

Age UK Nottingham & Nottinghamshire  
A Charity and a Company Limited by Guarantee

## ANNUAL REPORT & ACCOUNTS

For the year ended 31<sup>st</sup> March 2017

### *Love Later Life*

Acknowledgement:

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





**Age UK Nottingham & Nottinghamshire  
enhances the quality of life and  
promotes the health & wellbeing of  
all older people.**

**We are the largest local independent  
charity providing a wide range of  
services for older people from all  
communities and backgrounds  
in the city and county.**

**Last year we helped  
over 42,000 older people.**

## Report of the Trustees for the year ending 31 March 2017

The Trustees are pleased to present their annual Trustee/Directors' report together with the consolidated financial statements of the Charity and its subsidiaries for the year ending 31<sup>st</sup> March 2017 which are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association of the Charity. 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 (FRS102)) and the applicable accounting policies.

### Our purposes 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 health & wellbeing 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 wellbeing, 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, wellbeing 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

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'.<sup>1</sup>

All of our services aim to enhance the quality of life and promote the wellbeing 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. 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 last reviewed in January 2017. No one receives any private benefits from Age UK Notts other than as a beneficiary of the Charity.



## Achievements and performance

### Advocacy

#### Residents' Representative Services

##### **Nottingham City**

This service has seen a 20% increase from last year in respect of the number of referrals received. The introduction of the 5 Health & Wellbeing (Care Home) Volunteers has been a welcome and valuable addition to the service, and has been instrumental in picking up advocacy cases from those residents who would not have normally been picked up via traditional routes.

##### **Rushcliffe**

This service, which has been enormously successful and has proved invaluable to both the care home residents and indeed the care home managers, this has unfortunately not been commissioned into 17/18 due to CCG budgetary constraints.

##### **Nottingham West (Broxtowe)**

Following a change in post holder, and a break in provision, this service recommenced mid-September 2016. The Residents' Representative has been heavily involved in supporting residents over the introduction of the GP enhanced service being introduced to those residents registered with a Nottingham West GP, as well as undertaking pre and post alignment surveys with the care home managers.

##### **Nottingham North & East**

This service commenced at the end of November 2016 with two Residents' Representatives taking up post. They have been supporting the CCG in liaising with residents, relatives and care home staff about the implementation of the GP alignment and enhanced service as well as providing advocacy support where needed to residents and their families/carers.

	2015/16	2016/17	% Increase
Number of visits to care homes (not including Worry Catcher visits)	558	826	48%
Total Number of Advocacy cases	193	295	53%
Number of Residents and Relatives and/or Worry Catcher sessions held	62	97	56%
Number of face to face contacts with:			
a) Residents	862	1,361	58%
b) Relatives	366	395	8%
c) Care home staff or other professionals	924	1,291	40%
Total number of face to face contacts (all types)	2,152	3,047	42%



## Feedback

*"I want to thank you for all that you have done. It can be a bit much and overwhelming dealing with so many different people. I really appreciate your help in making things clearer."*

*"I can't thank you enough for everything you all have done. I really couldn't cope with all of the money problems and sorting the carers. Thank you."*

*"We admire your professionalism and knowledge without which we would have floundered."*

## Patients' Representative Services

### Short Stay Reablement Unit (SSRU) and Lings Bar Hospital (LBH)

Both locations continue to be extremely busy as can be seen by the number of interventions over last year. Interventions range from relatively simple referrals to complicated advocacy issues, ensuring the patients' voice is heard and their thoughts, feelings and wishes are explored.

During the 12 month period that the Patients' Representative Service has been operating at the SSRU/LBH we have, by a direct result of our post discharge interventions, **prevented a total of 22 potential readmissions to hospital.**

April 2016- March 2017	SSRU	LBH	Totals
Number of referrals	393	274	667
Number of interventions	2,524	1,269	3,793
Number of meds calls	974	N/A	974
Number of meds runs	564	N/A	564

### Staff Award

Marie Coyle our Patients' Representative at LBH has received an award from the hospital for *"her amazing contribution to the patients, carers and staff at Lings bar. Marie has quickly become a very valued member of the Inter-Professional Team and has made sure the patients voice is heard in difficult circumstances.*

*I can think of many patient stories that demonstrate Marie's commitment, but one of the most heartfelt is a patient who wanted to go home to die, and remained there due to Marie's determination to advocate for the patient.*

*Not only is Marie fantastic within her role, she is also great to have within the team."*

### Kings Mill Hospital

The Patients' Representative Service had a brief break in service from the end of June until the beginning of August whilst ongoing funding was secured. The service has supported 114 older people on wards at Kings Mill Hospital during the last year and has in addition provided support for family members.



## Queens Medical Centre

The Patients' Representative Service has received 147 referrals from Health Care Older People wards and Connect House. The majority of these cases were based on the Transfer to Assess (TTA) initiative; however the Patients' Representative also supported a number of patients and their families with their discharge from hospital outside of TTA, due to the nature of the issues involved.

## Feedback

*"Thank you for getting back to me so promptly following my call, it was very much appreciated. We had spent such a long time trying to get staff to talk to us about Dads diagnosis but everyone we spoke to was rather vague. Your help to get us together with the ward manager to discuss our concerns helped us so much."*

*"Thank you for all your help and support throughout this difficult and bewildering time for me and my family. I have taken great comfort from your visits and words of reassurance. The information you provided has been most useful."*

## Housing

The Home Safety and Improvement team is passionate about enhancing the quality of life for people through the provision of housing services that help towards safer, healthier and more comfortable independent living.

In the last year the Home Safety and Improvement Service helped 695 citizens to maintain their independence: -

- conducted 479 home safety checks, covering fire safety, free smoke detectors, security, crime prevention and fraud prevention information.
- completed 35 home improvements, including new central heating systems, damp treatment, roof repairs, rewiring and improvements to kitchens and bathrooms.
- conducted 76 home energy checks, helping citizens to keep warm and comfortable.
- provided 105 citizens with help and information with housing issues.
- we received 888 initial enquiries.
- fitted 414 smoke alarms
- fitted 86 Smart Water kits.

**"I had been living in an icebox.  
It's the first time in 70 years I've been warm!"**

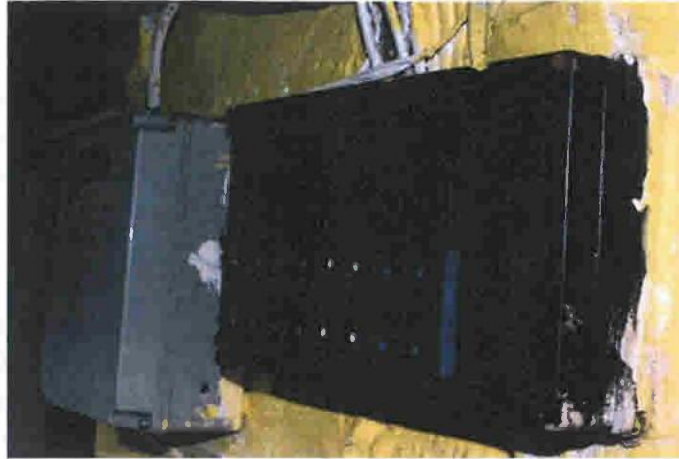
The following story illustrates the impact our Housing department makes on the lives of the people they touch.

Fred (name changed) is 71 years of age, on a low-income and lives in Sherwood. He has prostate cancer, arthritis, metatarsalgia, bipolar disorder and dyslexia. He was first referred to our Home Safety and Improvement Service by a support worker who was concerned that his house was very cold, as there was no central heating. We carried out an assessment of the property that raised the following concerns:

- The house was dangerously cold the only heating in the property was an un-serviced gas fire in the dining room, an electric storage heater in the hall and a portable gas heater. There was no hot water as the immersion heater was broken.



- The property needed a complete rewire. The old fuse wire consumer unit had faulty connections and kept cutting off all power and lighting in the property. This was located in the cellar which could only be accessed by dangerously steep, broken and open tread steps posing a serious hazard, particularly in the dark during the frequent power cuts.



- The floor joists to the dining room were rotten; it was a matter of time before one could give way completely – a death-trap waiting to happen.
- There was severe mould growth on the walls of the bay window as a result of drainage issues and the lack of a damp proof course. Other areas of the house were covered in thick, black mould exacerbated by condensation issues, putting Fred at risk of respiratory illnesses.





- Leaks from the bathroom were causing damage to the kitchen ceiling below and Fred was struggling to get in and out of the bath safely.
- The windows and doors were in very poor condition making the property cold, draughty, unsecure and difficult to heat.

### **Immediate help**

In order to get Fred as warm and comfortable as quickly as possible, we loaned him two oil filled electric heaters straight away. The immersion heater was repaired restoring hot water to the property and lever head taps fitted to enable ease of use.

As a temporary measure (before the central heating could be installed) a fan heater was fitted in the bathroom which was especially helpful as Fred regularly gets up to use the bathroom in the night due to the prostate cancer.

We successfully arranged for a boiler and seven radiators to be installed at no cost to Fred via E.ON's Affordable Warmth Scheme. A gas safety check was carried out and smoke alarms were fitted along with energy saving equipment such as a letter box flap, energy saving bulbs and draught excluders.

Alternative housing options were discussed with Fred but he wished to maintain his independence and preferred to use the equity in his property to ensure the house was brought up to the Decent Homes standard.

### **Nottingham City Council Equity Loan**

We work closely with Street UK who are commissioned to provide a special equity release product for vulnerable people of Nottingham City. Access to this product is via our Housing Team or the city council's Adaptations Service. This provides an invaluable opportunity for people who need assistance to make necessary housing repairs but would otherwise face little or no options.

This self-sustaining fund is fundamental to the work that our Housing team offer and the example below illustrates the positive and lasting difference made to the lives of those who use it, as well as positively impacting the housing stock of the City.



Fred's loan enabled the following work to be undertaken, without the loan none of this would have been possible:

- A full rewire and relocation of the consumer unit, making the electrics safe and up to current legislation.
- A chemical damp proof course and drainage to the front bay area to prevent the hazardous damp and mould from re-occurring.
- New windows and porch to improve warmth and insulation.
- New gutters and downpipes to ensure that water could effectively drain off the property.
- Converting the bathroom into a wet room with a level access shower, enabling Fred to bathe in a safe and warm environment
- Fitting grab handles to the exterior of the property to enable safe access



Through Age UK Notts Fred benefitted from over £4,100 of initial works:

- EON's Affordable Warmth Scheme replacement boiler and radiators worth £3,500
- NHS and Department of Health Winter Warmth project gas safety check costing £88
- Local charitable funding from the Skerritt Trust paid for a fan heater and repairs to immersion and bay window roof costing £495
- Energy bill hardship fund contributed £100 to reduce fuel debt

Fred benefitted from a Street UK equity loan funded by Nottingham City Council for £23,000 to cover the cost of the major improvements.

We also helped Fred to apply for Attendance Allowance which provided him with an additional annual income of £2,865 for daily living expenses.



Fred said:

***“I had been living in an icebox. It’s the first time in 70 years I’ve been warm. Health wise, I need the warmth & I’ve never had it. I can say that without Age UK I’d be in a hell of a state. Thank you Age UK.”***

## **Advice**

It has been another very exciting and busy year for the Information, Signposting and Advice team with some of our highlights including:

- Further refining the team structure and creating a dedicated Information & Signposting Co-ordinator to lead and manage our Contact Hub team.
- Securing new funds via Age UK and the Prudential to help us enhance the triage and assessment work that the Contact Hub carry out. This work supports the charity wide Health and Well-being strategy to be more holistic in all of our interactions with older people.
- We have introduced a new approach to recruiting and training volunteers for our services with an entry point Signposting role through which all volunteers pass, some of whom who may then go on to become advice volunteers. This is both to attract more volunteers and to ensure that all have a broader knowledge to enable them to implement our holistic approach to supporting older people.
- We have fully integrated our services on charity log, meaning that we can better measure and evidence all the excellent work that we are doing, as well as improving our effectiveness and efficiency through the automation of letters for example.
- We continue to operate our Age UK Business Directory service that lists vetted traders across Nottinghamshire, Derbyshire, Leicestershire, Northamptonshire and Birmingham. Age UK London is transitioning their directory to a new platform which will be online in 2017.
- We have completed the first phase of our refurbishment of reception and now have a brighter, more user-friendly reception environment where we can meet, greet and assist older people with a broad range of enquiries.

Our headline facts & figures:

- We raised just short of a staggering £2.5million in annualized benefit gains for the older people in Nottingham and Nottingham, transforming lives and supporting the local economy.
- 3,503 new and repeat clients accessed our Welfare Rights Advice Service
- 641 new and repeat clients accessed our Housing and Care Options Advice Service
- 993 new and repeat clients people used our Financial Information & Advice Service
- 435 new and repeat clients accessed our Money Advice Service
- 1,700 calls were made to our Age UK Business Directory freephone number in Nottinghamshire and many more enquires were made through our general number.
- 80,000 visits to our Age UK Business Directory websites by 44,000 different users who registered over 400,000 page views.
- 2,000 emails were dealt with by the team via the organisation’s email information inbox
- 2,269 new and repeat clients received information & signposting through our Contact Hub team
- Around 500 legal advice sessions have been provided by local solicitors, with grateful thanks to Acton’s for the their generous support.
- We sold 54 wills to older people enabling them to ensure their wishes will be respected after they die



## There are absolutely marvellous people working at Age UK, so caring

The following story illustrates the impact that our advice service has:

Krishna (name changed) is 80 and a widow, she suffers from chronic obstructive pulmonary disease and it affects her daily living and mobility. She has a daughter and two granddaughters living nearby.

Krishna contacted us after her benefits went down when her granddaughter, who has mental health issues, moved in with her. Krishna found herself in rent arrears due to the loss of some of her Housing Benefit and Council Tax reduction when her living circumstances changed.

Age UK Notts contacted the local authority to find out that the decrease in housing benefit and council tax was caused by the loss of severe disability premium. The correspondence between Age UK Notts and the council resulted in a reversal of the benefits decision as the granddaughter had only moved in temporarily. Her benefits were reinstated and the arrears were written off.

We referred her to the Healthy Housing Service who provided free radiator panels and draught excluders, as well as information on the Warm Homes Discount and Energy Switching information. We claimed a £140 Warm Home Discount from Eon. We also gave Krishna a Christmas Hamper which we make up from donations of food from companies and individuals before Christmas.

**Krishna said:**

***“Age UK made me feel so special, I feel there is someone who really cares. There are absolutely marvellous people working at Age UK, so caring.”***

## Health & Wellbeing

### Connect

Now in its second year Connect continues to be a great success. An early intervention service, Connect provides brief and short term support to help people maintain their independence across mid-Notts. A vastly experienced team of Support and Outreach workers provide telephone and face to face person-centred support to empower people to achieve goals and address issues around finances, housing, social isolation, care needs, and physical and mental health. Creative solutions are at the heart of the service, thus reducing the impact on mainstream services. Age UK Notts delivers the service in Mansfield, Ashfield and Newark & Sherwood although it is available through partners across the whole County.

The team have developed a programme of drop-in 'clinics' across mid-Notts and have also built strong relationships with relevant partners such as Self-Help Notts, Notts County Customer Service Centre, Newark Hospital, Compass teams, Foodbanks, Well Chemists and many more.

Since January 2016 until the end of March 2017, Connect has supported a staggering 3,137 older people. Of these, 1,297 lived in the Ashfield area, 886 were in Mansfield and 697 in Newark & Sherwood. The remaining 257 were of people who wished to remain anonymous.



In addition to this the Connect team have secured benefits to the total value of £4,995 with a further £12,711 being paid as arrears.

### **Living Well Service (Incorporating Integrated Care and Visiting)**

The second phase of the Living Well Service pilot (formerly known as the Integrated Care Service) began at the end of November 2016 with a Living Well Manager and four additional Living Well Co-ordinators recruited to join the two existing Co-ordinators to roll the service out across the whole of Nottingham North and East (NNE) Clinical Commissioning Group (CCG) and Rushcliffe CCG. The service has been further enhanced by the development of a triaging facility delivered by staff within the Visiting Service who support the receipt and processing of some of the referrals.

The service continues to support people primarily aged 65 and over who are at risk of unplanned hospital admission or are in frequent contact with their GP surgery; have long term conditions; or have experienced a recent change in circumstances such as a newly diagnosed health condition, a bereavement or reduced social contact. The Coordinators help people identify and work towards personal goals to improve their quality of life and wellbeing so they can self-manage and maintain or increase their independence.

During eight months between April and December 2016, 69 people were referred from NNE CCG and 99 people from Rushcliffe CCG. In the first three months of 2017 the service had received 105 referrals from NNE CCG and 108 referrals from Rushcliffe CCG.

***“The great support I have been given by the Living Well Coordinator, building my confidence up and finding ways to stop me feeling isolated, helping me to resolve my hearing problems, plus signposting me to mobility centres and transport to access Bridge groups. The Living Well Coordinator has done a brilliant job and was so patient and helpful”.***

### **Living Well Triage Service / Visiting**

With effect from November 2016, The Visiting Service merged with the Integrated Care team to form the Living Well team. This brought about a number of changes and many of the processes and ways of working were reviewed and amended in order to support delivery of the new service.

The Living Well Triage team, is responsible for taking referrals from healthcare professionals and GP's working within the two CCG areas. A triage call is then made to each patient to establish what support is required. The Triage team works closely with the Community Living Well Coordinators to ensure all referrals are handled efficiently & effectively.

The Living Well Triage team is also responsible for further development of the traditional 'Visiting Service', which provides volunteer visitors and telephone befrienders to lonely & isolated older people from across the County. In the year ending 31st March 2017 the service had supported 143 older people with the help of 125 dedicated volunteers.

Volunteers are critical to the success of the Visiting Service. Monthly communications, as well as two successful 'get together' events during the year ensured they were kept updated on the Service and provided with an opportunity to share experiences with each other.

Recruitment of volunteers was boosted by Christmas TV & radio campaigns by Age UK national, BBC radio 1 and the ITV breakfast show Good Morning Britain. Demand for the service continues to grow.



In January 2017, the Visiting Service was accredited with the Mentoring & Befriending Approved provider status for a further 3 years by the NCVO. This reflects the hard work that the staff and volunteers put in to ensure a safe and professional service.

## “The volunteer visitor lights up my day”

### Forces Friends

The project took time to become established but proved to be very popular within veteran communities and won a national ‘Soldiering on Award’ for partnership working. The project was initially funded for 12 months by The Royal British Legion (TRBL) but we secured a further 3 months funding from TRBL to continue the service and bridge to funding from the Ministry of Defence via Age UK National. We are happy to report that we secured additional funding of £263k to operate the service for a further 3 years across the city and county. We have recruited over 30 dedicated volunteers and taken referrals for over 50 veterans and or their dependents.



These comments very much sum up this service:

#### **Quote from WW2 veteran**

*“I feel as though I’m not forgotten”*

#### **Quotes from a volunteer (a younger veteran)**

*“I give an hour a week, it is the highlight of my week, although we are different ages we speak the same language.”*

#### **Quote from a volunteer (an amateur military historian)**

*“I feel I have a bit of a moral duty, or responsibility to do something for people such as Ken, because of the lives they led, the sacrifices they made for the sake of this country, and there is a sadness in me that a service like this needs to be in place in the first place”*

### Men in Sheds

Last year has again been one of success for the Men in Sheds service, continuing to provide social interaction, a sense of purpose, and a multitude of physical and mental health benefits to men aged 60 and over. With 3 fully equipped woodwork units in Worksop, Blidworth and Daybrook, the men produce a wide variety of quality wooden items for sale, funds from which go directly back into the project.

All three ‘sheds’ have exceeded expectations in sales figures thanks to committed members and volunteers attending many craft fairs and stalls at events. This year has also given



opportunity to building a relationship with a local craft shop which has proven very fruitful and also trialling online sales via EBay.

Relationships continue to be strong with Gedling Borough Council, Wildlife Trust, Frank Key, and many more ongoing supporters of the project, and new relationships have built with Gedling Country Park, Highbury Hospital, and Portland College amongst others.

A survey carried out with members gave outstanding results including most men reporting that their retirement had been improved, they feel healthier, they feel happier, they now have a sense of purpose, they are more aware of health issues, and they have learned new skills.

Number of members who have taken part in the project this year	177
Number of sessions run	1,132
Number of places taken up	7,637
Number of volunteers who have supported the project (excluding staff volunteering)	31

### **Best Foot Forward**

The Best Foot Forward programme continues to offer opportunity for people to enjoy free, accessible, low level health walks across Nottingham City. With 9 walks led by a team of committed volunteers, the project welcomes new and regular walkers every week, rain or shine.

Attendances on some walks have been higher than ever this year with numbers exceeding 30 on some weeks. Best Foot Forward was part of the Parklives initiative over the summer again, engaging local people to use their local park to improve health and wellbeing. A strong relationship continues with Framework's Nature in Mind project, helping people address mental health issues by enjoying the outdoors, and a similar opportunity has grown with local cardiac nurses, the Pace project, MySight, and Wellness in Mind.

Over the last year we have welcomed 405 new walkers, with a total of 4,125 walk attendances.

### **Older Prisoners Activities and Learning (OPAL) Service, HMP Whatton**

This year has seen the development and delivery of sessions for those prisoners who are resident on the hospital wing and who are unable to access the OPAL cabin. Guest speakers are exceptionally well received, especially in February when the prison permitted the visit of a 'Pets as Therapy' Dog and her owner. A new guitar group was set up in January 2017, with several guitars being purchased by money donated by a prisoner, which aims to teach prisoners with little or no experience how to play the guitar; and this has been a real success.

The service has also provided a small but important number of sessions designed to meet the needs of the transgender community at the prison.

Yearly Totals	Totals
Total no of sessions held	213
No of attendees across the sessions	3,696
Total number of activity hours	8,096



### **Activity Engagement**

A new Activity Engagement Co-ordinator was recruited in April with the responsibility of empowering and motivating older adults to overcome loneliness and isolation and improve health and wellbeing by accessing physical, social, educational, and health activities available to them. With funding from Notts County Council Grant Aid, work is primarily focussed in the Broxtowe area and has included successful 'On Your Doorstep' events in Beeston, Stapleford and Eastwood where older people were invited along to find out what is available to them locally and discuss any barriers or restrictions they may have to accessing activity.

Similar events have also been held in the City, and one to one work with the same focus is delivered over the telephone, email or face to face. The Co-ordinator also facilitates activity and support groups held at Bradbury House including board games, film club, Ageless Grace, Hard of Hearing group, Older Lesbian Network, and Silver Pride.

### **Sybil Levin Health & Wellbeing Centre**

Day Centre provision has continued at our Sybil Levin Health Centre. The centre has begun the process of transforming the health and wellbeing centre into a centre of excellence for people living with dementia. The centre has purchased three Rempods ([www.rempods.co.uk/](http://www.rempods.co.uk/)) which has supported the centre to provide tailored reminiscence activities for centre attendees.

The centre continues to thrive with high number of older people attending each weekday. The centre continues to be promoted in the local community and with professional colleagues which has resulted in increased attendance. The centre enjoys social media exposure and receives hundreds of website hits a year.

Cares continue to be supported by the centre with a well-attended carers support meeting taking place each month.

The centre has provided in excess of 2,700 places for people in day care over the year.

The centre's sister service, the lunch club in Kirkby in Ashfield (open one day per week) continues to grow from strength to strength and supports in the region of 24 people each week.

## **Core**

### **ICT**

The move of our IT to a cloud-based system should be completed by the end of 2017, all new services are being set up as cloud based. Work started on installing a new phone system across the organisation which will greatly improve our telephone customer experience. This will be fully installed during 2017.

Due to the increase in Cyber-crime in society; Cyber-crime insurance has been put in place to make sure any attacks on the organisation can be dealt with as quickly and fully as possible. Dual connectivity has been installed where possible.



## **Finance**

Customer satisfaction questionnaires regarding the finance department's level of service were sent to suppliers; feedback again showed 100% satisfaction. The finance team have started to work towards a paperless office which will go further once the cloud systems are implemented.

During 2017/18, the finance department will make sure that the use of electronic finance systems are fully utilised to make sure the finances are run as efficiently as possible, in particular, making sure all of the relevant Sage accounts software functions are used.

## **Estate, Compliance and Resources**

During 2016, a new role was created in the Charity "Estate, Compliance and Resources Manager" who is responsible for buildings maintenance, health and safety and legal compliance. We have already seen improvements in the way we keep our buildings maintained and general improvements to the environment in which our volunteers and staff work, as well as the people who come into them. We are also seeing some savings on procurement of goods and services across the charity.

## **Training**

2016-17 has been a good year for the training department. It has presented an opportunity to look at our internal structures and consider how they can best be updated to meet emerging needs within our services. Following a detailed review in early 2017, we've withdrawn our external training offer while we consider a more responsive offer in the future. We've also taken an in-depth look at our internal induction processes and have created a more flexible timetable which incorporates weekend sessions and more sessions in the north of the county to accommodate increased numbers of volunteers from that area. We have also re-developed our induction materials to make them more flexible and user-friendly. We will develop a new management training system in 2017-18 which will help secure our succession planning strategy and provide opportunities for staff to develop their careers following last year's implementation of the competency framework.

We've embedded the use of on-line training into our portfolio and this has led to greater efficiency in ensuring learning takes place in a timely manner. It has reduced the need to travel to different sites (and associated travel costs) to participate in group sessions and means training can be more easily fitted into the working day. We've also created small learning opportunities to ensure all members of staff are familiar with updated policies and procedures; the system also enables us to have an audit trail for compliance purposes.

Online training is also offered to other members of the Age UK family across the country which provides flexible training options for them and generates a small income stream for us.

Our Click Silver computer courses for older people, delivered by students from the University of Nottingham and Nottingham Trent University continues to be popular. Training continued to be delivered to external organisations on subjects such as Dementia Friends, Working with Older People, Safeguarding and Dealing with Loss & Bereavement.

On 1st January 2017, the training department merged with fundraising and marketing to form our new FACT team.

## **Volunteering**

The volunteering team (as part of the HR function) provides the charity with support relating best practice, volunteer management and recruitment and retention of volunteers. We also



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

- Introduced the generic Health and Wellbeing Support volunteer role to embed a more flexible and sustainable model of volunteering to ensure volunteers can be allocated and used in the area of health and wellbeing need with the greatest need.
- Specifically supported the Forces Friends project co-ordinator in the recruitment of volunteers in the north of the county to ensure the success of the pilot project
- Helped establish corporate volunteering opportunities allowing organisations to fulfil their CSR obligations whilst ensuring that funds were also raised for the charity
- Piloted the 'service user Christmas lunch' volunteer opportunity which although not successful has informed the thinking for Christmas only volunteering in 2017

We have recruited, interviewed and inducted 93 new volunteers for the charity during the last year.

## **HR**

The HR department led the move to a competency based annual review system for all of our employees, this should lead to better support for both our employees and managers. The HR Department have also dealt with numerous matters, as well as handling the recruitment, induction and paperwork of 31 new starters, assisting with the recruitment of 33 vacancies, and sending out over 250 application packs in reply to requests. The team have also processed 265 DBS criminal record checks of staff and volunteers, including 40 rechecks for existing staff.

## **PR & Marketing**

It's been a really busy year for our PR and Marketing team and we've had lots of new projects to incorporate. We published our first Impact Statement which was really well received we will repeat this in future years. We've reviewed and updated our Service Information leaflets and created a calendar to promote services. We have supported services and projects across the charity with a variety of marketing and promotional materials.

Our website had 34,376 users, 47,765 sessions and 114,966 page views. We have begun a process to refresh our website with further work, including a new content management system, planned for 2017/18.

We have also undertaken some research to assist us to review our EngAGE magazine to assess its contribution to brand awareness.

Our use of social media has improved; we have seen growth of 18% in our facebook followers and a 20% uplift in twitter followers. Using these platforms allows us to promote our services to a different audience and to raise awareness of fundraising activities and the organisations and people who support us. In the summer of 2017, we will be rolling out systems to enable more teams to take advantage of that opportunity.

Our press coverage has increased to incorporate national and local TV news, local radio and printed press. Some projects such as Forces Friends have provided multiple opportunities for coverage. We continue to respond positively to requests for coverage where we can as this provides another avenue through which to raise awareness.



### **Older People's Advisory Group (OPAG):**

Our OPAG group has had a successful year. Membership has increased to incorporate professionals from the NHS, financial advice services and the charitable sector. The group has revitalised its mission to focus more on health outcomes and developed structures to enable members to act as informal ambassadors for Age UK Notts. OPAG has also supported reviews of our EngAGE magazine, volunteered their time in other areas of our organisation and promoted what we do amongst their own local networks. We have ambitious plans to further enhance the work that OPAG contributes and we anticipate this work will be completed by the autumn of 2017.

Thank you to the following people for giving their time to be a member of OPAG:

- Carol Rowley
- Neil Williamson
- Jane Davies
- Marjory Morris
- Janice Fox
- Maxine-Leigh Robinson
- Theresa Brennan
- Davy Hudson
- Eileen Hepple

### **Activities for Generating Funds**

#### **Fundraising**

Relationship building has been at the heart of fundraising activities during the year. We have reached out to individuals, communities and corporates by doing a range of events to suit their needs. During the year, a fundraising action plan and committee was created. The committee included a number of influential business people.

The profile of the charity has been raised in many ways such as giving talks, presentations, meetings and running events which have led to fundraising activities. The charity has been well covered by the media, including TV, radio, press and social media due to activities carried out by the fundraising team.

Intergenerational activities have been one focus of our work this year. We have worked closely with a number of schools in the City and County delivering lessons and assemblies on the age agenda. In December, we worked in partnership with the Nottinghamshire YMCA and the Malt Cross to put on an intergenerational Christmas lunch.

Becoming a member of the Nottingham City Business Club has enabled the team to make more corporate contacts. One example being Cloud Cars who have now chosen Age UK Notts as their Charity of the Year.

Our events which were run throughout the year attracted over 500 people. They ranged from Bestwood Male Voice Choir concert, Breakfast at Tiffany's and Great Gatsby Cocktail Party.

The charity has received a number of gifts in kind from corporates due to relationship building carried out. These include a new kitchen at Peachey Street from John Lewis Partnership, venues at Capital One and Boots, afternoon teas for older people from the Walton Hotel. Many individuals and local organisations also donated food for our Christmas Hampers. Kind donations of raffle, tombola and auction prizes have helped to fundraise at events.



The charity's approach to fundraising is to build relationships with companies, community organisations and individuals, through these relationships groups and individuals are inspired to fundraise for the charity. We have an option for individuals to donate online via our website and we use My Donate as our online donation platform because it doesn't make any charge to the charity and it doesn't take any commission payment from the donations, all of the donation comes to the charity. We also raise awareness of the option for people to leave the charity a legacy in their will via promotional material and by ensuring that local solicitors are aware of the work we do and the difference between Age UK national and Age UK Nottingham & Nottinghamshire as a local charity.

We do not carry out street fundraising, nor do we undertake mail shots or telephone canvassing. We do not work with, or have oversight of, any commercial participators or professional fundraisers. We do ensure our fundraising conforms to recognised standards, we comply with the Code of Fundraising Practice, although we do not have to, because we do not spend more than £100,000 on fundraising, we are registered with the Fundraising Regulator, we have a fundraising promise which can be seen on our website, this means we are:

- committed to high standards
- honest and open
- clear
- respectful
- fair and reasonable
- accountable

Our fundraising practice is monitored by the trustees of the charity, they receive a quarterly report from the Fundraising Director. We monitor any fundraising complaints (none were received during the year 2016/17) and always seek to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

### **West Bridgford Charity Shop**

West Bridgford is a competitive market place with many charity shops; despite this our shop had a successful year with sales 2% ahead of target. A huge thank you to our dedicated team of volunteers and staff. The refurbishment carried out in autumn 2015 improved the retail environment and the team has worked hard to provide an attractive and welcoming retail experience that made the store so popular with local shoppers. Recruitment of additional shop volunteers is ongoing to boost the existing team.

Space remains the biggest challenge both in the shop and in the storage / sorting area in the outbuilding. This hinders segregation of Gift Aided items and we again missed our target for Gift Aid. This remains a priority for the coming year.

***"The shop is so well organised and the displays are brilliant"***

***"I got some beautiful 1930s art deco champagne glasses recently. I never come out empty handed!"***

### **Mansfield Shop**

The last year has proved to be a very challenging year for our shop which is based at 26/28 Regent Street, Mansfield. For the last decade, the business has specialised in selling donated (pre-owned) furniture, together with bric-a-brac, books and games. For many years we have enjoyed success as very few other charities entered the pre-owned furniture



market, we have also enjoyed patronage from the influx of migrant "home-makers" from eastern Europe.

However, a number of things have changed:

1. Mansfield, as a retail centre, is suffering more than most from the state of the economy. The number of vacant retail units in Mansfield's town centre is at an all-time high. It is significant that a number of charity shops have closed in the last year.
2. After a noticeable boom, the "Polish phenomenon" has faded somewhat.
3. Other charities have entered the furniture speciality market locally – notably the British Heart Foundation that has invested heavily - evidenced by their 20,000 sq. ft. premises on Stockwell Gate. Inevitably, this level of competition has taken some of our "market-share".

Throughout the trading year, Mansfield Shop has consistently failed to meet its weekly sales objectives:

2016/17 annual sales budget: £100,585

2016/17 annual actual sales: £79,810

Budget shortfall: £20,775

Going forward, further cost reduction initiatives have been undertaken with the aim that the shop "breaks-even" as a minimum in 2017/18. At the same time, alternative retail strategies are being considered should the existing market remain in decline.

### **Age UK Local Trading Limited (AULT)**

AULT is a wholly owned subsidiary of Age UK Nottingham & Nottinghamshire. Its stakeholders are Age UK Nottingham & Nottinghamshire, Age UK Derby & Derbyshire, Age UK North Staffordshire and Age UK Lindsey.

2016/17 has been a difficult year for our Insurance business with performance being impacted by circumstances that were fundamentally outside of our control, locally.

1. Following the negative media publicity at the beginning of 2016, Age UK abandoned its Gas and Electricity product that was provided by Eon. This product was worth £110,000 to AULT in both 2014/15 and 2015/16. Last year it yielded £30k in residual commission and there will be zero income in 2017/18. Income reductions of this size cannot be replaced by growth from elsewhere in our portfolio of products.
2. The Age UK Pre-paid Funeral Plan has under-performed badly. This is, in the main, due to the increased level of competition in the market – notably from the CoOp & Golden Charter together with increased activity from the life insurance purveyors.
3. Providing affordable medically underwritten travel insurance with no upper age limit is proving to be problematic. This is reflected in some of the premiums being charged. This, together with a decline in the number of European holidays being purchased, has affected our commission from this product

On a more positive note, we have experienced a modest improvement of revenue from home insurance and a continued double-digit growth in Car Insurance income. The Age UK Lottery has continued to perform well.



	2016/17	2015/16	Diff (YOY)	+/- %
Home Insurance	£368,014	£350,826	£17,188	+5
Car Insurance	£110,927	£86,689	£24,238	+28
Travel Insurance	£47,752	£59,869	£12,117	-20
Funeral Plans	£15,994	£29,367	£13,373	-46
Gas & Electricity	£29,367	£110,691	£81,324	-73
Lottery	£38,299	£36,813	£1,486	+4
<b>Overall</b>	<b>£610,353</b>	<b>£674,255</b>	<b>£63,902</b>	<b>-9</b>
<b>Adjusted*</b>	<b>£596,645</b>	<b>£580,000</b>	<b>£16,645</b>	<b>+3</b>

\*The adjusted figure excludes unrepeatable business such as Electricity, Gas and Charity Flowers which are products which are no longer in the business portfolio.

An impressive surplus of **£246,615** (39% of turnover) was donated to AULT's Charity stakeholders.

Looking forward, 2017/18 is expected to experience further declines in the Travel Insurance and Funeral Plan markets, albeit at a less dramatic rate. On a national level, work is being undertaken with Age UK's product providers in order to improve competitiveness and resultant conversion levels.

Footfall at all of our outlets continues to reduce, as more customers opt to enquire by phone or online. Service provision has been adjusted, and our costs (overheads) will reduce accordingly.

### **AUBD Limited**

Our Business Directory, run via AUBD Limited, continues to provide a web-based list of businesses who have been the subject of a vetting process by our staff. This service operates across the East and West Midlands. The directory that covers the London area was floated off during the year to allow Age UK London to manage it directly.

The service, excluding London, has around 400 member companies, our website has had 387,864 page views and we received over 10,000 calls to assist people during the last year.

Now that the directories are mature we will be seeking to maintain the directories, rather than grow them. The resultant reduction in required staff time will mean that the project will now produce a small surplus which will be used to repay the investment made by VISAV Ltd and Age UK Notts. During the last year a surplus of £18,868 (2016: £1,222) was generated.

### **From Service user**

*"This is the first time I have used your service and I must say I am very impressed from the initial call to the business directory to the tradesman himself. All were most helpful. Such a wonderful service for the aged."*

### **From a Member Company**

*"We are having great success with our Age UK Business Directory Membership and will be looking to take on more areas"*



*"I have received ample enquiries through the business directory, often smaller jobs, which I prefer to do. Using the membership logo on my marketing materials has really benefited my business."*

#### **From service users about traders**

*"A reliable tradesman who listens and takes pride in his work."*

*"Brilliant job prompt and efficient service will use again and will recommend."*

*"Wow what a find! He quietly and confidently coped with all the unexpected twists and turns my quirky cottage threw at him during the day. I was really pleased with the standard of his work and would certainly ask him to work here again."*

### **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 26<sup>th</sup> 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, it can be seen that the total net assets of the charity on 31st March 2017 were £71,226 of which £54,878 were permanent endowments and £16,348 were expendable endowments.

The charity made 177 (151 last year) grants to individuals who were resident in the District of Mansfield during the year 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 totalling £3,739 (£7,861 during 2014/15).

### **Financial review**

The Consolidated Statement of Financial Activities (SOFA) on page 41 shows that income was higher this year with total incoming resources for the year of £3,045,254 compared with £2,983,647 for the previous year, an increase of 2.1%.

Total resources expended have increased from £2,887,815 in 2015/16 to £3,060,627 in 2016/17.

Within resources expended charitable expenditure increased from £2,018,017 in 2015/16 to £2,211,460 in 2016/17. This increase being mainly due to the Connect Service running for a full year during 2016/17.

Income for the Trading Subsidiaries decreased by 6.8% from £905,525 in 2015/16 to £843,900 in 2016/17 however costs for the trading subsidiaries decreased by 8.1%. AUBD made a profit of £18,868 which enabled a repayment to the Charity of part of the long term loan.

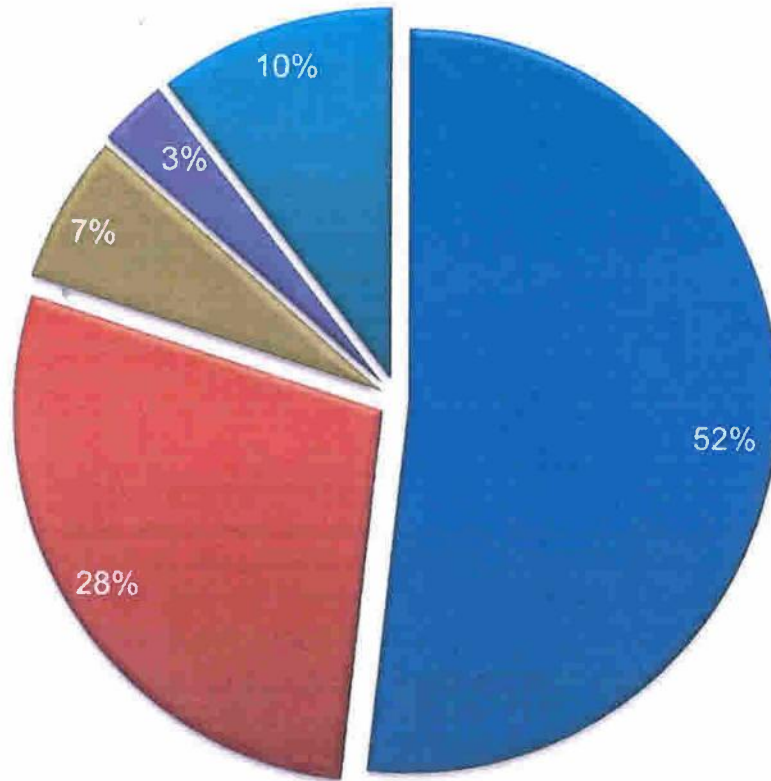
£42,025 of unrestricted funds were designated at 31st March 2017. £34,545 to cover service provision which has a budget deficit for 2017/18 assuming 50% of income needed can be raised by managers and £7,480 to go into the IT fund for replacing old equipment over the next few years. See note 17 on page 62 for full details of all the designated funds.



The unrestricted surplus for 2016/17 was £9,854 with an increase in free reserves of £404,454 which is not in line with our reserves policy see page 29.

### 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 charts show how each activity area was funded during 2016/17:



## ADVICE

**Age UK Notts  
Contribution £147,323**

- Age UK Notts Fundraising & Income Generation
- Statutory Sector
- Care & repair
- Grant Making trusts
- Age UK & Company Partners

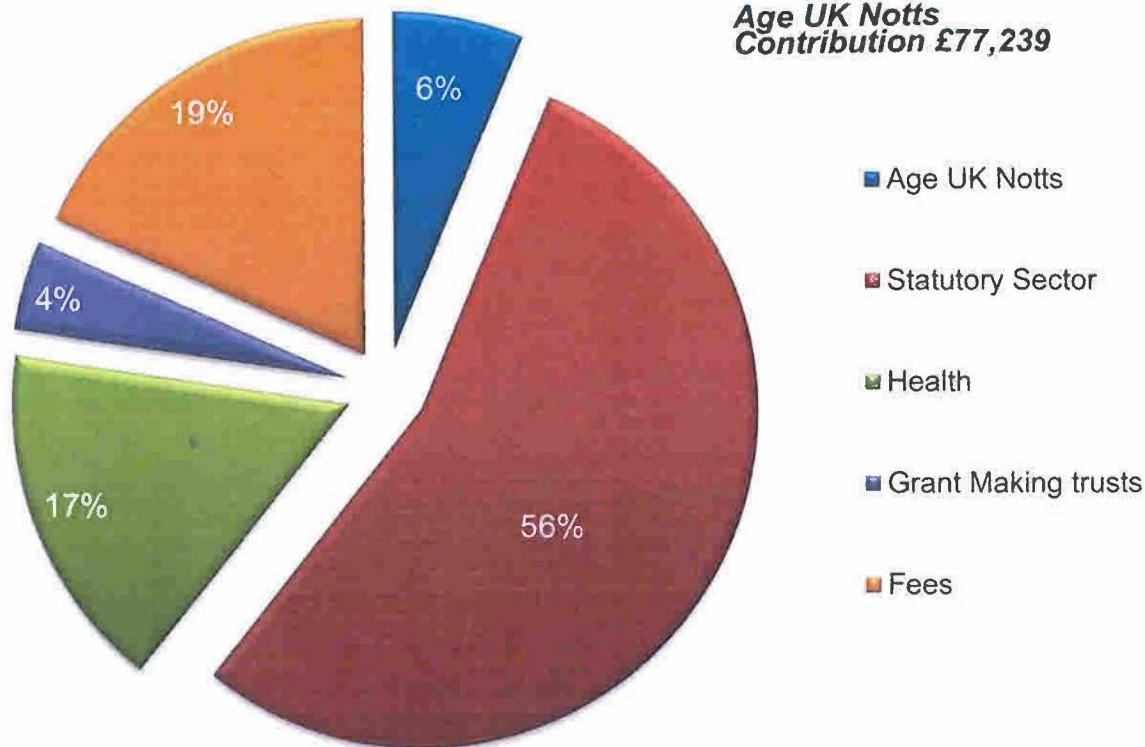


## Advocacy



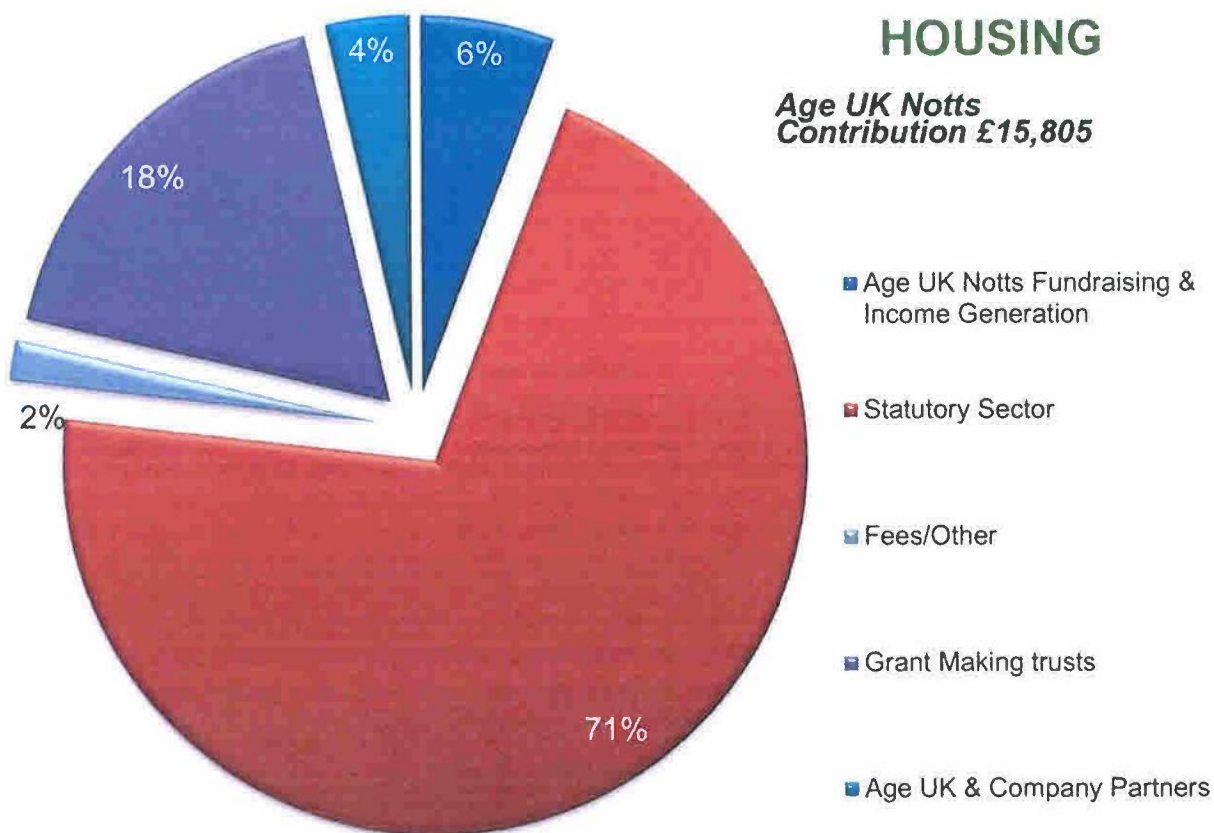
## HEALTH & WELLBEING

**Age UK Notts  
Contribution £77,239**



## HOUSING

**Age UK Notts  
Contribution £15,805**





During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £240,367. We are grateful to the following organisations that have assisted us over the last year:

Actons Solicitors	NHS Newark & Sherwood CCG
Age England Association	NHS Nottingham City CCG
Age UK	NHS Nottingham North & East CCG
Age UK Erewash Fundraising Committee	NHS Nottingham West CCG
Age UK Wigan and Borough	NHS Rushcliffe CCG
Air IT	North Midlands Construction
Aviva Community Fund	Nottingham City Business Club
Banner Jones Solicitors	Nottingham City Council
Bestwood Male Voice Choir	Nottingham CityCare Partnership
Boots UK Ltd	Nottingham Community Housing Association
Browne Jacobson Trust (The)	Nottingham Crime and Drugs Partnership
Broxtowe Borough Council	Nottingham Forest Football Club
Bulwell Academy	Nottingham Girls' High School
Business in the Community	Nottingham Park Residents Association
Capital One	Nottingham Trent University
Care and Repair	Nottingham University Hospitals NHS Trust
Care and Repair England	Nottinghamshire County Council
Chris Brown PSG	Nottinghamshire Fire & Rescue
Cloud Cars	Nottinghamshire Healthcare NHS Trust
Curtis Parkinson Solicitors	Nottinghamshire Police
DBS Law	Notts. Police & Crime Commissioner
Department of Health	Nottinghamshire YMCA
Dickenson Massey Underwood Charity	On Fire Fund (Notts. Fire & Rescue)
Disabilities Living Centre (The)	One Stop Carriers for Causes
E.ON	Outreach Solutions Limited
Elderly Accommodation Counsel	Palace theatre Newark
Electrical Safety Council	Pam Idoine Ladies lunch
Fidler & Pepper Solicitors	Paul Jordan afternoon tea
First Utility Limited	PAPET (The Forman Hardy Holdings)
Forman Hardy Charitable Trust	Rothera Family Trust (The)
Foundations	Royal British Legion
Frank Keys	Royal Voluntary Service
Freeths LLP	Rushcliffe Borough Council
Friends of Ashfield Community Hospital	Sainsbury's
Fundraising Committee	Santander UK
Gangsta Granny	Self Help UK
Garfield Weston Foundation	Sense Financial Solutions
Gedling Borough Council	Sherwood Forest Hospitals NHS Trust
George Henry Francis Payling's Charity	Sherwood Methodist Church
Gray Trust (The)	Sills & Betteridge
Groundwork Trust (The)	Sir John Eastwood Foundation (The)
HMP Whatton	Skerritt Trust (The)
Hudson Wealth Management Ltd	Specsavers
J N Derbyshire Trust (The)	St Paul's Church, Daybrook



John Lewis Partnership (The)	St Paul's Church, West Bridgford
Jones 1986 Charitable Trust (The)	St. James's Place Foundation
Kindred Spirits	St. James's Place Wealth Management plc
King's Church, Arnold	Stapleford Care Centre
Lady Hind Trust (The)	Stewart, Destinations Travel
Lindhurst Farm Trust (The)	Tesco Nottingham Shakespeare Street
Local Partnerships	Tesco Nuthall Road
Macmillan Cancer Support	Theatre Royal Nottingham
Malt Cross	TLS
Manor Surgery (The)	Trinity School
Marks & Spencer plc	Tuxford Academy
Mary Potter Convent Hospital Trust (The)	University of Nottingham
Mary Roberston Trust (The)	Vision Express
Metropolitan	W H Smith
Nature in Mind	Waitrose Newark
Nelsons Solicitors	Walking for Health
NHS Bassetlaw CCG	Walton Hotel (The)
NHS IRIS Team	Woodland Trust
NHS Mansfield & Ashfield CCG	Woodlands Medical Practice

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.

We would also like to thank individuals who make donations, carry out fundraising & remember us in their wills, there are too many to name individually, but without your support we could not carry on improving the quality of life of older people across the city and county.



**Eric Edwards**  
Honorary Financial Adviser



## **Our charging policy**

Age UK Nottingham & Nottinghamshire is committed to the principle of equality of access for all older people to the care and support they need. We do not want to see any older person excluded from care and support services simply because they cannot afford to pay the charge for a service.

Every effort is made to minimise the costs to older people of all care and support services provided by Age UK Notts. However, sometimes it is necessary to make a charge for a service to ensure it can continue or expand.

Where possible, Age UK Notts care and support services should be available at a discounted price or free to those older people who cannot afford the full charge. In line with Age UK Notts' principles of access, diversity and equality, Age UK Notts will continue to fundraise to ensure care and support services are available to all older people.

All service provision involves costs, but as a matter of principle, Age UK Notts will not charge any service user for Advice & Information services, although an option to make a donation to the charity will be offered to service users.

Age UK Notts believes that charges for services can be made on a sliding scale based on the service users' ability to pay. Charges for individual services will be reviewed at least annually during the normal budget setting process.

Services will be offered free or at a discounted price to those who cannot afford to pay the full price. This free or discounted price will normally be available to users of Age UK Notts services who are in receipt of Pension Credit or Council Tax Benefit.

Whenever a charge is made for a service, this will be explained clearly in advance, including an indication of the total cost to the user.

Age UK Notts will also set aside a discretionary fund which can be used to top up or pay service charges if necessary.

Age UK Notts believes that charges for certain services are appropriate. We believe that any charges should relate to the ability of an individual to pay for services. Age UK Notts believes that there are certain services that should always be provided free of charge. We believe that discretion is important to ensure service users are not denied a service because of their inability to pay.

## **Investment powers and policy**

Under the Memorandum and Articles of Association, the Charity has the 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.

## **Reserves policy and going concern**

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 two months running costs plus the fundraising target for the year and three months running costs plus the



fundraising target for the year, excluding the capital payments associated with the Home Safety and Improvement Service, 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 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.

Based on the budget for 2017/18, excluding capital payments associated with the Home Safety and Improvement Service, depreciation and other capital projects agreed by the Board of Trustees, the total amount required for two months running costs plus the fundraising target for the year is £601,782 and the total amount required for three months running costs plus the fundraising target for the year is £815,722. Free reserves as at 31st March 2017 totalled £404,454 (see note 16). The level of reserves is therefore not within the reserve policy parameters of £601,782 to £815,722.

As the current level of reserves is outside the parameters of our reserve policy the Trustees of the Charity have decided to sell a property, the proceeds of which will bring the level of reserves within the parameters of the reserve policy. AUBD Limited had negative reserves of £244,645 (2016: £263,513) the staffing structure has been reviewed during the year to ensure the negative reserves can be reduced on an ongoing basis. The negative reserves were reduced by £18,868 (2016: £1,222) with a surplus of £70,976 budgeted for AUBD Limited in 2017/18.

The Trustees have reviewed the circumstances of the Charity and group and consider that adequate resources continue to be available to fund the activities of the Charity and group for the foreseeable future. The Trustees are of the view that the Charity and group are a going concern.

### **Key aims for 2016/17**

Last year we aimed to achieve the following:

1. Undertake **Scams** information and awareness raising sessions with older people. – **Achieved in full**
2. Re-establishment of a **Will Writing** service. – **Achieved in full**
3. Hold a Conference for all of our **Volunteers** in the summer. – **Achieved in full**
4. Undertake a feasibility study into a potential new **Social Enterprise** that could be both a service to older people, as well as a new income stream for the charity. – **Achieved in full**
5. Develop a new service to support older patients being discharged from hospital and a reablement unit to provide **medicine friends and short intervention support** at home. – **Achieved in full**
6. To fully review the **Sybil Levin Health & Wellbeing Centre**, identifying areas for development and assessing the feasibility of it becoming a flagship dementia care centre. – **Achieved in full**



## Plans for future periods: Key aims for 2017/18:

During the next financial year we aim to:

1. Develop a guided conversation toolkit, in line with our Health & Wellbeing strategy, ensure all staff and volunteers use **guided conversations** utilising motivation interviewing techniques to draft an outcomes-based support plan for the person improve their health & wellbeing.
2. To deliver **Maintenance Cognitive Stimulation Therapy** to older people with mild to moderate dementia at our specialist Sybil Levin Dementia Day Service.
3. Trial the **creative use of technology** for older people.
4. Expand our **Forces Friends** work across more of the county.
5. Develop our **Falls Prevention Work** to include strength and balance exercise classes.
6. Undertake a review of **volunteer practice** across the charity.
7. Implement an action plan to ensure compliance with the **General Data Protection Regulation** in line with the recommendations of the Information Commissioner's office.
8. **Information Communications Technology:**
  - a. Develop a new **Digital Strategy**.
  - b. Move all files to the **cloud** via Office 365, with the exception of archive storage that will be kept on the servers.
  - c. Install a new **telephone system** to give additional functionality and flexibility.

## Reference and administrative details

### **Registered Office:**

Bradbury House  
12 Shakespeare Street  
Nottingham  
NG1 4FQ

Telephone: (0115) 844 0011

Fax: (0115) 841 4460

Email: [info@ageuknotts.org.uk](mailto:info@ageuknotts.org.uk)

Website: [www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)



[facebook.com/AgeUKNotts](https://www.facebook.com/AgeUKNotts)



[twitter.com/AgeUKNotts](https://twitter.com/AgeUKNotts)

Registered Charity No. 1067881

A company limited by guarantee, registration No. 3455485



## **Our advisers**

**Group Auditors:** RSM UK Audit LLP, Suite A, 7th Floor, City Gate East, Tollhouse 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

## **Honorary Offices**

### **Royal Patron**

HRH: The Prince of Wales KG KT GCB

### **President:**

Commander P Moore RD\*, RNR, DL

### **Life Vice-Presidents:**

Mrs Olive Baines

Mrs Pauleen Davies MBE

Mrs Joyce Hackett

Mrs Jean Lewis

Mr Trevor Parr

## **Age UK Nottingham & Nottinghamshire**

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law. The Trustees and officers serving during the year and since the year end were as follows:

### **Trustees and Directors:**

Mr B Burdus (Chairman)

Mr L Simmonds (Vice Chair)

Mr E G Edwards (Hon. Financial Adviser to 31/03/17)

Mr T Brown (Hon. Financial Adviser from 01/04/17)

Dr G Cox (from 26/01/17)

Mr C N Cullen OBE TD DL

Mr A Ghelani

Mrs J Lewis

Mr M Williamson

Mrs S I Warzynska MBE

### **In Attendance:**

Mr M I Tinkler - Chief Executive & Company Secretary

Di Trinder - Assistant Chief Executive (Services)

Michelle Elliott - Assistant Chief Executive (Resources)

### **Non-Trustee Members:**

Dr A Blundell (to 26/01/17)

Dr B Bruce

Mr J Cockcroft

Mrs A Davies (to 25/05/17)

Mr C Dorkes (from 26/01/17)



Commander P Moore RD\*, RNR, DL  
Mrs C Rowley  
Dr L Shah  
Mr N Williamson

**Finance Committee**

Mr T Brown  
Mr E G Edwards  
Mrs M Elliott  
Mr M I Tinkler

**The George Henry Francis Payling's Charity:**

**Trustees' and Directors:**

The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

**Subsidiary Companies:**

**Age UK Local Trading Limited**

A company limited by guarantee, Registration No. 03028410

**Board of Directors:**

Mrs S I Warzynska MBE (Chair)  
Mr E G Edwards  
Mrs E A Gregory  
Mr C Parkin  
Mr P Bullock  
Mrs K E Pugh  
Mr A Storer  
V Smith (appointed 18 January 2017)

**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 MBE (Chair)  
Mr E G Edwards  
Mr M I Tinkler  
Visav Limited

**Company Secretary:**

Mr M I Tinkler

**Key management personnel:**

**Age UK Nottingham & Nottinghamshire Senior managers (Executive Team):**

Mick Tinkler	Chief Executive
Di Trinder	Assistant Chief Executive (Services)
Michelle Elliott	Assistant Chief Executive (Resources)

**The George Henry Francis Payling's Charity Senior managers:**

Mick Tinkler	Chief Executive
Michelle Elliott	Assistant Chief Executive (Resources)

**Age UK Local Trading Ltd Senior managers:**

Mick Tinkler	Chief Executive
--------------	-----------------



Clive Parkin

Commercial Director

**AUBD Ltd Senior managers:**

Mick Tinkler

Chief Executive

John Anderton

Business Development Manager

## **Structure, Governance and Management**

### **Governing Document**

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 on 27<sup>th</sup> October 1997.

The Charity has two subsidiary companies:

**Age UK Local Trading's** governing document is the Memorandum and Articles of Association. These were adopted when the company incorporated on 2<sup>nd</sup> March 1995.

**AUBD's** governing document is the Memorandum and Articles of Association. These were adopted when the company incorporated on 9<sup>th</sup> October 2007.

There is a United Direction order 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 26<sup>th</sup> June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity.

### **Appointment of Trustees**

The Charity is governed by a Board of Trustees which normally has nine members, however there are ten at the present time to allow a new Honorary Financial Adviser to be trained, it is anticipated that the number will reduce back to nine at the AGM. Trustees are elected by the Membership of the Charity. 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.

### **Trustee induction and training**

New Trustees undergo a Trustee Induction Programme to brief them on: their legal obligations under charity and company law, Charity Commission guidance, and inform them of the content of the Memorandum and Articles of Association, the strategic and business plan and recent financial performance of the charity. The training needs of the Trustees is reviewed periodically, all Trustees are encouraged to attend appropriate training events where these will facilitate the undertaking of their role.

### **Organisation**

The Board of Trustees administers the charity and sets the strategic direction. The board meet every other month. The Trustees delegate the management of day-to-day operations to managers within the Charity, as defined in various policies and procedures that have been approved by the Board.



## **Related parties and co-operation with other organisations**

None of the Trustees receive remuneration or other benefit from their work with the charity. Any personal interest of a Trustee, member of staff or volunteer, financial or otherwise, must be recorded in the register of interests when they could reasonably be deemed to potentially conflict with any work undertaken.

The Charity has a legal agreement with Age UK, the national Age UK charity, which sets out our relationship and how we work together. The Charity is a member of the Age England Association (AEA) which seeks to support the work of around 150 local Age UKs across the country. The Charity is part of the network of local Age UKs across the East Midlands region, although this is informal, this is a strong relationship with the CEOs of the Age UKs meeting every three months as well as opportunities for other staff and volunteers to be part of a range of themed regional networks. Our Chief Executive, Mick Tinkler, Chairs the East Midlands Region. A representative of the East Midlands Region, Katy Pugh, sits on the Executive Committee of the AEA.

The charity's wholly owned subsidiaries, Age UK Local Trading and AUBD, have been established to undertake non-charitable trading and work outside of the charity's area of benefit. These companies gift aid the majority of their profits to the 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 26<sup>th</sup> 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.

## **Pay policy for senior staff**

The Board of Trustees, who are also the Charity's Directors, and the Executive Management Team comprise the key management personnel of the Charity. These individuals are listed on pages 32 to 34 above; they are in charge of directing, controlling, running and operating the charity on a day to day basis.

All Charity Trustees and Directors give of their time freely and no Charity Trustee or Director received remuneration in the year. Details of the Charity Trustees and Directors' expenses and related party transactions are disclosed in notes 23 & 25 to the accounts (page 65). The Commercial Director of Age UK Local Trading Ltd did receive remuneration in the year and this is included as part of the administrative expenses disclosed in note 21 to the accounts (page 64). The other Directors of Age UK Local Trading did not receive any remuneration. No Director of AUBD Ltd received remuneration in the year.

The pay of the senior staff is reviewed annually. The Directors benchmark against pay levels in other charities of a similar size run on a voluntary basis, including other local Age UKs.

## **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

There were 131 risks detailed in the Charity's Risk Register on 31<sup>st</sup> March 2017, an increase of one compared to last 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 on a monthly basis and by the Board of Trustees every other month. 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
- the Trustees consider and review the whole process in June of each year

An area that has been a high priority in our risk register for many years is the threat of an epidemic or pandemic, this is a threat to all organisations. This could lead to high levels of staff and volunteer absence giving rise to difficulties in keeping the organisation functioning. It will also impact the functioning of third parties such as suppliers, Local Authorities, Health, etc. We can only seek to mitigate this threat by having a robust Business Continuity Plan in place which is regularly tested. We also link in with the city and county emergency planning departments via the voluntary sector group.

The general economic climate continues to have an impact on the charity, although the country is now beginning to recover from recession, this has impacted on fundraising from individuals, communities and corporates. The exit from the European Union has also caused some uncertainty which will continue until the terms of the exit are finalised. As we have low interest rates in the UK we are not getting a good return on current assets held by our bank, we have a 60 day notice account to achieve a slightly higher level of interest. Because of poor returns on investments we are seeing less available funds from grant making trusts which, together with more competition as charities see a reduction in their funds, makes this source of funding more difficult to secure. Due to austerity measures which continue to impact local authorities and health we are seeing a reduction in funding from these sources, together with an increase in demand as adult social care tighten the criteria to access their services.



The charity is always at the mercy of both local and national government policy, whilst we do seek to influence policy, we are the subject of any changes that may be put in place.

Reputational risks can arise from any bad publicity resulting from the actions of any of the network of 150 Age UK charities. There is a quality standard that all Age UKs have to continue to meet to enable them to continue to use the Age UK brand.

The charity is now very reliant on ICT systems to operate, the failure of our systems is mitigated by having dual connectivity at our principle sites, good backup systems, the movement of our data into the cloud, anti-virus software, fire walls, installation of patches, up to date software and by having strong and robust ICT procedures in place.

## **Trustees' responsibilities in relation to the financial statements**

The charity Trustees (who are also the Directors of Age UK Nottingham & Nottinghamshire for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK 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 Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and to 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 the Group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## **Statement as to disclosure to our auditors**

In so far as the Trustees are aware at the time of approving our Trustees' annual report:

- there is no relevant information, being information needed, by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- the Trustees, having made enquiries of fellow Directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is



obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

## **Thank you**

In concluding the report from the Trustees, I would like to express my sincere thanks to all of those individuals, community groups, grant making trusts, companies, health trusts, local authorities and other bodies who have supported us financially or in kind during the last year. Without the support of so many people and organisations we could not have achieved all that has been reported above.

I would like to thank all of my fellow Trustees for the time, expertise and knowledge that they bring to the governance of the charity.

I would like to thank all of our dedicated, professional and hardworking volunteers and members of staff, without you the charity would be nothing.


2017 marks our 75<sup>th</sup> Anniversary as a charity, we can look back with pride at the many achievements the charity has made over those 75 years and celebrate the thousands of lives that the charity has touched, but we are not a charity that is focused on the past, we look forward to continuing to serve older people going forward, the challenges are many, but we are more than willing to rise to them as we continue our work to enhance the quality of life and promote the health and wellbeing of all older people across Nottingham and Nottinghamshire.

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)) and in accordance with the provisions applicable to companies entitled to the small companies exemption.

By order of the board of Trustees



**Mick Tinkler**  
**Chief Executive**  
24<sup>th</sup> May 2017



**Mr L Simmonds**  
**Vice Chair**



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

### **Opinion on financial statements**

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2017 which comprise the Group Statement of Financial Activities (incorporated Group Income and Expenditure Account), the Group and Company Balance Sheets, the Group and Company Cash Flow Statements and notes to the financial statements, including a summary of significant accounting policies. 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 2017 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

### **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 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 and, based on the work undertaken in the course of our audit, the Trustees Report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Trustees Report.

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:

- adequate and sufficient accounting records have not been kept by the parent charitable company, 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 exemption from the requirement to prepare a Strategic Report or in preparing the Trustees' Report.

### **Respective responsibilities of trustees and auditor**

As explained more fully in the Statement of Trustees' responsibilities set out on page 36 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.

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.

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.

RSM UK Audit LLP

KELLY BOORMAN (Senior Statutory Auditor)  
For and on behalf of RSM UK Audit LLP, Statutory Auditor  
Chartered Accountants  
Suite A, 7th Floor  
City Gate East  
Tollhouse Hill  
Nottingham  
NG1 5FS

5<sup>th</sup> October 2017



**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	George Henry Francis Payling's Charity £	Total 2017 £	Total 2016 £
<b>Income and Endowments from:</b>							
<b>Donations and Legacies</b>							
Housing Services	3	-	-	48,459	-	48,459	48,447
Advice		7,609	-	11,059	-	18,668	11,642
Advocacy		-	-	76	-	76	5,856
Health & Wellbeing		9,016	-	9,447	-	18,463	57,686
Core Services		117,197	-	195	-	117,392	176,236
Shops	5	23,283	-	-	-	23,283	28,784
<b>Charitable Activities</b>							
Grants and Service Agreements							
Housing Services	2a	192,108	-	9,900	-	202,008	186,484
Advice	2b	51,549	-	77,051	-	128,600	176,546
Advocacy	2c	337,180	-	-	-	337,180	536,083
Health & Wellbeing	2d	632,891	-	120,000	-	752,891	328,303
Core Services	2e	20,487	-	9,298	-	29,785	28,919
Rent Receivable		940	-	-	2,600	3,540	2,810
<b>Other Trading Activities</b>							
Merchandising Income	5	163,945	-	-	-	163,945	172,783
Fundraising Income	6	47,322	-	3,522	-	50,844	52,460
Trading Subsidiaries		843,900	-	-	-	843,900	905,525
Fees and Contributions		270,889	-	29,802	-	300,691	253,400
<b>Investments</b>		981	-	-	526	1,507	1,612
<b>Other</b>		4,022	-	-	-	4,022	10,071
<b>Total</b>		2,723,319	-	318,809	3,126	3,045,254	2,983,647
<b>Expenditure on:</b>							
<b>Cost of Raising Funds</b>							
Merchandising Costs	5	181,039	8,810	-	-	189,849	176,728
Fundraising Costs	6	38,145	-	5,593	-	43,738	22,887
Trading Subsidiary Costs		615,580	-	-	-	615,580	670,183
<b>Expenditure on Charitable Activities</b>							
Charitable Expenditure	8						
Housing Services		211,676	-	59,368	-	271,044	228,868
Advice		190,847	-	92,467	3,739	287,053	277,785
Advocacy		274,534	-	82	-	274,616	507,767
Health & Wellbeing		794,465	-	186,485	-	980,950	652,977
Core Activities		360,437	12,192	22,165	3,003	397,797	350,620
<b>Total</b>	8	2,666,723	21,002	366,160	6,742	3,060,627	2,887,815
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	(79)	(79)	(592)
<b>Net Income/Expenditure</b>		56,596	(21,002)	(47,351)	(3,695)	(15,452)	95,240
Transfer between Funds	17	(42,025)	42,025	-	-	-	-
Minority Interest	1	(4,717)	-	-	-	(4,717)	(4,486)
<b>Net Movement in Funds</b>		9,854	21,023	(47,351)	(3,695)	(20,169)	90,754
<b>Total Funds brought forward</b>		815,040	268,715	382,000	74,921	1,540,676	1,449,922
<b>Total Funds carried forward</b>		824,894	289,738	334,649	71,226	1,520,507	1,540,676

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

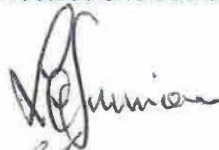


**BALANCE SHEET**  
**AS AT 31<sup>ST</sup> MARCH 2017**  
**Company No. 03455485**


	Notes	2017 £	The Group 2016 £	2017 £	The Charity 2016 £
<b>Fixed Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Investments	10	-	-	92	92
Tangible Assets	9	984,697	1,016,761	969,909	1,000,064
<b>George Henry Francis Payling's Charity</b>					
Investments	10	21,701	21,780	21,701	21,780
Tangible Assets	9	47,310	48,503	47,310	48,503
		<u>1,053,708</u>	<u>1,087,044</u>	<u>1,039,012</u>	<u>1,070,439</u>
<b>Current Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Stock		1,722	1,731	1,722	1,731
Debtors	11	319,254	434,979	486,855	587,868
Cash at Bank and in Hand		403,777	455,928	358,546	384,917
<b>George Henry Francis Payling's Charity</b>					
Debtors		5	-	5	-
Cash at Bank and in Hand		6,514	13,226	6,514	13,226
		<u>731,272</u>	<u>905,864</u>	<u>853,642</u>	<u>987,742</u>
<b>Creditors: amounts falling due within one year</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
	12	269,417	453,027	167,108	294,166
<b>George Henry Francis Payling's Charity</b>					
		4,439	8,588	4,439	8,588
		<u>273,856</u>	<u>461,615</u>	<u>171,547</u>	<u>302,754</u>
<b>Net Current Assets</b>		<u>457,416</u>	<u>444,249</u>	<u>682,095</u>	<u>684,988</u>
<b>Total Assets less Current Liabilities</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
<b>Creditors: amounts falling due after one year</b>					
Loans	14	12,068	16,785	-	-
<b>Net Assets</b>		<u>1,499,056</u>	<u>1,514,508</u>	<u>1,721,107</u>	<u>1,755,427</u>
<b>Funds</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Restricted	15	334,649	382,000	334,649	382,000
Designated	17	289,738	268,715	247,713	268,715
Unrestricted		824,894	815,040	1,067,519	1,029,791
<b>George Henry Francis Payling's Charity:</b>					
Permanent Endowment	15	54,878	56,071	54,878	56,071
Expendable Endowment	15	16,348	18,850	16,348	18,850
Funds of the Charity	16	1,520,507	1,540,676	1,721,107	1,755,427
Minority Interest		(21,451)	(26,168)	-	-
<b>TOTAL FUNDS</b>		<u>1,499,056</u>	<u>1,514,508</u>	<u>1,721,107</u>	<u>1,755,427</u>

Approved by the Board of Trustees and authorised for issue on 28th September 2017 and signed on its behalf by:

Director L Simmonds



Director E Edwards



As permitted by S408 of the Companies Act 2006, the company has not presented its own Financial Activities and related notes as it prepared group accounts. The Charitable Company's surplus/ (loss) was (£34,320) ( 2016: £94,018).

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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The notes on pages 41 to 65 form part of these financial statements



**STATEMENT OF CASH FLOWS AND CONSOLIDATED STATEMENT OF CASH FLOWS**  
**AS AT 31<sup>ST</sup> MARCH 2017**  
**Company No. 03455485**

	<u>Notes</u>	<u>2017</u> £	<u>The Group</u> <u>2016</u> £	<u>The Charity</u> <u>2017</u> £	<u>2016</u> £
<b>Cash flows from operating activities:</b>					
Net cash provided by (used in) operating activities	18a)	(8,505)	110,403	(15,391)	143,058
<b>Cash flows from investing activities:</b>					
Dividends, interest and rents from investments		5,047	4,212	32,996	6,722
Proceeds from the sale of property, plant and equipment		3,180	4,253	3,180	4,253
Purchase of property, plant and equipment		(53,868)	(31,520)	(53,868)	(30,275)
Proceeds from sale of investments		-	-	-	-
Purchase of investments		-	-	-	-
Net cash (used in) investing activities		(45,641)	(23,055)	(17,692)	(19,300)
<b>Cash flows from financing activities:</b>					
Repayments of borrowing		(4,717)	(306)	-	-
Net cash provided by (used in) financing activities		(4,717)	(306)	-	-
Increase (decrease) in cash and cash equivalents in the year	18b)	(58,863)	87,042	(33,083)	123,758
Cash and cash equivalents at the beginning of the year		469,154	382,112	398,143	274,385
Total cash and cash equivalents at the end of the year	18b)	410,291	469,154	365,060	398,143



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

**1. ACCOUNTING POLICIES**

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee company number 3455485 with its registered office at Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ.

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year. Age UK Nottingham & Nottinghamshire meets the definition of a public benefit entity under FRS102.

The financial statements are prepared in sterling, which is the functional currency of the charity.

**a) Basis of Accounting**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are recognised under the historical cost convention.

**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 section 408 of the Companies Act 2006. The surplus dealt within the financial statements of the parent company was £34,320 (2016: £111,207).

**c) Going Concern**

The Trustees are of the view that the Charity and group are a going concern see page 29 of the Trustees report. There is no material uncertainty in respect of going concern.

**d) Voluntary Income**

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS 102) are included when they are probable rather than certain as was the case with SORP 2005. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

**e) Grant Income**

The total income from government grants is £78,100 (2016: £111,441) these and performance related service agreement income is included in the financial statements as entitlement arises. Note 2 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2017, there are no unfulfilled conditions attached to grants or service level agreements.

**f) 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.

**g) 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)



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017 (continued)**

**1. ACCOUNTING POLICIES (continued)**

**Impairment policy**

**Impairments of fixed assets**

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset.

Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities.

**h) Investment Income**

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

**i) Gifts in Kind & Donated Goods for Sale**

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.

**j) Direct Charitable Expenditure**

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accruals basis.

Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.

Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

**k) Funds**

**Designated Funds**

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 17.

**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 15 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.

**l) 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. During the year 337 volunteers (2016:247) supported the Charity in a variety of roles, more detail can be found on page 18 to 19 of this report.

**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. 4% 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.



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017 (continued)**

**1. ACCOUNTING POLICIES (continued)**

**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 & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts.

The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 10 for further detail.

**r) Stock**

Stock is shown at the lower of cost and net realisable value. This includes stock held for resale.

**s) Outstanding paid Annual Leave and Sick Leave**

All annual leave and sick leave is paid during the year. Employees are not able to carry annual leave over to the next year.

**t) Debtors and Creditors**

**Debtors**

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

**Creditors**

Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

**u) Cash and cash equivalents**

Cash and cash equivalents includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**v) Financial Instruments**

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

**w) Critical Estimates and Areas of Judgement**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

2. **GRANTS AND SERVICE AGREEMENTS**

	2017		2016	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
a) <b>HOUSING</b>				
<u>Nottingham City Supporting People/ Nottingham City Capital</u>				
Housing Matters (see Note 4)	-	172,034	-	145,975
<u>Department of Health</u>				
Winter Warmth	-	74	-	3,144
<u>Age UK/E-on</u>				
Energy/Handyperson Service	-	-	2,465	-
<u>Age UK/First Utility</u>				
Energy Checks	9,900	-	11,900	-
<u>Nottinghamshire Fire &amp; Rescue Service</u>				
Safe & Sound	-	20,000	-	20,000
<u>Electrical Safety Council</u>				
Capital Works	-	-	3,000	-
	9,900	192,108	17,365	169,119
b) <b>ADVICE</b>				
<u>Elderly Accommodation Counsel</u>				
Housing Options Advice	-	-	21,120	-
<u>Care &amp; Repair England</u>				
Silver links	18,508	-	35,104	-
Info & Advice	-	-	-	5,000
<u>Age UK</u>				
Erewash Committee	-	-	-	3,000
Money Guidance	-	-	-	9,676
Development Fund (A&I)	1,608	-	2,671	-
<u>Nottinghamshire Police</u>				
Scams Project	-	-	16,148	-
<u>Outreach Solutions Ltd</u>				
Fraud Project	-	21,680	-	-
<u>Age UK/E-on</u>				
Benefits Advice	-	-	3,640	-
Planning for Later Life	10,000	-	19,500	-
<u>Age UK/First Utility</u>				
Benefits Advice	18,135	-	14,196	-
<u>Nottinghamshire County Council</u>				
Financial Advice	-	29,869	-	24,891
Better Benefits – Grant Aid (Government Grant)	28,800	-	21,600	-
	77,051	51,549	133,979	42,567



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

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

	<u>2017</u>		<u>2016</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	£	£	£	£
c) <b><u>ADVOCACY</u></b>				
<b><u>POhWER/Nottinghamshire County Council</u></b>				
Access to Advocacy	-	-	-	322,687
<b><u>NHS Nottingham City CCG</u></b>				
City Care Home Advocacy	-	79,409	-	79,409
Care Home Engagement	-	-	-	11,835
Vanguard	-	15,750	-	-
<b><u>South Nott's CCG's</u></b>				
Hospital Advocacy	-	9,620	-	9,620
<b><u>Nottingham University Hospitals NHS Trust</u></b>				
QMC Advocacy	-	14,775	-	14,485
<b><u>NHS Rushcliffe CCG</u></b>				
Rushcliffe Care Home Advocacy	-	53,350	-	40,000
SSRU The Grand Advocacy	-	78,864	-	-
<b><u>NHS Nottingham North &amp; East CCG</u></b>				
Nottingham North & East Care Home Advocacy	-	26,524	-	-
<b><u>Sherwood Forest Hospitals NHS Trust</u></b>				
Kingsmill Hospital Advocacy	-	31,752	-	34,220
<b><u>NHS Nottingham West CCG</u></b>				
Nottingham West Care Home Advocacy	-	27,136	-	23,827
	-	337,180	-	536,083
	<hr/>	<hr/>	<hr/>	<hr/>
d) <b><u>HEALTH &amp; WELLBEING</u></b>				
<b><u>Nottinghamshire County Council</u></b>				
Visiting Scheme – Grant Aid (Government Grant)	24,100	-	24,769	-
Link Age Community Outreach (Government Grant)	-	-	46,172	-
Men in Sheds – Grant Aid (Government Grant)	11,700	-	8,775	-
Activity Engagement – Grant Aid (Government Grant)	13,500	-	10,125	-
Connect	-	465,724	-	117,750
<b><u>NHS Nottingham North &amp; East CCG</u></b>				
Integrated Care	-	82,989	-	16,667
<b><u>NHS Rushcliffe CCG</u></b>				
Integrated Care	-	82,990	-	16,666
<b><u>Nottinghamshire Fire and Rescue Service</u></b>				
Membership	-	-	150	-
<b><u>Big Lottery Fund/Age UK</u></b>				
Fit for the Future	-	-	38,000	-
<b><u>Gedling Borough Council</u></b>				
Men in Sheds – Daybrook	11,700	-	15,095	-



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

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

	2017		2016	
	Restricted £	Unrestricted £	Restricted £	Unrestricted £
d) <b>HEALTH &amp; WELLBEING (continued)</b>				
<b>Nottingham City Council</b>				
Volunteer Visiting	-	-	2,464	-
Kindred Spirits (Best Foot Forward)	8,000	-	8,000	-
<b>Age UK</b>				
Membership	-	-	791	-
No One Should Have No One	-	161	-	-
<b>HMP Whatton Prison</b>				
Prison Activity Service	13,599	-	7,933	-
<b>Business in the Community</b>				
Click Silver	3,000	-	3,000	-
<b>Nottingham University Hospital Trust</b>				
Reminiscence	-	1,027	-	1,545
<b>Royal British Legion</b>				
Forces Friends Visiting	34,401	-	9,401	-
<b>Friends of Ashfield Community Hospital</b>				
Connect Hardship Fund	-	-	1,000	-
	<u>120,000</u>	<u>632,891</u>	<u>175,675</u>	<u>152,628</u>
e) <b>CORE SERVICES</b>				
<b>Nottingham City Council</b>				
Core	-	-	-	1,000
<b>Nott's County Council</b>				
Core	-	187	-	-
<b>The Peoples' Council</b>				
Meetings	-	1,000	-	-
<b>Age UK</b>				
Supporting Friends of Age UK	-	4,300	-	7,550
Retainer	-	15,000	-	9,440
Fundraising Development	5,298	-	5,195	-
<b>Age England Association</b>				
Meetings in the East Midlands	4,000	-	4,000	-
<b>Care &amp; Repair England</b>				
Core	-	-	-	1,734
	<u>9,298</u>	<u>20,487</u>	<u>9,195</u>	<u>19,724</u>
<b>TOTAL GRANTS &amp; SERVICE AGREEMENTS</b>	<u>216,249</u>	<u>1,234,215</u>	<u>336,214</u>	<u>920,121</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.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017 (continued)**

**3. DONATIONS AND LEGACIES**

	<u>2017</u>	<u>2016</u>
	£	£
<b>A. UNRESTRICTED FUNDS</b>		
A Makaanji	300	-
C Patel	400	-
Dignity Funerals	-	250
Nottingham Co-operative Insurance	-	300
The Brown Jacobson Trust	-	500
The Forman Hardy Charitable Trust	250	250
The Gray Trust	1,000	2,000
The J N Derbyshire Trust	2,300	2,300
The Jones 1986 Charitable Trust	5,000	-
The Late D Armstrong	-	1,112
The Late A Baker	83,000	-
The Late E Barnes	10,000	-
The Late P Mellors	-	1,000
The Late B Morgan	(428)	66,000
The Late N Shaw	112	100,446
The late D E Stokes	2,348	-
The Late A Walker	20,600	-
The Rothera Family Trust	-	700
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	<u>7,440</u>	<u>8,765</u>
	<u>133,822</u>	<u>185,123</u>
<b>B. RESTRICTED FUNDS</b>		
<b>a) HOUSING SERVICES</b>	<u>2017</u>	<u>2016</u>
	£	£
<b><u>Housing Matters</u></b>		
The Skerritt Trust	48,000	48,000
Individuals	459	422
<b><u>Home Maintenance</u></b>		
Individuals	-	25
	<u>48,459</u>	<u>48,447</u>
<b>b) ADVICE</b>	<u>2017</u>	<u>2016</u>
	£	£
<b><u>First Stop Housing</u></b>		
Individuals	-	65
<b><u>Silver links</u></b>		
Individuals	-	25
<b><u>Scams Project</u></b>		
Individuals	20	-
<b><u>Information &amp; Advice and Signposting</u></b>		
The Payling's Charity	3,739	2,415
The PAPET Trust	2,000	2,000
The Mary Robertson Trust	3,000	3,000
Aviva Charities Trust	500	-
St James' Place Foundation	1,000	-
Sills & Betteridge	800	-
	<u>11,059</u>	<u>7,505</u>
<b>c) ADVOCACY</b>	<u>2017</u>	<u>2016</u>
	£	£
<b><u>Advocacy Service</u></b>		
Individuals	76	410
The Payling's Charity	-	5,446
	<u>76</u>	<u>5,856</u>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017 (continued)**

3. **DONATIONS AND LEGACIES (continued)**

	<u>2017</u>	<u>2016</u>
	£	£
<b>d) <u>HEALTH &amp; WELLBEING</u></b>		
<u>Integrated Care</u>		
Individuals	100	-
<u>Volunteer Prevention</u>		
Individuals	22	100
Boots Charitable Trust	-	8,979
W H Smith	100	-
<u>Forces Friends</u>		
Individuals	30	-
<u>Connect</u>		
Individuals	265	-
<u>Kindred Spirits</u>		
Individuals	-	508
Acton's Solicitors	-	1,000
Midland Industrial Designer's Ltd	-	150
John Lewis	-	200
Waitrose	-	333
<u>Best Foot Forward</u>		
Individuals	-	85
<u>Whatton Prison Service</u>		
K Colegate	1,350	-
<u>Men in Sheds</u>		
Individuals	427	633
P Brammer	-	1,000
The Lindhurst Farm Trust	2,000	2,500
NHS IRIS Team	125	-
The Lady Hind Trust	3,000	-
Garfield Weston Foundation	-	30,000
Forman Hardy Benefit Trust	-	1,000
Waitrose – Newark	151	-
The Groundwork Trust	500	-
<u>The Sybil Levin Centre</u>		
Individuals	927	828
Aviva – Bathe & Pamper	-	10,000
Capital One	450	-
Santander UK plc	-	250
Individuals– Bathe & Pamper	-	100
	<u>9,447</u>	<u>57,666</u>
<b>e) <u>CORE SERVICES</u></b>		
John Lewis	<u>195</u>	<u>-</u>
	<u>195</u>	<u>-</u>
 <b><u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u></b>	 <u><b>69,236</b></u>	 <u><b>119,474</b></u>

**NOTES TO THE FINANCIAL STATEMENTS FOR  
THE YEAR ENDED 31ST MARCH 2017(continued)**

<b>4. HOUSING MATTERS-</b> Income (see note 2)	<u>2017</u> £	<u>2016</u> £
Nottingham City Council Grant	118,125	129,149
Payments to Subcontractors	<u>53,909</u>	<u>16,826</u>
	<u>172,034</u>	<u>145,975</u>

**5. SURPLUS ON SHOPS**

	<u>Age UK</u> £	<u>Mansfield</u> <u>Shop</u> £	<u>West</u> <u>Bridgford</u> £	<u>Total</u> <u>2017</u> £	<u>Total</u> <u>2016</u> £
<b>Income</b>					
Merchandising Income	5,732	72,278	85,935	163,945	172,783
Donated Stock	-	19,919	-	19,919	24,054
Donation Cash	-	15	108	123	466
Donation – Gift Aid	-	1,071	2,170	3,241	4,305
Charges	-	2,830	-	2,830	5,915
Other	-	3,180	164	3,344	-
	<u>5,732</u>	<u>99,293</u>	<u>88,377</u>	<u>193,402</u>	<u>207,523</u>
<b>Direct and Overhead Expenses</b>					
Purchases	-	2,960	-	2,960	2,704
Donated Stock	-	19,919	-	19,919	24,054
<b>Less</b> Closing Stock	-	1,722	-	1,722	1,731
Staff Costs & Volunteer Expenses	-	57,209	37,454	94,663	78,576
Rent, Rates and Water	-	10,967	20,019	30,986	32,163
Light and Heat	-	1,711	1,751	3,462	2,419
Cleaning, Repairs, Renewals and Insurance	-	3,706	1,197	4,903	4,655
Telephone	-	1,145	653	1,798	2,289
Advertising	-	2,264	-	2,264	2,346
Depreciation	-	3,033	633	3,666	646
Sundry	-	44	68	112	1,594
Other Overheads	-	10,857	7,046	17,903	15,418
Transport and Collection	-	8,935	-	8,935	11,595
	<u>-</u>	<u>121,028</u>	<u>68,821</u>	<u>189,849</u>	<u>176,728</u>
<b>Surplus/ (Deficit)</b>	<u>5,732</u>	<u>(21,735)</u>	<u>19,556</u>	<u>3,553</u>	<u>30,795</u>

**Note**

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

£8,110 of designated funding was used to purchase a replacement van.



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

<b>6. FUNDRAISING AND PUBLICITY</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Staff Costs	32,680	19,457
Postage, Printing and Stationery	172	405
Advertising and Publicity	9,155	880
Other Costs	1,731	2,145
	<b>43,738</b>	<b>22,887</b>

**Note**

The costs of fundraising are shown as £43,738 (2016: £22,887) with corresponding income of £50,844 (2016: £52,460), it should be noted that fundraising activity also contributed to the donations and legacies detailed in note 3.

<b>7. GOVERNANCE COSTS</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Annual General Meeting & Annual Report Production	8,934	8,835
Auditor's remuneration	11,190	9,300
Taxation Compliance Services	-	600
Audit – bank charges	182	-
Board Meetings	13,978	14,214
Strategic Planning Meeting	-	1,624
Board of Trustees Expenses & Training	-	130
Insurance	620	614
Legal and Professional	-	14
	<b>34,904</b>	<b>35,331</b>

Overheads are allocated out to the different activities as shown in the table below:

	Merchandising £	Trading Subsidiaries £	Housing £	Advice £	Advocacy £	Health & Wellbeing £	Core Activities £	Grand Total £
Governance	2,268	8,015	2,798	2,132	4,733	14,293	665	34,904
Finance & HR	3,437	12,148	4,241	3,232	7,174	21,663	1,007	52,902
Information Technology	979	3,461	1,208	921	2,044	6,171	287	15,071
Contact Hub Core Admin	1,978	6,992	2,441	1,860	4,129	12,469	580	30,449
Volunteer Strategy Recruitment	528	1,866	652	497	1,102	3,329	155	8,129
Senior Management	5,222	18,456	6,444	4,910	10,900	32,913	1,527	80,372
<b>Total</b>	<b>14,412</b>	<b>50,938</b>	<b>17,784</b>	<b>13,552</b>	<b>30,082</b>	<b>90,838</b>	<b>4,221</b>	<b>221,827</b>

**Basis of the allocation**

All of the above overheads are allocated on a pro rata basis by the number of members of staff employed within the activity area.

**NOTES TO THE FINANCIAL STATEMENTS FOR  
THE YEAR ENDED 31<sup>ST</sup> MARCH 2017(continued)**

**8. TOTAL EXPENDITURE**

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total</u> <u>2017</u>	<u>Total</u> <u>2016</u>
	£	£	£	£	£
Direct Charitable Expenditure	1,628,048	80,196	461,570	2,169,814	1,972,428
Fundraising and Publicity					
- shops	89,953	3,666	96,230	189,849	176,728
- other	32,680	3	11,055	43,738	22,887
Governance Costs	18,832	158	15,914	34,904	35,331
Trading Subsidiary Costs	-	-	615,580	615,580	670,183
George Henry Francis Payling's Charity	-	1,193	5,549	6,742	10,258
	<u>1,769,513</u>	<u>85,216</u>	<u>1,205,898</u>	<u>3,060,627</u>	<u>2,887,815</u>

	<u>2017</u> £	<u>2016</u> £
Staff Costs:		
Wages and Salaries	1,597,646	1,425,952
Social Security Costs	110,725	94,351
Pension Costs	61,142	72,598
	<u>1,769,513</u>	<u>1,592,901</u>

Note – The pension costs are allocated to activities in the proportion to the related staffing costs incurred

	<u>2017</u> £	<u>2016</u> £
Other Costs:		
Auditor's remuneration	11,190	9,300
Taxation Compliance Service	-	600
Other audit costs	711	642
Grants - repair works for individuals	62,337	30,248
Property Costs	118,180	115,551
Travel Costs and Volunteers' Expenses	75,466	49,416
Transport / Stock Collection Costs	26,687	30,713
Advertising and Office Expenses	149,825	157,362
Training	23,620	18,543
Legal and Professional	70,208	41,116
Miscellaneous	26,626	52,166
Trading Subsidiary Costs	615,580	670,183
George Henry Francis Payling's Charity	5,549	9,065
Donated Stock	19,919	24,054
	<u>1,205,898</u>	<u>1,208,959</u>

1 employee earned between £60,000 and £70,000 p.a.

The average number of full-time equivalent employees, analysed by function, was:

	<u>2017</u> No.	<u>2016</u> No.
Direct Charitable Services	53	50
Fundraising and Publicity	5	5
Management and Administration of the Charity	10	9
	<u>68</u>	<u>64</u>

The average monthly headcount was 112 (2016: 120).

Group key management personnel total remuneration of £241,411 (2016: £235,816) including salary, employers national insurance and pension contributions is within costs above, page 33 lists the key management for the Group.

As at 31<sup>st</sup> March 2017 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

**9. TANGIBLE FIXED ASSETS**

(a) **THE GROUP**

	<u>Leasehold Improvements</u>	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
<u>Cost</u>	£	£	£	£	£	£
At 1st April 2016	3,280	1,771,666	143,626	223,757	87,781	2,230,110
Additions in Year	-	848	10,178	30,851	11,991	53,868
Disposals in year	-	-	-	-	(13,649)	(13,649)
<b>At 31st March 2017</b>	<b>3,280</b>	<b>1,772,514</b>	<b>153,804</b>	<b>254,608</b>	<b>86,123</b>	<b>2,270,329</b>
<b>Depreciation</b>						
At 1st April 2016	922	850,495	133,766	140,385	87,781	1,213,349
Charge for Year	164	62,487	8,865	11,418	2,998	85,932
Disposals in Year	-	-	-	-	(13,649)	(13,649)
<b>At 31st March 2017</b>	<b>1,086</b>	<b>912,982</b>	<b>142,631</b>	<b>151,803</b>	<b>77,130</b>	<b>1,285,632</b>
<b>Net Book Values</b>						
<b>At 31st March 2017</b>	<b>2,194</b>	<b>859,532</b>	<b>11,173</b>	<b>102,805</b>	<b>8,993</b>	<b>984,697</b>
At 31st March 2016	2,358	921,171	9,860	83,372	-	1,016,761

(b) **THE CHARITY**

	<u>Freehold Property</u>	<u>Computer Equipment</u>	<u>Fixtures and Other Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
<u>Cost</u>	£	£	£	£	£
At 1st April 2016	1,765,137	98,768	199,979	87,781	2,151,665
Additions in Year	848	10,178	30,851	11,991	53,868
Disposals in Year	-	-	-	(13,649)	(13,649)
<b>At 31st March 2017</b>	<b>1,765,985</b>	<b>108,946</b>	<b>230,830</b>	<b>86,123</b>	<b>2,191,884</b>
<b>Depreciation</b>					
At 1st April 2016	848,074	89,809	125,937	87,781	1,151,601
Charge for Year	62,159	8,377	10,489	2,998	84,023
Disposals in Year	-	-	-	(13,649)	(13,649)
<b>At 31st March 2017</b>	<b>910,233</b>	<b>98,186</b>	<b>136,426</b>	<b>77,130</b>	<b>1,221,975</b>
<b>Net Book Values</b>					
<b>At 31st March 2017</b>	<b>855,752</b>	<b>10,760</b>	<b>94,404</b>	<b>8,993</b>	<b>969,909</b>
At 31st March 2016	917,063	8,959	74,042	-	1,000,064

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

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

(C) **George Henry Francis Payling's Charity**

	Freehold Property £	Total £
<b>Cost</b>		
At 1 <sup>st</sup> April 2016	55,661	55,661
Additions in Year	-	-
<b>As at 31<sup>st</sup> March 2017</b>	<b>55,661</b>	<b>55,661</b>
<b>Depreciation</b>		
As at 1 <sup>st</sup> April 2016	7,158	7,158
Charge for Year	1,193	1,193
<b>As at 31<sup>st</sup> March 2017</b>	<b>8,351</b>	<b>8,351</b>
<b>Net Book Values</b>		
<b>At 31<sup>st</sup> March 2017</b>	<b>47,310</b>	<b>47,310</b>
At 31 <sup>st</sup> March 2016	48,503	48,503

10. **INVESTMENTS**

	<u>The Group</u> £	<u>The Charity</u> £	<u>George Henry Francis Payling's Charity</u> £
<b>Cost and Net Book Value</b>			
At 1 April 2016	21,872	92	21,780
Additions	-	-	-
Disposals	-	-	-
Loss on investments	(79)	-	(79)
<b>At 31 March 2017</b>	<b>21,793</b>	<b>92</b>	<b>21,701</b>

11. **DEBTORS**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2017</u> £	<u>2016</u> £	<u>2017</u> £	<u>2016</u> £
Grants Receivable	59,485	103,510	59,485	103,510
Prepayments	39,537	51,422	30,698	20,894
Tax Debtor	-	-	2,766	-
Other Debtors	110,504	99,817	61,020	36,339
Amounts due from subsidiary undertakings	-	-	223,158	246,895
Donations Receivable	109,728	180,230	109,728	180,230
<b>George Henry Francis Payling's Charity Debtors</b>	<b>5</b>	<b>-</b>	<b>5</b>	<b>-</b>
	<b>319,259</b>	<b>434,979</b>	<b>486,860</b>	<b>587,868</b>

Included within amounts due from subsidiary undertakings for the Charity is an amount of £186,009 which is due from AUBD Limited and will not be repaid until the company is profit making. It is expected that £59,299 of this will be paid during 2017/18.

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

	<u>The Group</u>		<u>The Charity</u>	
	<u>2017</u> £	<u>2016</u> £	<u>2017</u> £	<u>2016</u> £
<b>Age UK Nottingham &amp; Nottinghamshire</b>				
Accruals and Deferred Income	239,792	399,980	167,108	294,074
Taxation and Social Security	4,717	13,384	-	92
Other Creditors	24,908	39,663	-	-
<b>George Henry Francis Payling's Charity</b>				
Accruals and Deferred Income	4,439	8,588	4,439	8,588
	<b>273,856</b>	<b>461,615</b>	<b>171,547</b>	<b>302,754</b>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

**13. DEFERRED INCOME**

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1<sup>st</sup> April 2016. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31<sup>st</sup> March 2017.

	<u>The Group</u>	<u>The Charity</u>
	£	£
Balance as at 1 <sup>st</sup> April 2016	309,974	237,532
Amount released to income earned from charitable activities	(309,974)	(237,532)
Amount Deferred in the Year	161,986	121,903
<b>Balance as at 31<sup>st</sup> March 2017</b>	<b>161,986</b>	<b>121,903</b>

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

	<u>The Group</u>		<u>The Charity</u>	
	2017	2016	2017	2016
	£	£	£	£
VISAV Set up costs	12,068	16,785	-	-
Analysis of Borrowings:				
Within one year	-	-	-	-
Between two and five years	12,068	16,785	-	-
	12,068	16,785	-	-

**15. RESTRICTED FUNDS**

**A) HOUSING**

Funded by:

**Nottingham City Council**

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	1.4.2016	Incoming	Outgoing	31.3.2017
	£	£	£	£
Home Maintenance (West Area)	846	-	127	719
Home Maintenance (West Area) Sinking Fund	1,230	-	222	1,008
Home Safety	49	-	5	44

**The Skerritt Trust**

General	15,171	48,000	46,579	16,592
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**Age UK/E-on/First Utility**

Home Service	734	-	74	660
Energy/Handy Person Service	-	9,900	9,900	-
Hardship Fund	1,090	-	1,090	-
Emergency Housing Fund	2,391	-	125	2,266

**General Donations**

Staying Put Hardship Fund	413	-	-	413
Housing Matters	-	459	459	-

**National Lottery Charities Board**

Mobile Resource	21	-	1	20
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**NHS Nottingham City CCG**

First Link	741	-	74	667
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**Electrical Safety Council**

Capital Works	712	-	712	-
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**HOUSING TOTAL**

	<b>23,398</b>	<b>58,359</b>	<b>59,368</b>	<b>22,389</b>
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

15. <b>RESTRICTED FUNDS</b> (continued)	Balance		Movement in Resources		Balance
	1.4.2016		Incoming	Outgoing	31.3.2017
(B) <b>ADVICE</b>	£	£	£	£	£
Funded by:					
<b>Elderly Accommodation Counsel</b>					
Housing Options Advice	198	-	-	198	-
<b>Care &amp; Repair England</b>					
Silver Links	2,003	18,508	-	20,511	-
<b>The Payling's Charity</b>					
I&A for Individuals Living in Mansfield	-	3,739	-	3,739	-
<b>Nottinghamshire County Council</b>					
Better Benefits – Grant Aid	-	28,800	-	28,800	-
<b>Help the Aged/Age UK</b>					
Advice Service	294	-	-	29	265
Action Against Burglary	36	-	-	4	32
<b>Department of Health</b>					
Direct Payments	221	-	-	22	199
<b>Age UK</b>					
Age Resource Information & Advice	110	-	-	12	98
A&I Development	1,967	1,608	-	3,575	-
<b>DEFRA</b>					
Advice Service Rural Areas	150	-	-	15	135
<b>Age UK/E-on/First Utility</b>					
Benefits Advice	-	18,135	-	18,135	-
Planning for Later Life	-	10,000	-	10,000	-
<b>PAPET Trust</b>					
Signposting	-	2,000	-	2,000	-
<b>The Mary Potter Trust</b>					
Advice	-	3,000	-	3,000	-
<b>Reception Refit</b>					
Aviva Charities Trust	-	500	-	500	-
St James' Place Foundation	-	1,000	-	1,000	-
Sills & Betteridge	-	800	-	800	-
<b>General Donations</b>					
Fundraising Financial Advice	-	50	-	50	-
Fundraising Info & Advice	-	57	-	57	-
Fraud Project	-	20	-	20	-
<b>ADVICE TOTAL</b>	<b>4,979</b>	<b>88,217</b>		<b>92,467</b>	<b>729</b>
<b>(C) ADVOCACY</b>					
<b>General Donations</b>					
Advocacy	-	76	-	76	-
<b>Nottinghamshire County Council</b>					
Advocacy North Nott's	66	-	-	6	60
<b>ADVOCACY TOTAL</b>	<b>66</b>	<b>76</b>		<b>82</b>	<b>60</b>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

15. <b>RESTRICTED FUNDS</b> (continued) <b>(D) HEALTH &amp; WELLBEING</b>	<b>Balance</b>	<b>Movement in Resources</b>		<b>Balance</b>
	<b>1.4.2016</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>31.3.2017</b>
Funded by:	£	£	£	£
<b><u>Nottingham Primary Care Trust</u></b>				
Age Well Project	33	-	4	29
<b><u>National Lottery Charities Board</u></b>				
Membership (Kindred Spirit)	104	-	10	94
<b><u>Nottingham City Council</u></b>				
Membership (Best Foot Forward)	-	8,000	8,000	-
Sybil Levin Centre	3,763	-	221	3,542
<b><u>Nottinghamshire County Council</u></b>				
Newark	149	-	14	135
West Bridgford Visiting Scheme	157	-	16	141
Visiting Scheme – Grant Aid	-	24,100	24,100	-
Men in Sheds – Worksop – Grant Aid	-	11,700	11,700	-
Link Age Shopping Service	68	-	7	61
Carers Demonstration Site	75	-	7	68
Activity Engagement – Grant Aid	-	13,500	13,500	-
<b><u>Business in the Community</u></b>				
Click Silver IT Training	-	3,000	3,000	-
<b><u>Royal British Legion</u></b>				
Forces Friends Visiting	-	34,401	34,401	-
<b><u>General Donations/Fees</u></b>				
Visiting Service Individuals	-	122	122	-
Visiting Service Fundraising	-	55	55	-
Whatton Prison Individuals	-	1,350	1,350	-
Integrated Care Individuals	-	100	100	-
Forces Friends Individuals	-	30	30	-
Connect Individuals	-	265	265	-
<b><u>Friends of Ashfield Community Hospital</u></b>				
Connect Hardship Fund	1,000	-	-	1,000
<b><u>Age UK</u></b>				
Fit as a Fiddle	155	-	15	140
Men in Sheds	675	-	68	607
<b><u>Men In Sheds</u></b>				
Fees	8,410	29,802	37,119	1,093
Individual Donations	-	427	427	-
Trust Donations	-	5,625	5,625	-
Company Donations	-	151	151	-
Fundraising	-	18	18	-
<b><u>District Council</u></b>				
Gedling Borough -Day Brook Men in Sheds	15,095	11,700	16,404	10,391
<b><u>HMP Whatton Prison</u></b>				
Whatton Prison Project	1,043	13,599	11,515	3,127
<b><u>The Skerritt Trust</u></b>				
Sybil Levin Decorating	1,444	-	85	1,359
<b><u>Aviva Community Fund</u></b>				
Bathe & Pamper – Sybil's	2,263	-	2,263	-

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

15. <b>RESTRICTED FUNDS</b> (continued)	Balance		Movement in Resources		Balance
	1.4.2016		Incoming	Outgoing	31.3.2017
(D) <b>HEALTH &amp; WELLBEING</b> (continued)	£		£	£	£
Funded by:					
<b>Sainsbury's Plc</b>					
Sainsbury's Project	198	-		20	178
<b>Sybil Levin Donations</b>					
Sybil Levin Centre- Building	2,255	-		133	2,122
McCarthy & Stone – Security	221	-		12	209
Barclays Bank Carpets	296	-		29	267
Grant Thornton	753	-		78	675
Yorkshire Building Society	438	-		45	393
The Skerritt Trust	4,500	-		500	4,000
Anonymous	18,000	-		2,000	16,000
The Percy Bilton Charity	2,250	-		250	2,000
New Appeals	1,853	-		265	1,588
The Robert McAlpine Trust	3,496	-		389	3,107
Sybil Levin Centre (High Sheriff of Nott's Appeal)	50,274	-		7,720	42,554
Newark Day Care – The Beatrice Lang Trust	121	-		13	108
Workshop Day Care – The Beatrice Lang Trust	140	-		15	125
Sybil Levin – Individuals & Companies	-	1,377		1,377	-
Sybil Levin Fundraising	-	3,342		3,342	-
<b>HEALTH &amp; WELLBEING TOTAL</b>	<b>119,229</b>	<b>162,664</b>		<b>186,780</b>	<b>95,113</b>
<b>(E) CORE SERVICES (inc. MERCHANDISING COSTS)</b>					
<b>Joint Finance</b>					
Gedling Development Officer	28	-		4	24
Rushcliffe Continuing Care Support Worker	85	-		9	76
<b>Age UK</b>					
Bradbury House Building	8,170	-		486	7,684
Upper Parliament Street	2,150	-		215	1,935
Dementia Friendly Project	1,096	-		1,096	-
Fundraising Development	-	5,298		5,298	-
<b>Nottingham City Council/Transact Grant</b>					
Travel Plan	7,181	-		417	6,764
<b>General Donations</b>					
Bradbury House Building	190,178	-		15,717	174,461
<b>John Lewis</b>					
Peachey Street Kitchen	-	195		195	-
<b>Age UK in the East Midlands</b>					
Work in the East Midlands	23,215	4,000		4,026	23,189
<b>Festival Fund</b>					
Donations/Fundraising/Charges	2,225	-		-	2,225
<b>CORE SERVICES TOTAL</b>	<b>234,328</b>	<b>9,493</b>		<b>27,463</b>	<b>216,358</b>
<b>George Henry Francis Payling's Charity</b>	<b>74,921</b>	<b>3,126</b>		<b>6,821</b>	<b>71,226</b>
<b>TOTAL RESTRICTED FUND</b>	<b>456,921</b>	<b>321,935</b>		<b>372,981</b>	<b>405,875</b>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

**16. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

**DIRECT CHARITABLE PURPOSES**

**Restricted Funds**

	<b>Tangible Fixed Assets</b>	<b>Net Assets</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Gedling Development Officer	24	-	24
Advice Service – Help the Aged	265	-	265
Action Against Burglary – Age UK	32	-	32
Direct Payments	199	-	199
Home Maintenance (West Area)	1,727	-	1,727
Home Safety	44	-	44
Transact Travel Plan	6,764	-	6,764
National Lottery Charities Board - Kindred Spirits	94	-	94
Skerritt Trust - General	-	16,592	16,592
Skerritt Trust -Sybil Levin	1,359	-	1,359
Sainsbury's Project	178	-	178
Staying Put - Hardship Fund	166	247	413
Age Concern England – Building	7,684	-	7,684
Age UK East Midlands	-	23,189	23,189
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	42,554	-	42,554
Age UK – Upper Parliament Street	1,935	-	1,935
Gedling Borough Council –Men in Sheds	-	10,391	10,391
Age UK – Membership (Fit as a Fiddle)	140	-	140
Age UK – Emergency Housing Fund	-	2,266	2,266
Age UK – Men in Sheds	607	-	607
Rushcliffe Continuing Care Support Worker	76	-	76
Whatton Prison	-	3,127	3,127
Home Service	660	-	660
Festival Fund	-	2,225	2,225
Bradbury House Building	174,461	-	174,461
Age Well Projects	29	-	29
National Lottery Charities Board - Mobile Resource	20	-	20
Age Resource Advice and Information	98	-	98
West Bridgford Visiting Scheme	141	-	141
Sybil Levin Building	3,190	-	3,190
- The Skerritt Trust	4,000	-	4,000
- Anonymous	16,000	-	16,000
- The Percy Bilton Charity	2,000	-	2,000
- New Appeals	1,588	-	1,588
- The Robert McAlpine Trust	3,107	-	3,107
McCarthy & Stone Camera	209	-	209
First Link	667	-	667
Sybil Levin Centre – Nottingham City Council	3,542	-	3,542
Newark Day Care	243	-	243
Worksop Day Care	125	-	125
Sybil Levin – Barclays	267	-	267
DEFRA	135	-	135
Link Age Shopping Service	61	-	61
Carers Demonstration Site	68	-	68
Generic Advocacy	60	-	60
Connect Hardship Fund	-	1,000	1,000
Men in Sheds fees	-	1,093	1,093
George Henry Francis Payling's Charity	47,310	23,916	71,226
<b><u>RESTRICTED FUNDS AT 31<sup>ST</sup> MARCH 2017</u></b>	<b>321,829</b>	<b>84,046</b>	<b>405,875</b>
<b><u>UNRESTRICTED/DESIGNATED FUNDS AT 31<sup>ST</sup> MARCH 2017</u></b>	<b>710,178</b>	<b>404,454</b>	<b>1,114,632</b>
<b><u>TOTAL ASSETS</u></b>	<b>1,032,007</b>	<b>488,500</b>	<b>1,520,507</b>

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 26<sup>th</sup> June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity. The two material restricted funds for Age UK Nottingham & Nottinghamshire are £42,555 Sybil Levin Centre property and £174,461 Bradbury House property which are included within fixed assets.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017** (continued)

**17. DESIGNATED FUNDS**

	<u>Balance</u> <u>1st April 2016</u>	<u>Movement</u> <u>in Resources</u>	<u>Transfers</u> <u>between Funds</u>	<u>Balance</u> <u>31st March 2017</u>
	£	£	£	£
Employers Liability Fund	46,000	-	-	46,000
Health & Safety	3,000	-	-	3,000
Service Provision	39,294	-	34,545	73,839
Sinking Fund – Information Technology	22,520	-	7,480	30,000
Buildings	117,143	(10,082)	-	107,061
Vehicles	20,000	(8,810)	-	11,190
Property Refurbishment	<u>20,758</u>	<u>(2,110)</u>	-	<u>18,648</u>
	<u>268,715</u>	<u>(21,002)</u>	<u>42,025</u>	<u>289,738</u>

The employers liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements if the funding is not renewed. It also includes contingency funds to cover the cost of temporary staff needed to be employed due to unforeseen staff absence.

The Health & Safety fund is to be used when the Fire Extinguishers are to be replaced.

The designated monies for service provision have been designated due to the required levels of fundraising identified in the 2017/18 budget assuming that only 50% of this target is achieved. If the £73,839 is not required then this will be put back into unrestricted funds or adjusted depending on the following years budget.

The sinking funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. A further £7,480 has been designated into the IT sinking fund during 2016/17 in readiness for replacing old IT equipment over the next few years. £8,810 of the vehicles sinking fund was used during the year to purchase a replacement van for the Mansfield shop.

There is a buildings sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc.

The sinking fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

**18. CASH FLOW STATEMENT RECONCILIATIONS**

**a) RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
	£	£	£	£
<b>Net Income/(expenditure) for the year (as per the SOFA)</b>	<b>(15,452)</b>	<b>95,240</b>	<b>(34,320)</b>	<b>94,018</b>
Adjustments for :				
Deduct Interest Income	(5,047)	(4,212)	(32,996)	(6,722)
Depreciation charges	87,125	95,617	85,216	85,952
(Gains)/losses on investments	79	592	79	592
Loss/(profit) on sale of fixed assets	(3,180)	(3,974)	(3,180)	(3,974)
Decrease in stocks	9	233	9	233
(Increase)/decrease in debtors	115,720	(155,296)	101,008	(107,499)
Increase/(decrease) in creditors	<u>(187,759)</u>	<u>82,203</u>	<u>(131,207)</u>	<u>80,458</u>
<b>Net cash provided by (used in) operating activities</b>	<b><u>(8,505)</u></b>	<b><u>110,403</u></b>	<b><u>(15,391)</u></b>	<b><u>143,058</u></b>

**b) ANALYSIS OF CASH AND CASH EQUIVALENTS**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
	£	£	£	£
Cash in Hand	410,291	469,154	365,060	398,143
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
<b>Total cash and cash equivalents</b>	<b><u>410,291</u></b>	<b><u>469,154</u></b>	<b><u>365,060</u></b>	<b><u>398,143</u></b>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

**19. STATUS OF THE CHARITY**

As a company limited by guarantee, in the event of it 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.

**20. 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 Age UK Nottingham & Nottinghamshire:

	<u>2017</u>	<u>2016</u>
	£	£
<b>Gross Incoming Resources</b>	<b>2,407,680</b>	2,308,581
Merchandising Costs	(189,849)	(176,728)
Fundraising Costs	(43,738)	(22,887)
Expenditure on Charitable Activities	(2,169,814)	(1,972,428)
Governance Costs	<u>(34,904)</u>	<u>(35,331)</u>
<b>Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments</b>	<b>(30,625)</b>	101,207
Balance brought forward from previous year	<u>1,680,506</u>	<u>1,579,299</u>
<b>Total Funds carried forward</b>	<b><u>1,649,881</u></b>	<b><u>1,680,506</u></b>
George Henry Francis Payling's Charity:		
<b>Gross Incoming Resources</b>	<b>3,126</b>	3,661
Expenditure on Charitable Activities	(6,742)	(10,258)
Realised/Unrealised Gains/(Losses) on Investments	<u>(79)</u>	<u>(592)</u>
<b>Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments</b>	<b>(3,695)</b>	(7,189)
Balance brought forward from previous year	<u>74,921</u>	<u>82,110</u>
<b>Total Funds carried forward</b>	<b><u>71,226</u></b>	<b><u>74,921</u></b>

**21. SUBSIDIARY COMPANIES**

	<u>2017</u>	<u>2016</u>
	£	£
<b>Investments</b>		
Age UK Local Trading Limited	2	2
AUBD Limited	90	90
	<u>92</u>	<u>92</u>

**Age UK Local Trading Ltd Company Number 03028410**

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 over the page.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

21. <u>SUBSIDIARY COMPANIES (continued)</u>	<u>2017</u>	<u>2016</u>
	£	£
Turnover	627,246	697,773
Cost of Sales	<u>294</u>	<u>-</u>
<b>Gross Profit</b>	<b>626,952</b>	<b>697,773</b>
Administrative Expenses	380,337	382,232
Gifted to Age UK Nottingham and Nottinghamshire	126,175	148,904
Gifted to other Age UK's	<u>120,440</u>	<u>166,637</u>
<b><u>Net Profit/(Loss)</u></b>	<b><u>-</u></b>	<b><u>-</u></b>
The aggregate of the assets, liabilities and funds was:		
Assets	107,647	137,454
Liabilities	<u>(84,961)</u>	<u>(114,768)</u>
	<b><u>22,686</u></b>	<b><u>22,686</u></b>
Share Capital	2	2
Profit and Loss Account	<u>22,684</u>	<u>22,684</u>
<b>Funds</b>	<b><u>22,686</u></b>	<b><u>22,686</u></b>

**AUBD Ltd Company Number 06393966**

The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan is 0.73% above base rate.

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>2017</u>	<u>2016</u>
	£	£
Turnover	216,654	207,752
Cost of Sales	<u>72,112</u>	<u>72,991</u>
<b>Gross Profit</b>	<b>144,542</b>	<b>134,761</b>
Administrative Expenses	125,674	133,539
Loan Repayments	18,868	1,222
Gifted to Age UK Nottingham & Nottinghamshire	<u>-</u>	<u>-</u>
<b><u>Net Profit (Loss)</u></b>	<b><u>-</u></b>	<b><u>-</u></b>
The aggregate of the assets, liabilities and funds was:		
Assets	22,869	45,932
Liabilities	<u>(267,514)</u>	<u>(309,445)</u>
	<b><u>(244,645)</u></b>	<b><u>(263,513)</u></b>
Share Capital	100	100
Profit and Loss Account	<u>(244,745)</u>	<u>(263,613)</u>
<b>Funds</b>	<b><u>(244,645)</u></b>	<b><u>(263,513)</u></b>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

(continued)

**22. LEASING COMMITMENTS**

At 31<sup>st</sup> March 2017, the group had commitments under non-cancellable operating leases as detailed below:

	2017		2016	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	£	£	£	£
Payments due:				
Within one year	47,820	24,663	55,420	15,004
Within two to five years	123,950	98,840	142,210	13,666
Over five years	86,400	-	115,200	-
	<u>258,170</u>	<u>123,503</u>	<u>312,830</u>	<u>28,670</u>

**23. TRUSTEES' REMUNERATION AND EXPENSES**

The Trustees received no remuneration during 2017 or 2016. Trustees' expenses of £nil (2016: £nil) were reimbursed during the year.

**24. 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 £61,142 (2016: £72,598). There were outstanding contributions at 31<sup>st</sup> March 2017 of £nil (2016: £1,545).

**25. RELATED PARTY TRANSACTIONS**

During the year the charity recharged management charges totalling £10,029 (2016: £10,338), rent £4,920 (2016: £5,760), loan interest of £1,948 (2016: £2,510) and other recharges of £3,362 (2016: £4,202) to AUBD Limited and received commission from AUBD Limited of £5,207 (2016: £5,150).

During the year the charity recharged management charges totalling £40,908 (2016: £35,058), rent £26,000 (2016: £26,400), staffing costs £6,953 (2016: £1,260) and other recharges of £11,132 (2016: £15,736) to Age UK Local Trading Limited and received from Age UK Local Trading Limited a gift aided donation of commission of £120,440 (2016: £148,904).

The parent company Age UK Nottingham & Nottinghamshire Limited by guarantee was charged £2,047 (2016: £3,444) for staff seconded by Age UK Local Trading Limited.

Included within amounts due from subsidiary undertakings, and owed to the charity at year end was £186,009 (2016: £203,148) due from AUBD Limited and £37,149 (2016: £43,747) due from Age UK Local Trading Limited.