHAM & NOTTINGHAMSHIRE TOTAL	471,315	436,342	457,533	450,124
George Henry Francis Payling's Charity	<u>103,798</u>	<u>3,810</u>	<u>18,651</u>	<u>88,957</u>
<u>TOTAL RESTRICTED FUNDS</u>	<u>575,113</u>	<u>440,152</u>	<u>476,184</u>	<u>539,081</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

DIRECT CHARITABLE PURPOSES

<u>Restricted Funds</u>	<u>Tangible</u> <u>Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
	£	£	£
Gedling Development Officer	36	-	36
Advice Service – Help the Aged	362	-	362
Action Against Burglary – Age UK	44	-	44
Direct Payments	272	-	272
Home Maintenance (Hospitals)	1,050	-	1,050
Home Maintenance (West Area)	2,738	-	2,738
Hardship Fund – Age UK	-	1,364	1,364
Home Safety	60	-	60
Transact Travel Plan	8,015	-	8,015
National Lottery Charities Board - Kindred Spirits	129	-	129
Big Lottery/Age UK – Fit for the Future	-	204	204
Skerritt Trust - General	-	16,486	16,486
- Sybil Levin	1,614	-	1,614
Sainsbury's Project	244	-	244
Staying Put - Hardship Fund	184	309	493

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

DIRECT CHARITABLE PURPOSES (continued)

<u>Restricted Funds</u>	<u>Tangible</u>	<u>Net Assets</u>	<u>Total</u>
	<u>Fixed Assets</u>		
	£	£	£
Age Concern England – Building	9,142	-	9,142
Age Concern East Midlands	-	23,538	23,538
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	65,714	-	65,714
Age UK – Upper Parliament Street	2,580	-	2,580
Age UK – Membership (Fit as a Fiddle)	191	-	191
Age UK – Emergency Housing Fund	-	4,199	4,199
Age UK – Men in Sheds	835	-	835
Age UK/ Wilkinsons –Men in Sheds	-	33,223	33,223
Care & Repair – First Stop Housing	390	870	1,260
Rushcliffe Continuing Care Support Worker	106	-	106
Home Service	906	-	906
Handicraft/Music Events	-	1,524	1,524
Chairs Fundraising	-	1,259	1,259
Bradbury House Building	221,612	-	221,612
Age Well Projects	41	-	41
National Lottery Charities Board - Mobile Resource	25	-	25
Age Concern England – Emergency Heating/Cooking Fund	-	545	545
Age Resource Advice and Information	137	-	137
West Bridgford Visiting Scheme	175	-	175
Sybil Levin Building	4,002	-	4,002
- The Skerritt Trust	5,500	-	5,500
- Anonymous	22,000	-	22,000
- The Percy Bilton Charity	2,750	-	2,750
- New Appeals	2,383	-	2,383
- The Robert McAlpine Trust	4,274	-	4,274
McCarthy & Stone Camera	245	-	245
First Link	914	-	914
Sybil Levin Centre – Nottingham City Council	4,205	-	4,205
Newark Day Care	333	-	333
Worksop Day Care	175	-	175
Sybil Levin – Barclays	364	-	364
Anonymous – Heating Bills Welfare Fund	-	1,000	1,000
DEFRA	186	-	186
Link Age Shopping Service	85	-	85
Carers Demonstration Site	91	-	91
Generic Advocacy	81	-	81
County Fundraising	-	1,413	1,413
George Henry Francis Payling's Charity	50,889	38,068	88,957
<u>RESTRICTED FUNDS AT 31st MARCH 2014</u>	415,079	124,002	539,081
<u>UNRESTRICTED/DESIGNATED FUNDS AT 31st MARCH 2014</u>	743,533	574,521	1,333,870
<u>TOTAL ASSETS</u>	<u>1,158,612</u>	<u>698,523</u>	<u>1,857,135</u>

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

16. DESIGNATED FUNDS

	<u>Balance</u> <u>1st April 2013</u>	<u>Movement</u> <u>in Resources</u>	<u>Transfers</u> <u>between Funds</u>	<u>Balance</u> <u>31st March 2014</u>
	£	£	£	£
Employers Liability Fund	16,523	-	-	16,523
Health & Safety	3,000	-	-	3,000
Welfare Fund	95,882	(18,266)	-	77,616
Sinking Fund – Information Technology	38,312	-	-	38,312
Buildings	100,000	-	-	100,000
Minibus/Vehicles	50,000	-	-	50,000
Shops	30,758	-	-	30,758
Staff Conference	5,200	(5,200)	-	-
Specific Charitable Services	<u>191,011</u>	<u>(191,011)</u>	<u>-</u>	<u>-</u>
	<u>530,686</u>	<u>(214,477)</u>	<u>-</u>	<u>316,209</u>

17. 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.

18. 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>2014</u> <u>£</u>	<u>2013</u> <u>£</u>
Gross Incoming Resources	2,495,060	2,775,395
Merchandising Costs	(185,542)	(164,053)
Fundraising Costs	(6,270)	(3,367)
Expenditure on Charitable Activities	(2,549,636)	(2,522,119)
Governance Costs	(42,484)	(43,882)
Realised/Unrealised Gains/(Losses) on Investments	449	-
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	<u>(288,423)</u>	41,974
Balance brought forward from previous year	<u>2,252,204</u>	<u>2,210,230</u>
Total Funds carried forward	<u>1,963,781</u>	<u>2,252,204</u>

George Henry Francis Payling's Charity:

Gross Incoming Resources	3,810	4,071
Expenditure on Charitable Activities	(17,629)	(17,729)
Realised/Unrealised Gains/(Losses) on Investments	(1,022)	721
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	<u>(14,841)</u>	<u>(12,937)</u>
Balance brought forward from previous year	<u>103,798</u>	<u>116,735</u>
Total Funds carried forward	<u>88,957</u>	<u>103,798</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014
(continued)

19. SUBSIDIARY COMPANIES

Investments	2014	2013
Age UK Local Trading Limited	2	2
AUBD Limited	90	90
	<hr/>	<hr/>
	<u>92</u>	<u>92</u>

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>2014</u>	<u>2013</u>
	£	£
Turnover	451,955	642,268
Cost of Sales	<u>660</u>	<u>6,058</u>
Gross Profit	451,295	636,210
Administrative Expenses	285,907	441,284
Gifted to Age UK Nottingham and Nottinghamshire	120,733	143,000
Gifted to Age UK Derby and Derbyshire	<u>44,655</u>	<u>52,772</u>
<u>Net Profit/(Loss)</u>	<u>-</u>	<u>(846)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	123,266	215,073
Liabilities	<u>(100,580)</u>	<u>(192,387)</u>
	<u>22,686</u>	<u>22,686</u>
Share Capital	2	2
Profit and Loss Account	<u>22,684</u>	<u>22,684</u>
Funds	<u>22,686</u>	<u>22,686</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

19. SUBSIDIARY COMPANIES (continued)

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 below:

	<u>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
Turnover	152,542	129,765
Cost of Sales	<u>109,943</u>	<u>88,258</u>
Gross Profit	42,599	41,507
Administrative Expenses	94,415	64,647
Gifted to Age UK Nottingham and Nottinghamshire	-	-
<u>Net (Loss)</u>	<u>(51,816)</u>	<u>(23,140)</u>
The aggregate of the assets, liabilities and funds was:		
Assets	94,446	86,500
Liabilities	<u>(336,889)</u>	<u>(277,127)</u>
	<u>(242,443)</u>	<u>(190,627)</u>
Share Capital	100	100
Profit and Loss Account	<u>(242,543)</u>	<u>(190,727)</u>
Funds	<u>(242,443)</u>	<u>(190,627)</u>

20. LEASING COMMITMENTS

At 31st March 2014, the group had annual commitments under non-cancellable operating leases as detailed below:

	<u>2014</u>		<u>2013</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	-	-	-
Within two to five years	61,162	13,842	43,662
Over five years	-	-	14,000
	<u>61,162</u>	<u>13,842</u>	<u>57,662</u>
	<u>61,162</u>	<u>13,842</u>	<u>57,662</u>
	<u>61,162</u>	<u>13,842</u>	<u>57,662</u>

AGE UK NOTTINGHAM & NOTTINGHAMSHIRE
LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2014

(continued)

21. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2014 or 2013. Trustees' expenses of £282 (2013: £73) were reimbursed during the year.

22. 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 £72,872 (2013: £72,895). There were outstanding contributions at 31 March 2014 of £1,218 (2013: £nil).

23. RELATED PARTY TRANSACTIONS

During the year the charity recharged management charges totalling £11,681 (2013: £12,965), rent £3,000 (2013: £3,000) and other recharges of £5,962 (2013: £6,324) to AUBD Limited and received commission from AUBD Limited of £52,490 (2013: £58,463).

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

Age UK	Mansfield Building Society
Age Concern Enterprises	Nelsons Solicitors LLP
Age Concern East Midlands	Newark & Sherwood CCG
Ashfield District Council	Newark District Council
Baker Tilly	NHS Nottingham City
Bassetlaw CCG	NHS Kingsmill
Bassetlaw District Council	NHS Nottinghamshire County
Berrymans Solicitors	Nottingham City CCG
Big Lottery	Nottingham City Council
Business in the Community	Nottingham Energy Partnership
CAF Bank Ltd	Nottingham North & East CCG
Capital One	Nottingham Trent University
Co-Operative Community Fund	Nottingham University Hospitals NHS
Department of Health	Trust
Department of Work & Pensions	Nottingham Wet CCG
E.on UK	Nottinghamshire County Council
Electrical Safety Council	Nottinghamshire Fire and Rescue Service
Experian	Nottinghamshire Healthcare NHS Trust
Freeth Cartwright LLP	Percy Bilton Foundation
Gedling Borough Council	POhWER
George Henry Francis Paylings Charity	Principia (Rushcliffe) CCG
Gray Trust	Rushcliffe Borough Council
Harry Dunn Charitable Trust	Rothera Family Trust
Highpoint Health (Ashfield & Mansfield)	Roythornes Solicitors
CCG HMP Whatton Prison	Thomas Farr Charity
J J & T Dann	Sir John Eastwood Foundation
J N Derbyshire Trust	Skerritt Trust
John Lewis Plc	Sport England
Lady Hind Trust	Unity Trust Bank Plc
Leeds Building Society	Waitrose
Mansfield Area Strategic Partnership	Walesby Monday Club
Mansfield District Council	Western Power Distribution Ltd
Mary Potter Hospital Trust	Wilkinson Hardware Stores Limited
Mary Robertson Trust	