

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

**ANNUAL REPORT
& ACCOUNTS**
For the year ended
31st March 2018





**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.**

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.

Report of the Trustees for the year ending 31 March 2018

This year is a significant milestone for the charity as we have celebrated our 75th Anniversary of supporting older people in our city and county. Our services have evolved and developed over the years and this year we supported over 42,000 people. Our team continued to work with enthusiasm and professionalism to improve the lives of those we have helped.

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 31st March 2018 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)'.

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 2018 (see [page 32](#) for further details). 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

The Residents' Representative Services operates across care homes in the City and Nottingham North & East (NNE) locality, providing independent support and representation to residents and their families. In NNE there has been an emphasis on providing support on the GP alignment. In the City the Residents' Representatives have provided support to residents and relatives through several care home closures, assisting with finding alternative homes, ensuring their voices are heard and that they are involved in the decision-making process. A high number of residents' have been supported with multiple complex issues, with a proportion being self-funders who often face numerous barriers.

Categories	Statistics 2017/2018
Number of visits to care homes	772
Total number of referrals	255
Total number of face to face contacts (all types)	2,330

Feedback

"The last 10 years of my husband's life I struggled getting help from anywhere. My help arrived from my Residents' Representative 6 months before my husband passed away. The help I received from my Representative was worth a Gold Medal".

"The Residents' Representative was the only one that could help us and since her help my father in law is settled".

"The service you provide is invaluable to our service users. You have assisted the elderly to be able to access funds which previously they had been without for over 6 months. You have helped individuals retain their identity by being able to speak to the Dept. of Work & Pensions and Adult Residential Services on their behalf to gain access to their funds. You offered to write a letter to a beloved son as the lady is unable to write herself. This gesture helped the lady feel less worried and socially isolated from her family. You provide a wonderful service and I wouldn't hesitate to recommend you". (Care Home Manager)

"I find this service extremely beneficial and find your input invaluable. The resident has established a trusting working relationship with you. I find you approachable, down to earth and I feel you are a partner in their care. You are extremely patient, resident focussed and I would not hesitate to refer other residents to your service. I find you an outstanding representative and you always go above and beyond, to ensure that their needs are represented and their views are heard". (Care Home Manager)



Patients' Representative Services

The Patients' Representative Service provides independent support and representation to older people during their hospital stay, on wards at Kings Mill, Mansfield Community Hospital (SFHT), Queens Medical Centre (QMC), Lings Bar (LBH) and the Short Stay Reablement Unit (SSRU). In addition to this, a new pilot service commenced at Highbury Hospital offering a Worry Catcher Service to patients on Mental Health Services for Older People wards.

From November 2017 we secured an increase in provision from 14.5 hours to 37 hours per week at QMC, along with a change in service delivery focusing on ward D57, the Older Persons Assessment Unit. This service is proving most valuable to older people on the frailty pathway.

The Patients Representative at SFHT has experienced an increase of 177% in referrals to the service at Kings Mill hospital, which evidences the demand and need for the service.

Categories	Stats April 2017 – 31st March 2018
Patients' Representative Service QMC and SFHT	
Total number of referrals	679
Patients' Representative Service LBH and SSRU	
Total number of referrals	459
Total number of interventions	3742
Worry Catcher Service	
Number of Worry Catcher sessions held	162
Number of complex cases	64
Number of face to face contacts (all types)	1,585

Feedback (Patients' Representative Services)

"I learnt more from you on the first visit than I have from anyone over the past 4 weeks. My wife and I have nothing but praise for you. We found the service so helpful and are grateful of the compassion that you have shown us".

"The Patients Representative was extremely helpful when Mum was admitted to hospital. Her only relatives (myself and sister) were living 300 and 200 miles away respectively. We had no local knowledge of services and carers for the area. The Patients' representative fulfilled her brief 100%. We now have Mum in respite in a wonderful care home with a care package ready for when she returns home. Thank you from all the family".

"I just wanted to say how much we appreciate you taking the time to listen to what we had to say and helping dad get what he wanted. You have made this so much clearer and less overwhelming. Thank you".

"It's been very comfortable talking to the Patients' Representative. It is very good for her to be available to listen to me. She told me what is available in the community without forcing it on to me. She helped me to understand and think about my needs and what help I can access. She told me what can be offered when I don't feel capable of coping at home when I am discharged".

“On a weekly basis I use the services provided by Age UK in Kings Mill Hospital for a variety of reasons; from sourcing care packages for self-funders to accessing the correct benefits to signposting to befriending services. This vital service offers patients enhanced support and alleviates the pressure both social care and hospital staff can face. Where social care involvement is not required due to either level of need or financial circumstances, this service is essential in providing support, guidance and information to both patients and their families. The Patients’ Representatives calm and open approach makes her an excellent ambassador for Age UK [Notts] and it is a pleasure working with her.” (Social Worker)

“I would like to let you know what an invaluable service you provide especially for me on the short stay unit. I have referred several patients to the Age UK service as they don’t require social services but may need befriending service or information on other services in the community. This enables patients to have a safer and more proactive discharge rather than spending a “few extra days in hospital” because they are worried about going home.” (Discharge Team)

Feedback (Worry Catcher)

“I think the Worry catcher Service is a really good idea, having somebody neutral to support us. It’s a really good service”.

“I feel so relieved, thank you. I was so worried. I can relax now. I think this service is brilliant, the way you can talk things through like this and get so much information. Thank you so much for all of your help. The service is excellent”.

Housing

The Housing team supported over 650 people with information, advice and signposting. 80% of people using the service declared they had a disability. We completed 450 Home Safety Checks in older and vulnerable people’s homes supporting people to remain independent and safe through preventing trips, falls, fire and increasing security awareness and reducing vulnerability to scams. In addition to this, 363 free smoke alarms were fitted on behalf of Nottingham Fire and Rescue Service and 64 free SMART water kits applied reducing the likelihood of a break in or burglary.



The team improved 36 homes, eradicating Category 1 Hazards (hazards to health, safety and possibly life) through a variety of works from small to large scale including essential re-wires to bring them up to current safety standards, boiler replacement and repair, roof repairs, eradication of damp and structural collapse. This work resulted in a cost saving to the NHS of over £22,600 and over £294,000 for Society (according to the Building Research Establishment (BRE) Health Cost Calculator).

We provided over 30 heater loans for older people who found themselves without heating and hot water in the winter months, helping to prevent health decline and keeping homes at a warm and safe temperature.

100 Home Energy Checks were conducted in older people's homes, helping to reduce fuel poverty. This includes a comprehensive assessment of their energy usage, appliances and related behaviours. People benefitted from information, advice and the fitting of over 300 free energy saving products. Of the people seen under the Home Energy Check programme 77% were currently experiencing or were at risk of fuel poverty. The project produced a cost saving of £3,700 on energy bills, supporting people to get out of fuel poverty and a reduction in 8,500kg of carbon production.

Over 98% of people who used the service and responded to the survey stated they were either satisfied or very satisfied with the service they had received.

Safe and Sound

'Supporting your Safety, Warmth and Wellbeing at Home'

Nottingham City Council reluctantly withdrew their financial support for the service at the end of March 2018. This has had a substantive impact on the service and the loss of valued colleagues, Paul Gallanagh and Will Woods. Fortunately, the Skerritt Trust have increased their financial support for the service which means we can continue to provide this vital support to older people under the service's new name "Safe and Sound".

Safe and Sound will focus on the following key areas:

- ✓ The development of our housing department in the future, particularly into the County area and the development of fee paying work.
- ✓ Carry out comprehensive Home Wellbeing and Safety Checks to include fire safety, crime prevention & security, falls prevention & personal safety, fraud prevention, basic home energy advice and signposting to other services internally and externally. The Fire Safety work will be to the standard required in the contract with Nottinghamshire Fire and Rescue Service.
- ✓ To carry out Energy Efficiency work.
- ✓ To project manage minor works, particularly focussed on the households of older people who need substantive work on their heating systems who are unable to fund this work.
- ✓ To provide comprehensive home assessments associated with the Warm Homes on Prescription initiative.
- ✓ To project manage works for older and disabled people who use The Lifestyle Centre or who are waiting for DFGs. This will initially focus on wet rooms and scooter stores.

Feedback

"The service was a great help; we will now be warm and comfortable this winter. It has lifted a great worry off my mind."

"Having hot water seems a miracle after so much time without and I certainly feel better with it being warm in the house."

"With the new fire alarms that have been fitted, we now feel safe."

Case Study (anonymised):

"We will be warm this winter!"

Mr and Mrs D live in Clifton and are both in their 80's. Mrs D is finding it increasingly difficult to care for her husband with dementia. They have a large family but none of them live close by.

Over the past few winters Mr and Mrs D have been cold, as their boiler was over forty years

old and in need of repair, as well as being expensive to run. A leading gas company quoted £4,500 to replace the boiler which was far more than what they could afford.

Mrs D contacted the Age UK Notts Home Safety and Improvement Service (HSI) for help. A case worker completed an HHSRS assessment which identified that both the boiler and electrics were Category 1 Hazards meaning there was an immediate risk to their health and safety.

How did we help?

Works quickly began which included fitting a new A-rated efficient boiler, installation of a new fuse box and essential upgrading to the electrics. Through the HSI case workers support there was a £2,000 saving on the price of a new boiler and HSI project managed all the work, relieving Mrs D of the stress of managing the works.

Mr and Mrs D could mostly pay for the work but a £100 grant from The Skerritt Trust was an essential lifeline to make up the shortfall.

After completion of the works the client commented:

“The service was a great help, I now have the peace of mind that we will be warm and comfortable in winter. I can now concentrate on my husband and his dementia. It has lifted a great worry off my mind.”

BRE Health cost saving

The cost saving to the NHS for completing these works is £3,026 and £7,565 to society.

Advice

Information and Signposting

The Information and Signposting service supported 3,882 customers, of whom 2,943 were accessing our services for the first time. These customers were supported with information and signposting linked to a range of services, internal to Age UK Nottingham & Nottinghamshire, and externally to a range of other services and support.

Advice

The advice team supported 1,786 customers, of whom 1,274 were accessing our services for the first time.



Financial Information and Advice

455 people accessed the Financial Information and Advice Service, a service that was established to support people who fund their own care services within Nottinghamshire to plan and pay for their current or future care needs.

Housing Options and Silverlinks

248 people were supported by the Housing Options Service. In addition to this our Silverlinks Service provided information to 434 event attendees and 78 older people received peer to peer support to consider their housing needs.

Legal Advice Service

279 people accessed the Legal Advice Service with an increase in telephone appointments meaning that the service was more accessible to customers.

Money Advice Service

172 people were supported with face to face assistance to review their finances as well as to access grants and hardship funds.

Wills Service

108 people used our Will Writing Service to secure reduced cost wills or mirror wills.

Age UK Business Directory (AUBD)

We continue to operate our Age UK Business Directories that list checked and vetted traders across Nottinghamshire, Derbyshire, Leicestershire, Northamptonshire and Birmingham. Age UK London continue to use our AUBD website as their transition to a new platform is ongoing.

- 1,200 calls were made to the Age UK Business Directory freephone number in Nottinghamshire and many more enquires were made through our general number and other Age UK Notts services.
- 31,000 visits were made to our Age UK Business Notts Directory website by 10,000 users who registered over 100,000 page views.

Other Highlights from across the Team:

- ✓ We secured the *Age UK Information and Advice Quality Programme* and the *Advice Quality Standard* – these national externally audited and assessed awards accredited the quality of our advice and robustness of service management.
- ✓ We launched additional Outreach Activity at The Lifestyle Centre and Mansfield Shop.
- ✓ We launched our *Baily Thomas Provident Fund Advice Living Well Service* to support former employees of Mansfield Brewery.
- ✓ We launched our *Energy Switching Service* with information sessions as well as practical help to change suppliers.
- ✓ We completed the first stage of our Reception Refurbishment creating an improved dementia friendly environment for customers visiting the charity.
- ✓ We secured and successfully delivered a new programme called *Ambitions for Later Life* to facilitate the holistic assessment of customer needs and support.
- ✓ We received an extension to the funding of two existing programmes of delivery based on our performance against outcomes – *Later Life Links* and *Eon/First Utility Warm Home Discount Programme*.
- ✓ We secured benefit gains in excess of **£2.5 million** supporting customers to access unclaimed benefits, primarily relating to health benefits.

Feedback

"I found the financial service that was provided very helpful in enabling me to understand the issues regarding healthcare." (Financial Information & Advice)

"The help and advice Mary gave me was spot on. I now have a small flat and can move on with my life. Thanks to Mary." (Housing)

"I have not claimed before except when I was off work. Since I contacted Age UK I have received a lot of help for me and my wife. I would recommend your service to everyone." (Advice)

“Age UK were very helpful yet again. They gave me confidence to re-apply to obtain the higher rate of Attendance Allowance.” (Advice)

“We were helped to make a more positive decision because the solicitor we saw was extremely helpful and, we wish to thank you very much.” (Legal Advice)

“I found the advice very comprehensive.” (Money Advice Service)

“Pleased with the help and advice we were given by all.” (Advice)

Case Study

Mrs Brenda Shirley is an 84-year-old widow and retired business owner. She lives alone in the Nottingham city area in a rented large first floor flat. She suffers from arthritis and walks with a stick and struggles with mobility especially stairs.

Mrs Shirley has Telecare assistive lifeline technology equipment, grab rails and a bath seat and is independent and self-caring and gets state retirement, private and husband's pensions as well as Attendance Allowance.

She contacted our Housing Adviser because the landlord had to sell her flat because of impending soaring costs related to a leak that had occurred in the building roof causing catastrophic water damage to the structure.

Mrs Shirley, a sociable outgoing lady, has arthritis and walks with a stick. She had become very restricted in terms of accessing her community. This was because in the past there had been an external (to her flat) stair lift on the stair case shared with other flats but this had been removed by the building managers for "electrical reasons" and not replaced.

Her daughter visits almost daily and takes her shopping but her independence is being affected by her housing situation.

The housing advisor assisted Mrs Shirley to make a wide range of applications for social housing across South Nottinghamshire. One of these, a First Stop referral, resulted in Mrs Shirley moving into an independent living property owned by Abbeyfield Housing.

She was very happy with the property which she describes as *“perfect, of a high decorative and safety standard, and where she meets other tenants for coffee mornings and outings”*. She says she tells everyone about the housing advice she was given and invited the advisor to call on her in the New Year for a cuppa!

Mrs Shirley said:

“If it wasn't for Age UK I wouldn't be here in my new home. The housing advisor's visit was the best thing that ever happened to me. The people here are wonderful. I got a pile of cards when I came. Everyone passing waves to me. I couldn't be happier with what has happened since the Housing Advisor visited me.”

Health & Wellbeing

Connect

Age UK Notts delivers the Connect Service for Nottinghamshire County Council across mid-Nottinghamshire. As an early intervention service, we provide brief and short-term support to help people maintain their independence. Now in its third year the service continues to build on previous success and goes from strength to strength.

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, bereavement, and physical and mental health.

Creative solutions are at the heart of the service, thus reducing the impact on mainstream services. An additional Link Worker Role has been added to the service to help support people in the community remain independent at home following discharge from Kings Mill Hospital. Age UK Notts delivers the service in Mansfield, Ashfield and Newark & Sherwood although the service is available through other partners across the whole County.



The team has a programme of drop-in 'clinics' across mid-Notts and has built strong relationships with relevant partners in health & social care.

In the last financial year, the service supported a total of 3,889 service users, 24% more than the previous year, and breaks down into: Brief Interventions – 3,121, Short term support – 359 plus support for 409 clients that chose to remain anonymous.

Of these referrals 44% came from Ashfield, 33% from Mansfield and 23% from Newark & Sherwood.

Feedback

“The service has provided many of our patients and their carers with help and information, and most importantly emotional support so enabling them to have comfort and advice whenever they need it. We have many emotional success stories where patients have had their lives transformed by Connect at Age UK Notts and for this we are very grateful.”
(Woodlands GP Surgery, Ashfield)

Before contacting the Connect service at Age UK Notts I felt completely overwhelmed by the tasks required to help care & support my mother. The support worker was very friendly and supportive of both myself and my mother. From the first visit we accomplished so much. She visited every week until we had worked through all our tasks and until I felt confident to carry on. Without your support I would not have accomplished so much so quickly. (Service User)

The Living Well Service

As part of the Care Delivery Group (CDG) that works across Nottingham North & East (NNE) and Rushcliffe Clinical Commission Groups (CCG) we provide interventions that focus on supporting individuals to self-manage their health and independence. Partners within the CDG include GP practices, Community Nursing Teams, Adult Social Care and ourselves.

Through guided conversations we motivate & support individuals to identify their own goals and aspirations as well as developing self-management strategies to maintain their independence. We support individuals to access community resources and identify solutions to their needs. Through increased community engagement we reduce reported social isolation and loneliness.

By working together with the partners within the CDG we prevent or delay the need for more intensive health and social care support delivering cost savings against health & social care budgets. Funding for this service has been extended until the end of March 2019.

We have six Living Well Coordinators (3 per CCG) working closely with the Community Nursing Teams and GP Practices. They attended Multi-Disciplinary Team meetings (MDT's) at each GP practice where patients needs are discussed and potential community enhancements to clinical care can be agreed; an example of social prescribing that delivers fantastic outcomes for older people. These coordinators are supported by the office-based Triage team that manage and allocate referrals that we receive via our dedicated landline and email inbox.

Statistical Data

Last year we supported 1089 patients whose average age was 81. This included nine centenarians the eldest being 103.

62% of patients lived in Rushcliffe 38% in NNE. As the service is embedded within the primary health care system most referrals come from the Community Nursing Teams 38% (including Community Matrons, District Nurses Long Term Conditions Nurses, Respiratory Nurses etc.) and GP's 30% (including Practice nurses and other practice staff)

Feedback from Patients

"I have been in bed for 14 months and now I have at least half an hour outside each day. I feel so different. Thank you for making this possible for me."

"I'm going to really miss you when your visits come to an end. Thank you so much for all you've done. I feel alive again."

Feedback from Health Professionals (names changed)

"Mary isn't requesting the frequent home visits and generally seems happier and more settled, she seems to be enjoying her life."

"Thank you for supporting Jo to attend her scan, she was refusing to go due to her anxiety but agreed to go with your support"

Visiting & Telephone Befriending Service

The Visiting Service supports older people who experience loneliness and isolation. The service relies on the great support of our volunteers to provide companionship on a regular basis either as a home visitor or telephone befriender.

During the last year, we have made efficiency improvements to the ways of working, resulting in a more effective service for both users and volunteers. Consequently, we have been able to recruit more volunteers and support more people than ever before.

Visiting Service	No. of Service Users	No. of Volunteers
1 st April 17 – 31 st March 18	238	168
Active at 31 st March 18	114	109

Over the year, we supported a total of 238 older people by either providing them with a visitor or telephone befriender or offering some other form of support/signposting. Over the same period 168 volunteers were involved in providing the service (visiting or telephone befriending). In addition, we have supported a further 54 service users who are currently on the waiting list for a befriender. They receive regular calls from the team to monitor their status.

We have seen a significant increase in the number of telephone befriending volunteers (28 at year end) which has meant we have been able to support more service users in hard to reach locations where we lack visiting volunteers.

Volunteers are critical to the success of the Befriending Service. We support them with monthly updates about the service and organised two successful 'get together' events which provided an opportunity for them to share experiences with each other. The volunteer demographic has changed markedly in the last year, with many more full-time workers and students now volunteering. To accommodate these volunteers, we have adopted a more flexible approach with late afternoon/early evening introductions and volunteer interview sessions.

To improve the service further, we have developed stronger links and successfully integrated with both Forces Friends, and the Living Well Service Community team. As a result, we have supported service users with the help of volunteers from the Forces Friends project and been able to reciprocate this arrangement. Many of the patients supported by the Living Well Service Community team report being lonely and isolated so they refer their patients to the Befriending team for ongoing support

As illustrated in the quotes below the Befriending Service is valued by both Service Users and Volunteers:

Feedback from Service Users

"I think my volunteer is fantastic and makes me feel so much better"

"She has made a real difference, and I feel like I have known her all my life"

Feedback from Volunteers

"I get as much out of it as Mr. X, and really enjoy the companionship"

"We have so much in common and have such a laugh"

Forces Friends

During our first year of operating under the umbrella of the Age UK Joining Forces Project ("Joining Forces is funded through the Aged Veterans Fund funded by the Chancellor using LIBOR funds") the project has grown to cover the whole of the city & county.

The new funding allowed us to build on the previous pilot project which was funded for 15 months by The Royal British Legion (TRBL). The staff team has expanded to



include a fulltime outreach worker focused on promotional work, partnership work and volunteer recruitment, a full-time co-ordinator focused on supporting veterans and their dependents plus the volunteers within the service and a part time administrator to support our service users and volunteers.

The service provides short term and brief interventions to support veterans and/or their dependants. This may include benefits advice, signposting to other organisations such as SSAFA (a partner within the Age UK Joining Forces project) plus help accessing social and physical activities.

Many older veterans struggle with mobility and are looking for longer-term befriending services. We now have over 50 befriending volunteers regularly visiting or calling a veteran. Volunteers are carefully matched with veterans to foster a successful friendship. This part of the service was recognised during the main TRBL Service of Remembrance on BBC1 on 11th November last year. The item presented the positive outcomes for both volunteer and service user by speaking to a volunteer visitor who is the wife of a serving officer in the RAF and a lonely WW2 veteran who she visits on a weekly basis.

During the last year the service has helped nearly 700 people, either veterans or their dependants.

Feedback from a Volunteer

“Volunteering in my local community has been both a rewarding and humbling experience for me. Knowing that I am making a positive, valued difference to someone's life is one of the best feelings you can have. I really enjoy the couple of hours a week I spend with my ex-army veteran. As the daughter of an RAF veteran I appreciate the importance of looking after our ex Forces personnel - I wanted to help - but in fact I get a lot out of it too. I have learned about different music genres, new authors and so much more, I really enjoy his company.”

Feedback from Veterans

“the volunteer coming is the highlight of my week.”

“..... is a great help to me, it's just lovely to have some company.”

Feedback from the Family of a Veteran:

“We love her (the volunteer); it has made such a difference.”

“It has helped to get me out doing things, for instance tonight I am collecting for the British Legion at the performance of War Horse, so it's got me out more,”

“He (the volunteer) really makes a difference and it's nice to have the company.”

Men in Sheds

It has been another hugely successful year for the Men in Sheds Project with record numbers of members and attendances.

The project provides three well equipped workshops at Blidworth, Worksop and Daybrook where men aged 60 and over come together to socialise and take part in woodworking activities. Men in Sheds empowers members to take an active part in the project creating a sense of purpose and provides both physical and mental health benefits.

Members have received information on health promotions such as flu jabs, diabetes and heart health, been made aware of scams and signposted to other sources of support. Social

events have been organised including day trips, meals and parties. Our dedicated team of coordinators and volunteers have ensured that members are welcomed and supported and that the workshops have run safely.

Members have made a variety of wooden items; either for themselves or for sale and all proceeds have gone back into the project to help with sustainability. Each shed has good links with its local community having attended events such as the Arnold Carnival, Mansfield Museum's Christmas Market and the Christmas Tree Festival at Worksop Priory. Sheds have worked with local churches, schools, charities and other organisations including Gedling Borough Council, the Wildlife Trust, John Eastwood Hospice, Portland College and the Sneinton Market Regeneration Project.

Number of sessions run	Number of attendances	Number of members
1,105	7,986	195

Feedback from Members

"I was so depressed; I think that this shed might have literally saved my life"

"It has helped me with my mental health as well as my physical health. The members are more like friends – if you are lonely, you won't be for long"

"I enjoy meeting others, learning new skills and being useful. I feel happier and look forward to my time at the shed which helps me forget my medical problems"

"Men in Sheds has helped me cope with the death of my wife and helped me through a very dark period of my life"

Best Foot Forward

The Best Foot Forward (BFF) programme has continued to offer free, accessible health walks across Nottingham City. Eight different walks are offered a week with a further longer walk offered monthly.

Our dedicated team of volunteer Walk Leaders have run 361 walks throughout the year and welcomed over 400 new and regular walkers who have collectively completed 4,021 walks.

BFF has made links with the local Ramblers Association to support some of our walkers to progress on to their more challenging walks. We are also encouraging members of the Ramblers Association who are now finding their walks too strenuous to join our gentler walks rather than stop walking altogether. BFF has worked with Nottingham City Homes to encourage their residents to become more active and worked closely with Nottingham City Council's Community Activators providing them with training on leading walks and helping them to set up taster walks in Bulwell. We have continued to work with the Cardiac Support team and local cancer charities to encourage walking as part of patients' rehabilitation and with Cruse Bereavement to offer walking as a positive and social activity for people dealing with bereavement.

In our annual survey 100% of respondents rated the service as good or above; 98% reported that they felt healthier and more active and 97% advised us that they now feel happier since joining BFF.

Feedback

"One of the best decisions I made joining Best Foot Forward. Good starting point has lead onto other things such as joining a rambling association, more socially active, a lot fitter and

lost a lot of weight in the process.”

“Best Foot Forward has really improved my confidence and helps me cope with my depression”

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

The HMP Whatton Activity programme has had another very successful year. Over the past year there were over 10,000 attendances by prisoners at the 320 activity sessions that were delivered. The service is an integral part of the prison and has a tremendously positive impact on older prisoner’s wellbeing.

Alongside the activity programme Age UK Notts has delivered a pilot project developing Inclusive services for older prisoners alongside a resettlement programme.

The key priority during the project was to engage self-isolated prisoners in outreach activity within the prison.

This has been extremely successful and has resulted in 100% of true self-isolated prisoners fully engaging with activities. A range of activities took place including:

- ✓ Board Games in Dining Rooms
- ✓ Model-making Kits and 3D Jigsaws
- ✓ Films, Vintage TV Series, and Discussion
- ✓ Card Making

The pilot has also trained 34 prison staff on:

- ✓ General Aging Awareness
- ✓ Loss and Bereavement

The pilot has supported 43 prisoners around resettlement issues. The range of support requested varies greatly. A key area of support has been the provision of information to prisoners. In response to this a variety of information leaflets and booklets have been made available to prisoners.

In addition to the series of factsheets, a general resettlement booklet has been produced, based on a prototype created by a prisoner at HMP Whatton.

A telephone befriending service has been very successful and has supported several ex-offenders on a regular basis.

Activity Engagement (County) / Tackling Inactivity (City)

Building on the successful 'On Your Doorstep' events in Beeston, Stapleford and Eastwood the Activity Engagement Co-ordinator continued to build links within local communities. We attended events where older people gather including flu clinics to provide information about activities available to them locally and discuss any barriers or restrictions they may have in accessing activities.

By empowering and motivating older adults to overcome loneliness and isolation individuals were helped to access physical, social, educational, and health activities thus improving their overall health and wellbeing. With funding from Notts County Council Grant Aid, work was primarily focussed in the Broxtowe area. With funding from Nottingham Clinical Commissioning Group (CCG) the Tackling Inactivity work linked into activities available across the city including the Best Food Forward walks.

We continued to facilitate 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.

In addition, following a lot of research we produced a Things to do in Nottingham page on our website that includes all regular activities in the City. We produced similar pages for Broxtowe and Rushcliffe.

Feedback

A service user reported that the walks had improved her health and mental health, and she felt more active, and had gained confidence to try other things. *“I can’t believe it myself that I have actually started jogging now!”*

“I honestly believe that my health has improved [both mentally and physically] after joining the “Silver Pride” group. I certainly never regret joining and enjoy the varied sessions we have and the often amusing talks”.

The Sybil Levin Specialist Dementia Centre

In the last year the numbers of people attending the centre have really increased going from 211 people attending in December to over 300 people attending in March 2018.

We have delivered a Maintenance Cognitive Stimulation Therapy programme during the year with very impressive and successful outcomes.

We held several fundraising events last year including a Quiz night, Market Day, Christmas Meal, Body shop party, raffles, tombola’s, weight loss competition, cake sale and trips, this raised a total of £4,758.34 – thank you to everyone who supported us.

We now have 4 Rempods:

- A 1950’s living room
- A shop
- A Pub
- A Potting Shed

These Rempods are liked by the service users; they are used during interactive reminiscence sessions. We also now have two iPads which help support people with more advanced dementia and those who like to do solo activities. We can also take pictures of the things people do at the centre for them to take home and talk to their families about.

We have had two open days at the centre aimed at professionals who were able to see the centre and all that we offer. These have been very successful and have had a positive impact on referrals rates.



We have offered “Forget me Notts” sessions hosted by our friends at Trent Bridge Cricket Ground - one of the world's most inspiring sporting venues - providing free professional support and advice during social interaction and activity sessions for those living with dementia and their carers.

Case Study

We had a call from an ex-employee, who now works at the Highbury hospital. She was really struggling to find day services for a 58-year-old man who has early onset dementia. She had tried several places which were not suitable. As she had worked at the Sybil Levin centre she knew how good it was but didn't think this would be suitable because of his age. We suggested that he should visit the centre, just to see whether he felt that this was suitable.

He came for a visit and it went really well, we asked him what his interests were, and he soon got talking about his days as a DJ. We played lots of Motown music, which he loves and we talked about this music. Although he was very anxious, he really enjoyed his visit, he pottered around in the garden and even helped our driver to build a small item of furniture. We didn't push him into anything he didn't want to do and, to our ex-employee's surprise, he wanted to return to the centre as soon as possible and he now loves his time at the centre. He also loves going to the Forget-me Notts sessions each month and he hopes to soon be able to come to the centre two days per week.

Feedback

“A special message to thank you, you are really kind, it is thanks to you and all the staff that my mum stayed independent for so long, I will always recommend the centre to everyone”

“Dad has really embraced the centre he has told me how he has made new friends and has got to know quite a lot of people, thank you so, so much for all that you and all of the team have done”

Core

Information and Communication Technologies

A new ambitious digital strategy has been developed during the year, as a result by the end of 2018 we will have:

- ✓ Replaced 50 old computers to be able to run up to date software
- ✓ Moved from Windows 7 to Windows 10 to ensure on-going support from Microsoft
- ✓ Moved from Office 2010 to Office 2016 to ensure on-going support from Microsoft
- ✓ Moved to cloud-based storage of data which is more secure, cheaper and more accessible
- ✓ Changed the way in which we use social media with training for many more staff to begin to use our feeds
- ✓ Moved our website to a new improved platform
- ✓ Seen a step increase in on-line donations
- ✓ Made more use of mobile devices to improve service delivery in people's homes
- ✓ Used software to enhance our work with older people
- ✓ Changed our telephone supplier from BT to Barclays Communications
- ✓ Changed the way we print material to reduce costs
- ✓ Developed new on-line ways to access the charity
- ✓ Moved to a more paperless office environment
- ✓ Upgraded payroll software
- ✓ Used phone call analysis software to improve the customer experience

Finance

The finance team are now working fully within the cloud-based system which is reducing the amount of paper used and stored by the team. Once all services are cloud based online versions of forms will be used instead of paper format.

Last year the finance department, along with the HR team, implemented a major upgrade to our ADP payroll software. Next year we aim to take further steps to become as paperless as possible and to ensure that the accounts software, SAGE, is being fully utilised.

The finance team ensure that all staff are paid on time each month, make timely payments to suppliers and accurately account for all income and expenditure.

Feedback

"The Finance dept is BRILL" – from a staff leaver

"I think the new ADP system is WAY, WAY better than the previous version!" – from a member of staff

Estate, Compliance and Resources (ECR)

During last year new health & safety procedures have been put in place, in particular regarding the evacuation of buildings. The ECR Manager is now having regular reports completed by site leads to ensure that all health & safety checks are being carried out. Work has been undertaken to ensure our premises are being maintained and procurement has been improved to ensure we are getting the best value for money.

We are very grateful to our volunteer Handyperson who carries out a lot of the day to day building maintenance such as putting shelves up, moving furniture and painting offices.

Feedback

"Can I just say a very big thank you to David our volunteer who has very efficiently helped with putting up shelves etc in my new office and all with a smile on his face! Much appreciated David." from a member of staff

Data Protection

Over the last 2 years a thorough review of the Data Protection procedures and practices has been carried out. A major piece of work has been the creation of a new standardised consent form & procedure which are in line with the new GDPR regulations which come into force on 25th May 2018.

FACT: Fundraising, Communication and Training

2017 has been an exciting year for the FACT team. One of the highlights was the launch of our brilliant Trees for Life fundraising campaign to mark our 75th Anniversary. We have seen positive growth in the use of our website which has been migrated to a new platform. The use of our social media platforms has increased over the year. We've created a new staff and volunteer induction programme and introduced greater flexibility in delivering induction sessions. We've increased the range of our in-house online training programme and have provided hundreds of individual training sessions to upskill staff and volunteers.

Fundraising

Our *Trees of Life 75th Anniversary Celebration* in partnership with Rothera Sharp Solicitors helped the charity engage with individuals, communities and corporations. The lasting legacy created meant that over 1,000 trees were planted. Trees were planted in the following locations:

- Cotgrave Country Park
- Amesbury Circus – Cinderhill
- Nottingham Trent University Brackenhurst
- Woodthorpe Grange Park
- Tippings Wood – Blidworth

Volunteers from many organisations assisted with the campaign including Brewin Dolphin, Experian, Office of the Public Guardian, Mansfield Building Society, Rothera Sharp Solicitors and VF Corporation.

In total, nearly 275 trees were sponsored and over £20,000 raised. Without the partnerships with the Woodland Trust donating trees and Nottingham City and Nottinghamshire County Councils providing open spaces, the campaign would not have been successful. Persimmon Homes Community Fund enabled the charity to reach out to organisations such as VF Corporation and pupils & their family & friends at Candleby Lane School.

During our 75th Anniversary Year we challenged our volunteers and staff to carry out fundraising for the charity; we split people into teams and gave them £75 seed money. The 75 4 75 challenge was launched at Capital One and the teams raised an amazing £14,141.83! Thank you to everyone who took part in this challenge.

Feedback

“It has been great to work with Age UK Nottingham & Nottinghamshire for tree planting across the county in public spaces where saplings are needed. We have created a screen to a new housing estate in Cotgrave Country Park, re-planted an area previously inhabited by diseased conifer trees at Tippings Wood and both these projects will benefit local wildlife. To be able to support the campaign to help older people is a real plus and the project was of great benefit to all the participants too”- Lee Scudder, Nottinghamshire County Council

“We have benefited all the free labour and I don’t think Nottingham has had such a concentrated tree planting session for many years... Best wishes to all at Age UK, especially you and Maria, and I hope your campaign continues to be successful.” James Shallcross, Nottingham City Council

“We have had lots of positive feedback from both staff, children and families. It had a lovely community feel to the day” – Kathryn Wheatley, Teacher at Candleby Lane Primary School

“We would like to thank Age UK Notts for getting us involved in such a wonderful day. We have really enjoyed the day, it was really fulfilling and a pleasure to help with the Cotgrave Country Park planting.” – Linda Newman, VF Northern Europe – Calverton Site.

“Sustainability and the environment are very important to VF and Age UK Notts is a charity close to my heart as I already volunteer with the visitors service.” – VF Volunteer

“The opportunity was a great cause to support and the values and meaning behind the planting day really appealed to me.” – Office of the Public Guardian Volunteer

Communication

This year we spent several weeks upgrading our website to make it more user-friendly and we’re really pleased with the results. It’s a lot easier to navigate and we’ve been able to include some interactive pages, so volunteers can apply to us more quickly – a real bonus when so many committed individuals have made us their charity of choice. We’ve also recently introduced web-based online reporting for our visiting volunteers which will make it

much easier for them to send in the required information, cut down on the amount of paper we use and save around 75 hours per year in staff time which were used to compile paper records – a real win/win. We're updating our news stories every week so there will always be something new to see or learn about; another reason to check our pages on a regular basis.

After a period of careful consideration and consultation with our readers, we decided to stop publishing our EngAge magazine. Whilst we were sad to see the publication go from Nottinghamshire, we believe our future plans will enable us to communicate more dynamically, more frequently and in a way that enables us to let our readers know more about the impact the charity has on the lives of local older people. We are implementing our plans now to distribute newsletters via email (fully GDPR compliant) with printed copies for those without internet or email access.

Our social media use has become more frequent and relevant and we receive a few queries or questions each week from local people via our Facebook or twitter pages. The number of people who follow the charity on social media platforms has increased: Facebook has grown by 27% since last year and twitter by 11%. We've received positive press coverage for a variety of services and fundraising activities but our biggest reach by far was the inclusion of our Forces Friends project within the Royal British Legion Festival of Remembrance in November 2017 (broadcast by the BBC).

Training

More volunteers than ever have been keen to support our charity over the past year and we've looked hard at the way in which we support them to become valued members of our charity family. We realised we needed to offer a more flexible induction process to accommodate people who work or study locally. In July 2017, we delivered our first Saturday induction and have continued to programme quarterly sessions since so that volunteers can meet each other, find out more about the work and impact of the charity and have the chance to build their own social networks and experiences through volunteering. We revamped our induction process to produce a take-home booklet and 88% of our delegates identifying induction as (at least) very good. 15 inductions sessions were delivered in the year. We also introduced more sessions in the north of the county to better support volunteers from areas like Worksop, Retford and Mansfield.



Our on-line training continues to grow: 721 individual courses have now been completed by staff and volunteers (on topics such as safeguarding, GDPR and Equality and Diversity). Our online training facility has helped boost skills and knowledge whilst reducing the cost of training in travel time and expenses.

ClickSilver

Our much loved ClickSilver programme continued into its 5th year. In a recent survey, 71% of respondents rated it very good. Our older delegates really value the support of local students, appreciate their friendliness and patience and the fact that they help make the

course interesting and fun. Our ClickSilver graduates felt more confident, were able to have better and more frequent contact with family overseas and even join in within internet banking, renewing passports online and brushing up on their presentation skills. Over the course of the year, the ClickSilver programme helped 73 people upskill and 'join the internet'. We thank our student mentors, Nottingham Trent University and the University of Nottingham and our delivery partners, Capital One and Business in the Community for their contribution to this amazing project.

HR

The Human Resources Department provide the charity with support and consultancy relating to employment law, best practice, people management, learning and development, performance management and recruitment and retention. We also support the charity with DBS criminal record checks for staff and volunteers, last year we processed 203 checks, including 5 rechecks for existing staff. We aim to deliver an excellent and all-encompassing service and environment in which all members of staff and volunteers can thrive and are part of the delivery of Age UK Notts goals and strategy.

HR - Paid Staff

The HR department worked closely with Finance to move to an updated payroll system which now has increased capacity for HR functions and is more user friendly for employees and managers. In addition to this, the HR department has been closely involved in preparations for the upcoming GDPR legislation, to ensure compliance across the Charity.

The HR Department have also dealt with numerous matters, as well as handling the recruitment, induction and paperwork of 29 new starters, assisting with the recruitment of 43 vacancies. The team have also processed 38 leavers, 83 contract changes and held 25 interview days.

Feedback

"I could not have managed without your guidance this last year" - Senior Manager

"Thank you for all your help and time throughout the last few weeks" - Job Applicant

"What would I do without you?" - Manager

HR - 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.

Last year we:

- ✓ Introduced the Volunteer Handbook to ensure that new volunteers get a thorough induction to the Charity and that existing volunteers have a point of reference for volunteer policies and procedures
- ✓ Introduced with great success an online volunteer application form (now used by 95% of new applicants) to speed up the time taken to apply to the Charity with the added benefit of cost reduction with the saving of postage on sending out paper application forms
- ✓ Researched, developed and issued a volunteer satisfaction survey which resulted in an almost 50% return rate allowing satisfaction to be monitored across all key areas of volunteering and to put in place plans to improve any areas where our volunteers tell us we fell short
- ✓ Delivered training to staff members from each service supporting volunteers to ensure that best practice in volunteer management is used charity-wide.

We have recruited, interviewed and inducted 119 (93 previous year) new volunteers for the charity during the last year. We currently have 383 active volunteers

Feedback

“Thank you for seeing me on Thursday. The interview and conversation with you left me on a bit of a high. Age UK will be hard to let go of, so you may well be stuck with me for while longer”. - Volunteer (volunteer had been considering leaving his volunteer role)

“Just wanted to inform you that I was successful at interview and have gained a place at university to study graduate entry medicine starting this September. Your reference and the opportunities and experience I have had so far as a volunteer at Age UK has been invaluable and just wanted to thank you again. So very grateful to be a member of the team” - Volunteer

“Thank you. We really appreciate your help with these, it’ all looking really good. We can have the volunteers up and running very soon” - Staff member

Older People’s Advisory Group (OPAG)

Our Older People’s Advisory Group (OPAG) continues to support the charity to represent the needs of local older people. Throughout the last year, we have recruited 3 new members, merged the Group with our Charity Members and refreshed our Terms of Reference.

Members have supported a range of events including our intergenerational Christmas Lunch (run in conjunction with Nottinghamshire YMCA) and Fraud and Scams Awareness events (supported by Experian). Members have reviewed, advised on and agreed changes to our news publications and helped build awareness of Age UK Notts throughout their own networks including local foodbanks, Healthwatch and Patient Participation Groups.

Activities for Generating Funds

Fundraising Approach

Relationship building continues to be at the heart of fundraising activities during the year. We have reached out to individuals, communities and corporates by carrying out a range of events to suit their needs. We have a fundraising action plan and a fundraising committee.

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 due to activities carried out by the fundraising team.

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 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 fundraising 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 2017/18) and always seek to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

Details of fundraising activities can be found above in the “FACT” team report on [page 20](#).

West Bridgford Charity Shop

The high street retail market continues to be a challenging environment to work in. The centre of West Bridgford remains a vibrant location with coffee lounges and bistro bars etc. Our shop is located away from the pedestrianised Central Ave & Tudor Square. There are 10 charity shops in West Bridgford, so it is a competitive market. By far the majority of our donations come from the local community dropping them into the shop.

As always, a huge thank you to our dedicated team of volunteers and staff. We could not operate the shop without our wonderful volunteers. We are always looking to strengthen and expand our team of volunteers to cover the shop and back room sorting area so please call in to sample the atmosphere of the shop, bag a bargain or consider volunteering.

We rely on good quality donations to maintain the boutique style and attractive / welcoming retail experience. Sales were 1% ahead of target but overall income was 2% down as income from Gift Aid fell short of target.

The priority for the coming year is to revise our Gift Aid procedures to ensure traceability to point of sale is not compromised. Space for segregation remains our biggest issue.

Feedback

“It’s my favourite local charity shop. I always enjoy a browse to find a bargain item of clothing or a lovely ornament” - Customer

“I live on my own so volunteering at the shop gets me out of bed in the morning. I like meeting people and like knowing that our work raises money for the charity to help older people.” - Volunteer

Mansfield Shop

The Shop at 16/18 Regent Street, Mansfield has, for many years, specialised in the sale of donated furniture together with bric-a-brac.

To provide a free collection and paid-for delivery service, the shop has its own van with a powered tail-lift, and a full-time driver, who is supported by volunteers.

Until a little over a year ago, it was the only charity shop in the area that provided this type of

special service, until others – notably local charity Betel and, nationally, British Heart Foundation entered the market.

This, coupled with the noticeable down-turn in the local retail economy, has resulted in what has been a successful shop, struggling to meet its targets. Costs have been reduced to mitigate some of the reduction in sales and new initiatives – such as carefully purchased stock have been implemented.

Lately, weekly sales have been more positive, and it is hoped that this will continue into the new trading year.

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.

2017/18 has been a challenging year for the trading company, locally. This has also been the case countrywide. Our trading operation operates from offices in Nottingham City Centre, Nottingham Meadows, Mansfield, Derby, Horncastle, Scunthorpe, Hanley and Burslem. During the year, due to the downturn in the number of face to face enquiries, we moved from our dedicated premises on Upper Parliament Street in Nottingham to shared provision with Age UK Nottingham & Nottinghamshire on Shakespeare Street.

Despite the challenges, AULT has remained one of the top three performers in the country and it generated over £530,000 commission income and to create a surplus of £141,032 (26.6%).

This was gifted to its charity stakeholders:

Age UK Nottingham & Nottinghamshire	£61,382
Age UK Derby & Derbyshire	£22,703
Age UK North Staffordshire	£29,950
Age UK Lindsey	£19,074
Total	£133,109

The year ahead is set to be even more challenging with greater levels of competition, greater regulation and tighter gross margins. AULT will strive to attain optimum call-handling efficiency whilst maintaining a meaningful face-to-face service wherever possible. At the same time, expenditure will be closely controlled to maximise the financial benefit to the stakeholders.

AUBD Limited

Our Business Directory, run via AUBD Limited, continues to provide a web-based list of businesses who have been the subject to a checking and vetting process by our staff.

The service operates across the East and West Midlands and has 250 member companies. Our websites have had 90,000 page views and 21,000 visitors.

AUBD continued to operate in maintenance mode rather than expansion and during the last year a surplus of £26,219 was generated (£18,868 last year) that was used to repay outstanding loans.

Feedback from our Service Users

“Recently we asked for a list of painters & decorators. We got some quotes and chose a decorator. He is a credit to himself and you. Thank you for your directory”

“Reliable, prompt and did a professional job- very satisfied”

“Great guys, great service, great result. They were prompt, friendly, creative, hardworking, reliable and trustworthy”

George Henry Francis Payling’s Charity

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

The object of the Charity is the relief of elderly persons resident in the area of benefit. The area of benefit of the Charity is the area falling under the authority of Mansfield District Council.

From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2018 were £67,187 of which £53,685 were permanent endowments and £13,502 were expendable endowments.

The charity made 115 (177 last year) grants to individuals who were resident in the District of Mansfield during the year 1st April 2017 to 31st March 2018 totalling £2,547 (£3,739 during 2016/17).



Financial Review

The Consolidated Statement of Financial Activities (SOFA) on [page 47](#) shows that income was higher this year with total incoming resources for the year of £3,857,712 compared with £3,045,254 for the previous year, an increase of 27%.

Total resources expended have increased from £3,060,627 in 2016/17 to £3,320,818 in 2017/18.

Within resources expended charitable expenditure increased from £2,211,460 in 2016/17 to £2,580,472 in 2017/18. This increase being due to increased service provision within the Health & Wellbeing category including Postural Stability Falls Prevention, a full year of the Living Well service, a Carers audit project, Joining Forces and a combined prison project with Age UK Wakefield.

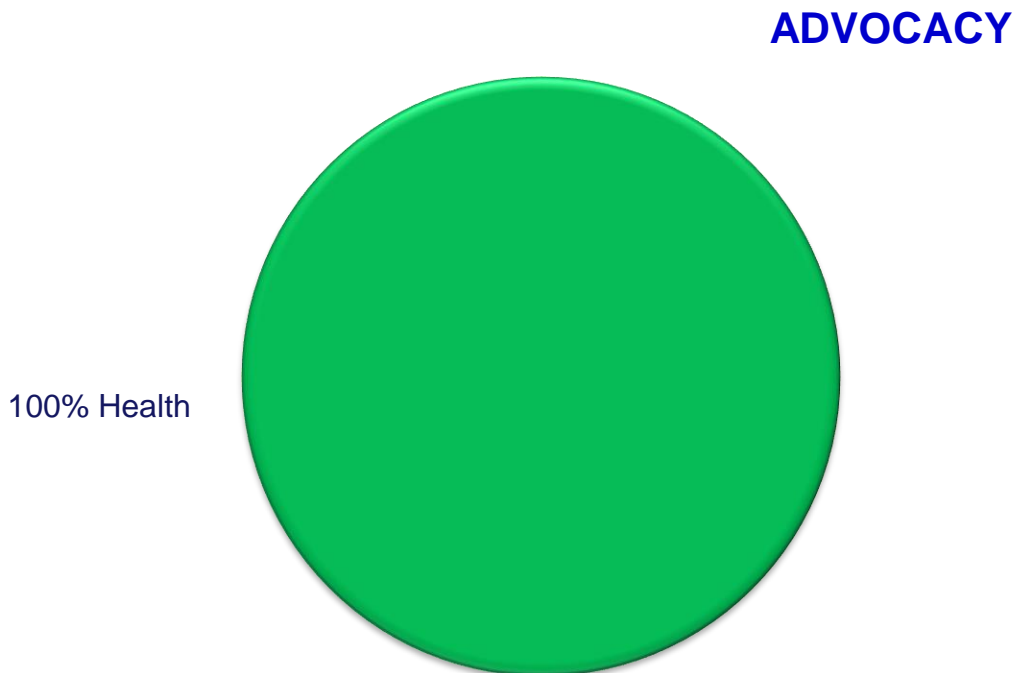
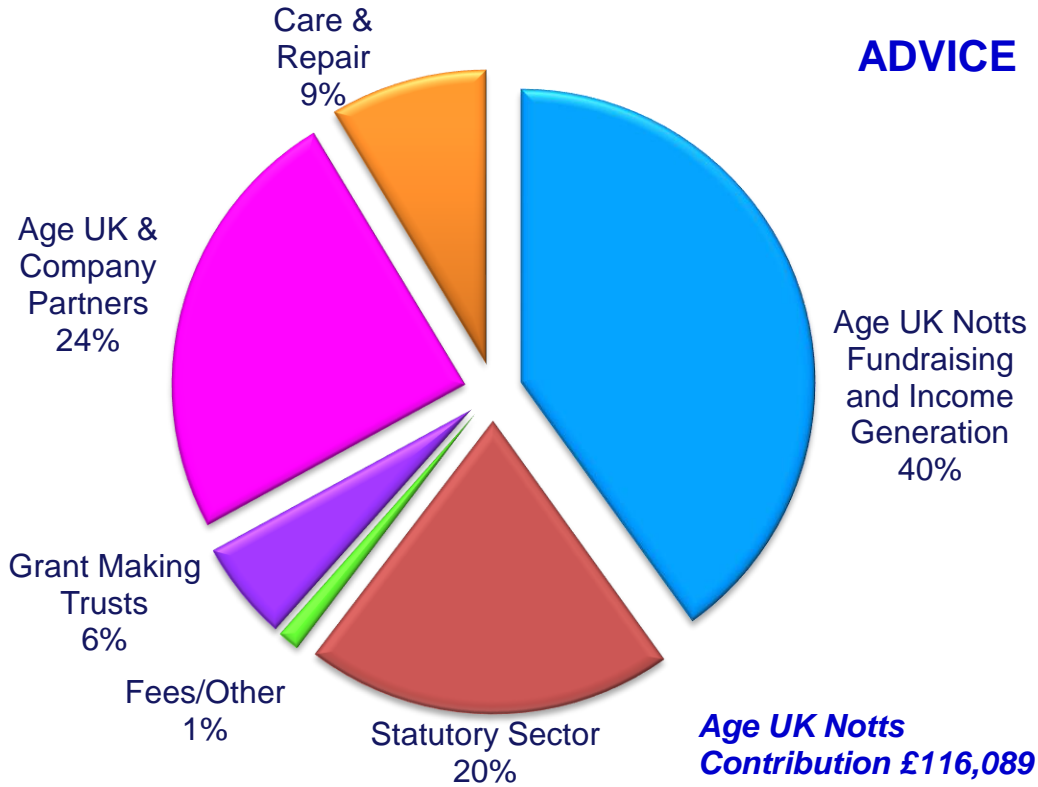
Income for the Trading Subsidiaries decreased by 20.9% from £843,900 in 2016/17 to £667,853 in 2017/18. This decrease was due to the reduced levels of commission income for the insurance products sold by Age UK Local Trading Ltd and AUBD Ltd concentrating on renewals rather than new business AUBD made a profit of £26,219 which enabled a repayment to the Charity of part of the long-term loan.

£629,332 of unrestricted funds were designated at 31st March 2018. £478,222 to cover service provision investment over the next 4 years where funding may not be obtained, £31,464 to fund Men in Sheds during 2018/19, £836 into Health & Safety, £50,000 put into the Buildings fund to cover planned works, £28,810 for a new minibus and £40,000 to go into the IT fund for replacing old equipment over the next year. See [note 17](#) on [page 68](#) for full details of all the designated funds which total £893,668 at 31st March 2018.

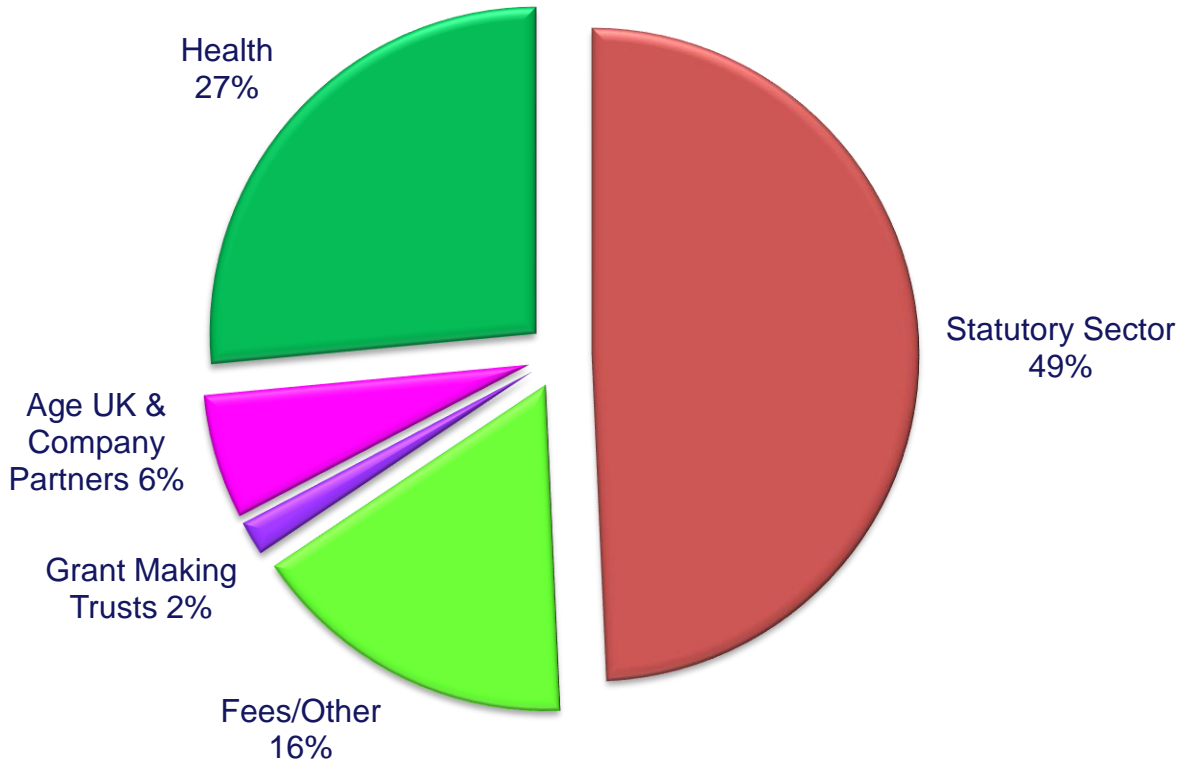
The unrestricted surplus for 2017/18 before transfer to designated funds was £606,221 with an increase in free reserves to £516,685 which is in line with our reserves policy see [page 32](#).

How Services are Funded

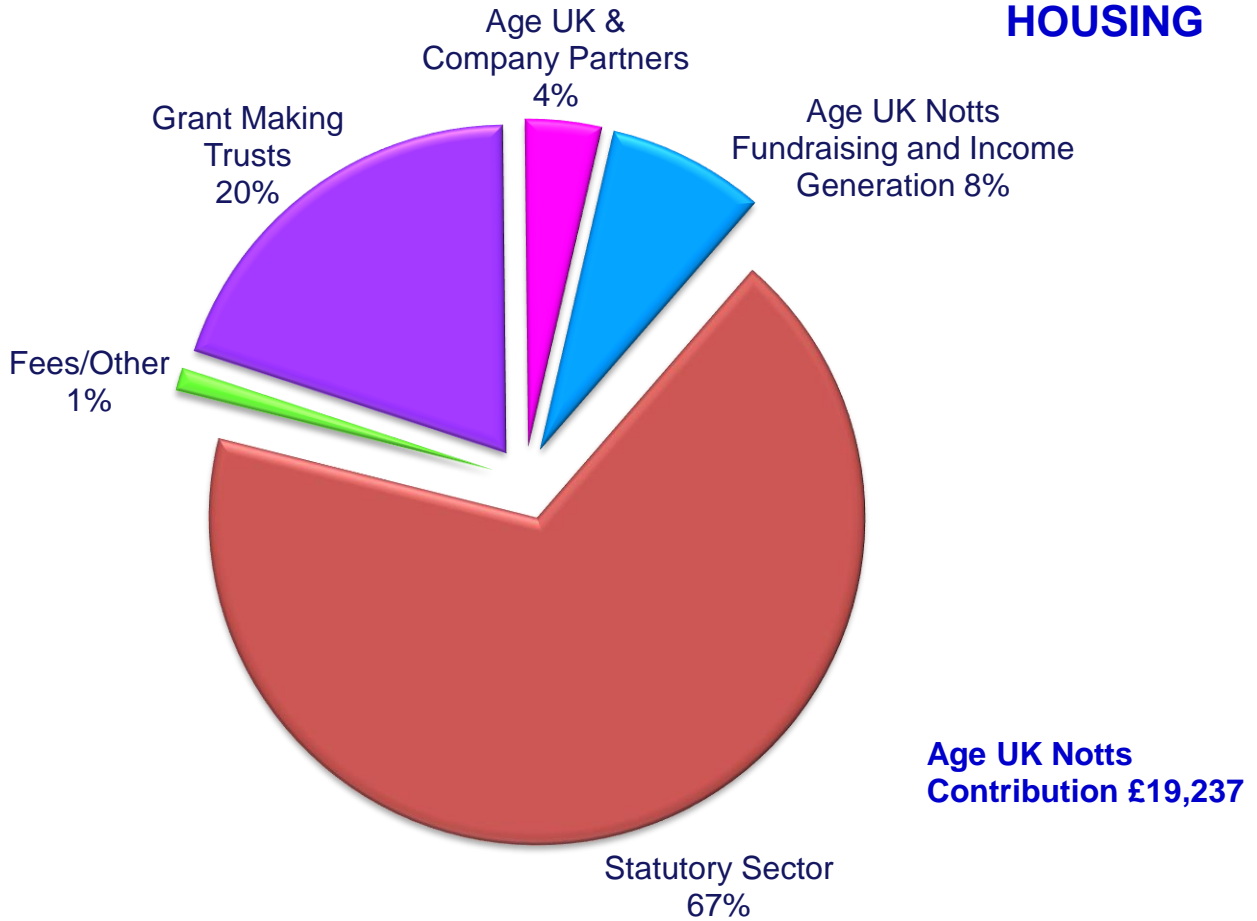
Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2017/18:



Health & Wellbeing



HOUSING



During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £135,326 and, in this connection, we are grateful for the support of the following:

Actons Solicitors	NHS Bassetlaw CCG
Age England Association	NHS Mansfield & Ashfield CCG
Age UK	NHS Newark & Sherwood CCG
Age UK Erewash Fundraising Committee	NHS Nottingham City CCG
ALEA Casino	NHS Nottingham North & East CCG
Asiana	NHS Nottingham West CCG
B P Rockett General Builder	NHS Rushcliffe CCG
B&M	North Midlands Construction
B&Q	Nottingham City Business Club
Bailey Thomas Provident Fund	Nottingham City Council
Banner Jones Solicitors	Nottingham CityCare Partnership
Book Club (The)	Nottingham College
Boots UK Ltd	Nottingham Community Cohesion Fund
Brewin Dolphin	Nottingham Community Foundation
Buckles Solicitors	Nottingham Community Fund - Freemasons
Business in the Community	Nottingham Crime and Drugs Partnership
Candleby Lane Primary School	Nottingham Energy Partnership
Capital One	Nottingham Playhouse
Care and Repair England	Nottingham Post (The)
CEMA	Nottingham Trent University
Chris Brown PSG	Nottingham University Hospitals NHS Trust
Cloud Cars	Nottinghamshire County Council
Coates Butchers, Bramcote	Nottinghamshire County Cricket Club
Confetti College	Nottinghamshire Fire & Rescue
Coversure Insurance Services	Nottinghamshire Healthcare NHS Trust
Cumin	Nottinghamshire Police
Currys	Nottinghamshire YMCA
Curtis Parkinson Solicitors	Notts. County in the Community
DBS Andersons Solicitors	Notts. Police & Crime Commissioner
Department of Health	Office of the Public Guardian
E.ON	On Fire Fund (Notts. Fire & Rescue)
Experian	Palace Theatre Newark
Fidler & Pepper Solicitors	PAPET (The Forman Hardy Holdings)
Foremost Security	Percy Bilton Charity (The)
Forman Hardy Charitable Trust	Persimmon Charitable Foundation (The)
Foundations	Property Search Group
Frank Keys	Prudential

Freeths LLP	Rothera Family Trust (The)
Fundraising Committee	Rothera Sharp Solicitors
Gangsta Granny	Royal British Legion
Garfield Weston Foundation	Royal Voluntary Service
Gedling Borough Council	Rushcliffe Borough Council
Geoff Ball (Stationary suppliers)	Sainsbury's
George Henry Francis Payling's Charity	Santander UK
George Square Financial Management	Savills
Gray Trust (The)	Sherwood Forest Hospitals NHS Trust
Harlequin Financial Management	Sherwood Forest Trust
HMP Wakefield	Sills & Betteridge
HMP Whatton	Sir John Eastwood Foundation (The)
Hudson Wealth Management Ltd	Skerritt Trust (The)
J N Derbyshire Trust (The)	Skipton Building Society
John A Stephens Builders Merchants	Specsavers
Jones 1986 Charitable Trust (The)	St. James's Place Foundation
Kindred Spirits	St. James's Place Wealth Management plc
King's Church, Arnold	Tesco Gateford Road, Worksop
Lady Hind Trust (The)	Tesco Nuthall Road, Cinderhill
Late Shopper (Nuthall Road)	Tesco Shakespeare Street, Nottingham
Lindhurst Farm Trust (The)	The Body Shop
Local Partnerships	The High School
Malt Cross	The Persimmon Charitable Foundation
Manor Surgery (The)	The Winifred Eileen Kemp Trust
Mansfield Building Society	Theatre Royal Nottingham
Marks & Spencer plc	University of Nottingham
Mary Potter Convent Hospital Trust (The)	VF Corporation
Mary Roberston Trust (The)	Vision Express
Mazars Charitable Trust	Vision West Notts College
Merck Chemicals	Walton Hotel (The)
Ministry of Defence	Wayfair
Nelsons Solicitors	Winifred Eileen Kemp Trust (The)
Newark & Sherwood District Council	Woodland Trust

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.

Terry Brown
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 of unrestricted 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 Housing 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 2018/19, excluding capital payments associated with the Housing 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 £471,786 and the total amount required for three months running costs plus the fundraising target for the year is £683,585. Free reserves as at 31st March 2018 totalled £516,685. The level of reserves is therefore within the reserve policy parameters of £471,786 to £683,585.

In addition to the unrestricted reserves the charity also has a series of designated funds which have been set aside for specific uses, these funds are regularly reviewed by the Board of Trustees to ensure they are sufficient to meet the anticipated needs of the charity going forward.

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 2017/18

Last year we aimed to achieve the following:

1. Develop a guided conversation toolkit, in line with our Health & Wellbeing strategy, to ensure all staff and volunteers use **guided conversations** utilising motivational interviewing techniques to draft an outcomes-based support plan for the person to improve their health & wellbeing. ✓ **Achieved in full**
2. To deliver **Maintenance Cognitive Stimulation Therapy** to older people with mild to moderate dementia at our specialist Sybil Levin Dementia Day Service. ✓ **Achieved in full**
3. Trial the **creative use of technology** for older people. ✓ **Achieved in full**
4. Expand our **Forces Friends** work across more of the county. ✓ **Achieved in full**
5. Develop our **Falls Prevention Work** to include strength and balance exercise classes. ✓ **Achieved in full**
6. Undertake a review of **volunteer practice** across the charity. ✓ **Achieved in full**
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. ✓ **Achieved in full**
8. **Information Communications Technology:**
 - a. Develop a new **Digital Strategy**. ✓ **Achieved in full**

- b. Move all files to the **cloud** via Office 365, except for archive storage that will be kept on the servers. **Achieved in part with some areas still in the process of migration at 31st April 2018, it is anticipated that the remaining files will be moved by September 2018.**
- c. Install a new **telephone system** to give additional functionality and flexibility.
✓ Achieved in full

Plans for Future Periods: Key Aims for 2018/19:

1. To deliver Maintenance Cognitive Stimulation Therapy sessions to older people with mild to moderate dementia from the community.
2. To create a new regular internal communication for volunteers and staff called the "Inside Loop".
3. Following the volunteer survey undertaken during 2017/18 create an action plan to make changes to the way in which we work with volunteers across the charity.
4. To carry out a staff survey to enable us to be informed of the ways in which we improve the wellbeing of our team.
5. To work with corporates, schools, colleges and universities to develop more opportunities for work experience and placements with the charity.
6. To ensure the group is compliant with the "making tax digital" initiative.
7. To use the new ADP payroll system to move to a paperless expenses system.
8. To develop our Housing provision under the new name "Safe and Sound" in line with the areas detailed in this section above ([page 8](#)).

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

Website: www.ageuknotts.org.uk



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



twitter.com/AgeUKNotts

Registered Charity No. 1067881

A company limited by guarantee, registration No. 3455485

Our Advisers

Group Auditors: Mazars LLP, Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Group Solicitors: Freeths 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

Honorary Offices

Royal Patron

HRH: The Prince of Wales KG KT GCB

President:

Commander Peter Moore RD*, RNR, DL

Life Vice-Presidents:

Olive Baines

Nigel Cullen OBE TD DL

Pauleen Davies MBE

Eric Edwards

Joyce Hackett

Jean Lewis

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:

Brian Burdus (Chairman)

Len Simmonds (Vice Chair)

Terry Brown (Hon. Financial Adviser)

Graham Cox

Nigel Cullen OBE TD DL (24/05/18)

Eric Edwards (to 28/09/17)

Anil Ghelani

Jackie Lewis

Mike Williamson

Sandra Warzynska MBE

In Attendance:

Mick Tinkler - Chief Executive & Company Secretary

Michelle Elliott - Assistant Chief Executive (Resources)

Non-Trustee Members:

Theresa Brennan (from 23/11/17)

Bryanna Bruce

John Cockcroft

Jane Davies (from 23/11/17)

Chris Dorkes

Eric Edwards

Janice Fox (from 23/11/17)

Eileen Heppell (from 23/11/17)

Davy Hudson (from 23/11/17)
Peter Moore RD*, RNR, DL
Marge Morris (from 23/11/17)
Mrs Carole Rowley
Laxmi Shah (to 23/11/17)
Neil Williamson
Nigel Cullen (from 24/05/18)

Finance & Audit Committee* (from 23/11/17)

Terry Brown – Trustee & Chair
Graham Cox – Trustee
Mike Williamson - Trustee
Mick Tinkler – Chief Executive
Michelle Elliott – Assistant Chief Executive (Resources)
Lesley Fairclough – Finance Manager
*Replaces the Finance Committee

Customer Focus Committee (from 23/01/17)

Len Simmonds – Trustee & Chair
Sandra Warzynska – Trustee
Mick Tinkler – Chief Executive
Di Trinder – Assistant Chief Executive (Services) & Quality Lead
Maria Cooke - Communications Director & Communications Lead
Emily Ashton – Service Manager (ISA) & Customer Service Lead

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

Company Secretary

Mr M I Tinkler

AUBD Limited (Age UK Business Directory)

A company limited by guarantee, Registration No. 06393966

Board of Directors:

Sandra Warzynska MBE (Chair)
Eric Edwards
Mick Tinkler
Visav Limited

Company Secretary:

Mick 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	Managing Director
Valda Smith	Commercial Director

AUBD Ltd Senior managers:

Mick Tinkler	Chief Executive
John Anderton	Business Development Manager (to 09/10/17)

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 27th 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 2nd March 1995.

AUBD's governing document is the Memorandum and Articles of Association. These were adopted when the company incorporated on 9th 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 26th 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 at the start of the financial year there were ten to allow a new Honorary Financial Adviser to be trained, as expected the number went back to nine at the AGM when Eric Edwards stepped down having trained the new Honorary Financial Adviser, Terry Brown. 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. The following courses are mandatory for all Trustees:

- ✓ GDPR (data protection)
- ✓ Conflict of Interest
- ✓ Confidentiality and Consent
- ✓ Equality & Diversity
- ✓ Disciplinary and Grievance
- ✓ Financial Management (for Trustees who are signatories to the charity bank accounts)
- ✓ Media Training (Chair and Vice-Chair)

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, procedures and the Scheme of Delegation 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 subsidiary Age UK Local Trading and 90% owned AUBD, have been established to undertake non-charitable trading and work outside of the charity's area of benefit. These companies gift aid most 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 26th June 2009. The object of the Charity is the relief of elderly persons resident in the area of benefit. The area of benefit of the Charity is the area falling under the authority of Mansfield District Council.

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 [page 37](#) above; they oversee 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](#) & [note 25](#) to the accounts ([page 71](#) and [page 72](#)). The Managing Director and 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 70](#)). The other Directors of Age UK Local Trading did not receive any remuneration. No Director of AUBD Ltd received remuneration in the year from the company.

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 123 risks detailed in the Charity's Risk Register on 31st March 2018, a decrease of eight 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 Senior Management Team monthly and by the Board of Trustees at each meeting. 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 July 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 must continue to meet to enable them to continue to use the Age UK brand.

A new high-risk area has been identified which is linked to a substantive reduction in commission rates for our home and contents insurance product which are negotiated at a national level by Age UK Enterprise. We have two agreements with national Age UK bodies, a commercial contract with Age UK Enterprise for products such as insurance and a charity contract with Age UK the national charity. As has happened with the commercial agreement the national body can make changes to these agreements that can then have a significant impact on us at relatively short notice. This is one of the consequences of being part of a national Age UK network with a shared brand, the actions of one partner can have an impact on others. We will continue to assess the pros and cons of being part of this network and have added two new risks one relating to the commission rates for trading and one more general risk about the membership of the Age UK Network.

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.

Charity Governance Code

Over the last year the Board spent some time reviewing the governance of the Age UK Notts Group using the Charity Governance Code for larger charities which was produced by the Charity Governance Code Steering Group made up of the following organisations:

- ✓ ACEVO: Charity Leaders Network
- ✓ Association of Chairs
- ✓ ICSA: The Governance Institute
- ✓ NCVO: National Council for Voluntary Organisations
- ✓ Small Charities Coalition
- ✓ WCVA: Wales Council for Voluntary Action.

The Charity Commission is an observer on the group.

The Board thinks that good governance is fundamental to our success as a charity. A charity is best placed to achieve its ambitions and aims if it has effective governance and the right leadership structures. Skilled and capable trustees will help a charity attract resources and put them to best use. Good governance enables and supports a charity's compliance with relevant legislation and regulation. It also promotes attitudes and a culture where everything works towards fulfilling the charity's vision. The aim of the Code is to help charities and their trustees to develop these high standards of governance.

The code covers the following areas:

1. Organisational purpose

The board is clear about the charity's aims and ensures that these are being delivered effectively and sustainably.

2. Leadership

Every charity is led by an effective board that provides strategic leadership in line with the charity's aims and values.

3. Integrity

The board acts with integrity, adopting values and creating a culture which help achieve the organisation's charitable purposes. The board is aware of the importance of the public's confidence and trust in charities, and trustees undertake their duties accordingly.

4. Decision-making, risk and control

The board makes sure that its decision-making processes are informed, rigorous and timely and that effective delegation, control and risk assessment and management systems are set up and monitored.

5. Board effectiveness

The board works as an effective team, using the appropriate balance of skills, experience, backgrounds and knowledge to make informed decisions.

6. Diversity

The board's approach to diversity supports its effectiveness, leadership and decision-making.

7. Openness and accountability

The board leads the organisation in being transparent and accountable. The charity is open in its work, unless there is good reason for it not to be.

The review was a very helpful process that has led to some changes to the way in which we operate. The only difference between the way in which the charity operates and the recommended practice detailed in the Governance Code is that we first seek to identify suitable Trustees from the relationships that we have across the group, it is only after we fail to identify a suitable individual, with the skill set required, that we advertise more widely.

The Trustees have agreed a cyclical annual programme of work to ensure it continues to meet the high standards detailed in the code. We will be carrying out some benchmarking work with other Age UKs or other charities. We will be documenting the relationship between Age UK Local Trading and the charity in line with the way in which AUBD is documented.

Thank You

In concluding the report from the Trustees, we would like to express our sincere thanks to all 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.

We would like to thank all the Charity's Trustees for the time, expertise and knowledge that they bring to the governance of the charity. Thank you to all the members of our Older Persons' Advisory Group, who also are our non-Trustee Members, who not only oversee the work of the charity's Board of Trustees, they are also an important interface with groups and bodies external to the charity that are involved with older people.

Thank you to our Senior Managers who work tirelessly to effectively manage the charity, ensuring our precious resources are effectively used to enhance the quality of life and promote the health & wellbeing of older people across the city and county.

We would also like to thank all our dedicated, professional and hardworking volunteers and members of staff, without you the charity would be nothing. You all make such a difference to the lives of the people that you touch.



We can look back with pride at the many achievements the charity has made over the last year 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 to the future to ensure we continue to meet the needs of 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

Handwritten signature of Mick Tinkler in blue ink.

Mick Tinkler
Chief Executive
20th September 2018

Handwritten signature of Mr B Burdus in blue ink.

Mr B Burdus
Chairman

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the "charity") for the year ended 31 March 2018 which comprise of The Consolidated Statement of Financial Activities, the Consolidated and Company Balance Sheet, The Consolidated and Company Statement of Cash Flows 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, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2018 and of the group's 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.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees' have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other Information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material

misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit;

- the information given in the Trustees' Report which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are Required to Report by Exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Trustees' Report.

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

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specific by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on [page 40](#), 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the Audit Report

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

Name: David Hoose
(Senior Statutory Auditor)
for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor
Park View House
58 The Ropewalk
Nottingham
NG1 5DW

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING SUMMARY INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2018

	<u>Note</u>	<u>Unrestricted Funds</u> £	<u>Designated Funds</u> £	<u>Restricted Funds</u> £	<u>George Henry Francis Payling's Charity</u> £	<u>Total 2018</u> £	<u>Total 2017</u> £
<u>Income and Endowments from:</u>							
<u>Donations and Legacies</u>							
Housing Services	<u>3</u>	-	-	49,370	-	49,370	48,459
Advice		7,415	-	10,620	-	18,035	18,668
Advocacy		-	-	1,259	-	1,259	76
Health & Wellbeing		-	-	31,105	-	31,105	18,463
Core Services		650,092	-	-	-	650,092	117,392
Shops	<u>5</u>	19,021	-	-	-	19,021	23,283
<u>Charitable Activities</u>							
Grants and Service Agreements							
Housing Services	<u>2a</u>	167,133	-	9,350	-	176,483	202,008
Advice	<u>2b</u>	29,868	-	130,498	-	160,366	128,600
Advocacy	<u>2c</u>	337,181	-	-	-	337,181	337,180
Health & Wellbeing	<u>2d</u>	840,974	-	294,226	-	1,135,200	752,891
Core Services	<u>2e</u>	21,050	-	4,031	-	25,081	29,785
Rent Receivable		14,677	-	-	1,517	16,194	3,540
<u>Other Trading Activities</u>							
Merchandising Income	<u>5</u>	147,819	-	-	-	147,819	163,945
Fundraising Income	<u>6</u>	54,891	-	659	-	55,550	50,844
Trading Subsidiaries		667,853	-	-	-	667,853	843,900
Fees and Contributions		335,811	-	28,863	-	364,674	300,691
<u>Investments</u>		370	-	-	425	795	1,507
<u>Other</u>		1,634	-	-	-	1,634	4,022
<u>Total</u>		3,295,789	-	559,981	1,942	3,857,712	3,045,254
<u>Expenditure on:</u>							
<u>Cost of Raising Funds</u>							
Merchandising Costs	<u>5</u>	174,026	-	-	-	174,026	189,849
Fundraising Costs	<u>6</u>	47,459	-	160	-	47,619	43,738
Trading Subsidiary Costs		518,701	-	-	-	518,701	615,580
<u>Expenditure on Charitable Activities</u>							
Charitable Expenditure	<u>8</u>						
Housing Services		178,648	10,000	58,901	-	247,549	271,044
Advice		148,309	-	141,192	2,547	292,048	287,053
Advocacy		314,726	-	1,265	-	315,991	274,616
Health & Wellbeing		949,672	-	375,590	-	1,325,262	980,950
Core Activities		358,027	15,402	23,069	3,124	399,622	397,797
<u>Total</u>	<u>8</u>	2,689,568	25,402	600,177	5,671	3,320,818	3,060,627
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	(556)	(556)	(79)
<u>Net Income/Expenditure</u>		606,221	(25,402)	(40,196)	(4,285)	536,338	(15,452)
Transfer between Funds	<u>17</u>	(629,332)	629,332	-	-	-	-
Minority Interest	<u>1</u>	(6,555)	-	-	-	(6,555)	(4,717)
<u>Net Movement in Funds</u>		(29,666)	603,930	(40,196)	(4,285)	529,783	(20,169)
<u>Total Funds brought forward</u>		824,648	289,738	334,649	71,472	1,520,507	1,540,676
<u>Total Funds carried forward</u>		794,982	893,668	294,453	67,187	2,050,290	1,520,507

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

Age UK Nottingham & Nottinghamshire
Registered Charity No. 1067881

BALANCE SHEET
AS AT 31ST MARCH 2018
Company No. 03455485

	<u>Notes</u>	<u>2018</u> £	<u>The Group</u> <u>2017</u> £	<u>2018</u> £	<u>The Charity</u> <u>2017</u> £
Fixed Assets					
Age UK Nottingham & Nottinghamshire					
Investments	<u>10</u>	-	-	92	92
Tangible Assets	<u>9</u>	560,536	984,697	537,373	969,909
George Henry Francis Payling's Charity					
Investments	<u>10</u>	11,071	21,701	11,071	21,701
Tangible Assets	<u>9</u>	47,051	47,310	47,051	47,310
		<u>618,658</u>	<u>1,053,708</u>	<u>595,587</u>	<u>1,039,012</u>
Current Assets					
Age UK Nottingham & Nottinghamshire					
Stock		280	1,722	280	1,722
Debtors	<u>11</u>	1,063,719	318,873	1,262,669	486,474
Cash at Bank and in Hand		556,605	403,777	489,726	358,546
George Henry Francis Payling's Charity					
Debtors	<u>11</u>	135	386	135	386
Cash at Bank and in Hand		9,365	6,514	9,365	6,514
		<u>1,630,104</u>	<u>731,272</u>	<u>1,762,175</u>	<u>853,642</u>
Creditors: amounts falling due within one year					
Age UK Nottingham & Nottinghamshire					
		207,420	269,417	126,101	167,108
George Henry Francis Payling's Charity					
	<u>12</u>	435	4,439	435	4,439
		<u>207,855</u>	<u>273,856</u>	<u>126,536</u>	<u>171,547</u>
Net Current Assets		1,422,249	457,416	1,635,639	682,095
Total Assets less Current Liabilities					
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans	<u>14</u>	5,513	12,068	-	-
Net Assets		2,035,394	1,499,056	2,231,226	1,721,107
Funds					
Age UK Nottingham & Nottinghamshire					
Restricted	<u>15</u>	294,453	334,649	294,453	334,649
Designated	<u>17</u>	893,668	289,738	893,668	289,738
Unrestricted		794,982	824,648	975,918	1,025,248
George Henry Francis Payling's Charity:					
Permanent Endowment	<u>15</u>	53,685	54,878	53,685	54,878
Expendable Endowment	<u>15</u>	13,502	16,594	13,502	16,594
Funds of the Charity	<u>16</u>	2,050,290	1,520,507	2,231,226	1,721,107
Minority Interest		<u>(14,896)</u>	<u>(21,451)</u>	-	-
TOTAL FUNDS		2,035,394	1,499,056	2,231,226	1,721,107

Approved by the Board of Trustees and authorised for issue on 20th September 2018 and signed on its behalf by:

Director **B Burdus** 

Director **T Brown** 

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 £510,119 (2017: (£34,320)).

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 50 to 72 form part of these financial statements

STATEMENT OF CASH FLOWS AND CONSOLIDATED STATEMENT OF CASH FLOWS

AS AT 31ST MARCH 2018

Company No. 03455485

	<u>Notes</u>	<u>The Group</u>		<u>The Charity</u>	
		<u>2018</u> £	<u>2017</u> £	<u>2018</u> £	<u>2017</u> £
Cash flows from operating activities:					
Net cash provided by (used in) operating activities 18a)		(164,609)	(8,505)	(212,629)	(15,391)
Cash flows from investing activities:					
Dividends, interest and rents from investments		16,989	5,047	19,252	32,996
Proceeds from the sale of property, plant and equipment		370,000	3,180	370,000	3,180
Purchase of property, plant and equipment		(70,219)	(53,868)	(52,665)	(53,868)
Proceeds from sale of investments		10,073	-	10,073	-
Purchase of investments		-	-	-	-
Net cash (used in) investing activities		326,843	(45,641)	346,660	(17,692)
Cash flows from financing activities:					
Repayments of borrowing		(6,555)	(4,717)	-	-
Net cash provided by (used in) financing activities		(6,555)	(4,717)	-	-
Increase (decrease) in cash and cash equivalents in the year 18b)		155,679	(58,863)	134,031	(33,083)
Cash and cash equivalents at the beginning of the year		410,291	469,154	365,060	398,143
Total cash and cash equivalents at the end of the year 18b)		565,970	410,291	499,091	365,060

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2018

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 £510,119 (2017: £34,320).

c) Going Concern

The Trustees are of the view that the Charity and group are a going concern see [page 32](#) 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 (2017: £78,100) 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 2018, 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	-	10% (straight line)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2018
(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 383 volunteers (2017:337) supported the Charity in a variety of roles, more detail can be found throughout 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 31st MARCH 2018
(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 31ST MARCH 2018
(continued)

2. GRANTS AND SERVICE AGREEMENTS	<u>2018</u>		<u>2017</u>	
	<u>Restricted</u> £	<u>Unrestricted</u> £	<u>Restricted</u> £	<u>Unrestricted</u> £
a) HOUSING				
Nottingham City Supporting People/ Nottingham City Capital				
Housing Matters (see Note 4)	-	147,133	-	172,034
Department of Health				
Winter Warmth	-	-	-	74
Age UK/E-on				
Energy/Handyperson Service	9,350	-	-	-
Age UK/First Utility				
Energy Checks	-	-	9,900	-
Nottinghamshire Fire & Rescue Service				
Safe & Sound	-	20,000	-	20,000
	9,350	167,133	9,900	192,108
b) ADVICE				
Care & Repair England				
Silver links	25,000	-	18,508	-
Age UK				
Development Fund (A&I)	-	-	1,608	-
Outreach Solutions Ltd				
Fraud Project	-	-	-	21,680
Age UK/E-on				
Benefits Advice	31,465	-	-	-
Planning for Later Life	29,917	-	10,000	-
Age UK/First Utility				
Benefits Advice	-	-	18,135	-
Age UK/Santander UK PL				
Ambitions for Later Life	9,000	-	-	-
Bailey Thomas Provident Fund				
Mansfield Brewery Advice	6,316	-	-	-
Nottinghamshire County Council				
Financial Advice	-	29,868	-	29,869
Better Benefits – Grant Aid (Government Grant)	28,800	-	28,800	-
	130,498	29,868	77,051	51,549

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

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

	<u>2018</u>		<u>2017</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	£	£	£	£
c) <u>ADVOCACY</u>				
<u>NHS Nottingham City CCG</u>				
City Care Home Advocacy	-	79,409	-	79,409
Care Home Engagement	-	11,480	-	-
Vanguard	-	15,750	-	15,750
<u>South Nott's CCG's</u>				
Hospital Advocacy	-	9,620	-	9,620
<u>Nottingham University Hospitals NHS Trust</u>				
QMC Advocacy	-	19,706	-	14,775
<u>NHS Rushcliffe CCG</u>				
Rushcliffe Care Home Advocacy	-	-	-	53,350
SSRU The Grand Advocacy	-	78,864	-	78,864
<u>NHS Nottingham North & East CCG</u>				
Nottingham North & East Care Home Advocacy	-	53,047	-	26,524
<u>Sherwood Forest Hospitals NHS Trust</u>				
Kingsmill Hospital Advocacy	-	34,964	-	31,752
<u>Nottinghamshire Healthcare Trust</u>				
Worry Catcher	-	24,350	-	-
<u>Nottinghamshire County Cricket Club</u>				
Life Story Books	-	2,000	-	-
<u>NHS Nottingham West CCG</u>				
Nottingham West Care Home Advocacy	-	7,991	-	27,136
	-	<u>337,181</u>	-	<u>337,180</u>
	<hr/>	<hr/>	<hr/>	<hr/>
	<u>2018</u>		<u>2017</u>	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	£	£	£	£
d) <u>HEALTH & WELLBEING</u>				
<u>Nottinghamshire County Council</u>				
Visiting Scheme – Grant Aid (Government Grant)	24,100	-	24,100	-
Men in Sheds – Grant Aid (Government Grant)	11,700	-	11,700	-
Activity Engagement – Grant Aid (Government Grant)	13,500	-	13,500	-
Connect	-	475,082	-	465,724
<u>NHS Nottingham North & East CCG</u>				
Integrated Care	-	148,969	-	82,989
Postural Stability Falls Prevention	-	41,000	-	-
<u>NHS Rushcliffe CCG</u>				
Integrated Care	-	148,969	-	82,990
Carers Audit	-	19,454	-	-
<u>Gedling Borough Council</u>				
Men in Sheds – Daybrook	5,850	-	11,700	-
<u>Nottingham City Council</u>				
Kindred Spirits (Best Foot Forward)	8,000	-	8,000	-

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

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

	2018		2017	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
d) HEALTH & WELLBEING (continued)				
Age UK				
No One Should Have No One	-	-	-	161
MCST Dementia Project	9,057	-	-	-
Winter Emergency Fund	2,000	-	-	-
Visiting Services	4,958	-	-	-
Age UK/Ministry of Defence				
Joining Forces	69,470	-	-	-
HMP Whatton Prison				
OPAL Activity Service	13,736	-	13,599	-
Whatton & Wakefield Project	128,855	-	-	-
Business in the Community				
Click Silver	3,000	-	3,000	-
NHS Nottingham City				
Tackling Inactivity	-	7,500	-	-
Nottingham University Hospital Trust				
Reminiscence	-	-	-	1,027
Royal British Legion				
Forces Friends Visiting	-	-	34,401	-
	<u>294,226</u>	<u>840,974</u>	<u>120,000</u>	<u>632,891</u>
e) CORE SERVICES				
Nott's County Council				
Core	-	-	-	187
The Peoples' Council				
Meetings	-	1,750	-	1,000
Age UK				
Supporting Friends of Age UK	-	4,300	-	4,300
Retainer	-	15,000	-	15,000
Fundraising Development	-	-	5,298	-
Age England Association				
Meetings in the East Midlands	<u>4,031</u>	<u>-</u>	<u>4,000</u>	<u>-</u>
	<u>4,031</u>	<u>21,050</u>	<u>9,298</u>	<u>20,487</u>
TOTAL GRANTS & SERVICE AGREEMENTS	<u>438,105</u>	<u>1,396,206</u>	<u>216,249</u>	<u>1,234,215</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 31ST MARCH 2018
(continued)

3. DONATIONS AND LEGACIES

	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
A. <u>UNRESTRICTED FUNDS</u>		
A Makanji	-	300
C Patel	-	400
The Forman Hardy Charitable Trust	-	250
The Gray Trust	1,000	1,000
The J N Derbyshire Trust	2,300	2,300
The Jones 1986 Charitable Trust	-	5,000
The Late A Baker	2,695	83,000
The Late E Barnes	-	10,000
The Late C S Beardall	5,000	-
The Late E Hallam	638,833	-
The Late B Morgan	-	(428)
The Late N Shaw	-	112
The late D E Stokes	-	2,348
The Late A Walker	(1,540)	20,600
The Late T A Woolrich	300	-
The Sir John Eastwood Foundation	1,500	1,500
Others < £250	<u>7,419</u>	<u>7,440</u>
	<u>657,507</u>	<u>133,822</u>
B. <u>RESTRICTED FUNDS</u>		
a) <u>HOUSING SERVICES</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
<u>Housing Matters</u>		
The Skerritt Trust	49,000	48,000
Individuals	<u>370</u>	<u>459</u>
	<u>49,370</u>	<u>48,459</u>
b) <u>ADVICE</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
<u>Silver links</u>		
Individuals	-	-
<u>Scams Project</u>		
Individuals	-	20
<u>Information & Advice and Signposting</u>		
Individuals	30	-
The Late M Paris	1,043	-
The Payling's Charity	2,547	3,739
The PAPET Trust	2,000	2,000
The Mary Robertson Trust	-	3,000
The Winifred Eileen Kemp Trust	5,000	-
Aviva Charities Trust	-	500
St James' Place Foundation	-	1,000
Sills & Betteridge	-	800
	<u>10,620</u>	<u>11,059</u>
c) <u>ADVOCACY</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
<u>Advocacy Service</u>		
Individuals	216	76
The Late M Paris	1,043	-
	<u>1,259</u>	<u>76</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

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

	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
d) <u>HEALTH & WELLBEING</u>		
<u>Integrated Care</u>		
Individuals	10	100
<u>Volunteer Prevention</u>		
Individuals	2,771	22
W H Smith	-	100
Age UK Legacy Share – The Late I Norman	2,250	-
<u>Forces Friends</u>		
Individuals	-	30
<u>Connect</u>		
Individuals	435	265
<u>Whatton Prison Service</u>		
K Colegate	500	1,350
Whatton Prison	574	-
<u>Men in Sheds</u>		
Individuals	779	427
The Lindhurst Farm Trust	2,000	2,000
NHS IRIS Team	-	125
The Lady Hind Trust	-	3,000
Waitrose – Newark	-	151
The Groundwork Trust	-	500
The Jones Charitable Trust	15,000	-
Nottingham Community Foundation – RTC Fund	500	-
Mansfield Building Society	500	-
The Sir John Eastwood Foundation	2,000	-
The Persimmon Charitable Foundation	1,000	-
<u>The Sybil Levin Centre</u>		
Individuals	639	927
Capital One	-	450
Skipton Building Society	<u>2,147</u>	<u>-</u>
	<u>31,105</u>	<u>9,447</u>
e) <u>CORE SERVICES</u>		
John Lewis	<u>-</u>	<u>195</u>
	<u>-</u>	<u>195</u>
 <u>TOTAL RESTRICTED DONATIONS AND LEGACIES</u>	 <u>92,354</u>	 <u>69,236</u>

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

	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
Nottingham City Council Grant	122,035	118,125
Payments to Subcontractors	<u>25,098</u>	<u>53,909</u>
	<u>147,133</u>	<u>172,034</u>

**NOTES TO THE FINANCIAL STATEMENTS FOR
THE YEAR ENDED 31ST MARCH 2018**
(continued)

5. SURPLUS ON SHOPS

	<u>Age UK</u>	<u>Mansfield Shop</u>	<u>West Bridgford</u>	<u>Total 2018</u>	<u>Total 2017</u>
	£	£	£	£	£
<u>Income</u>					
Merchandising Income	1,732	60,319	85,768	147,819	163,945
Donated Stock	-	17,330	-	17,330	19,919
Donation Cash	-	-	182	182	123
Donation – Gift Aid	-	300	1,209	1,509	3,241
Charges	-	8,190	-	8,190	2,830
Other	-	-	-	-	3,344
	<u>1,732</u>	<u>86,139</u>	<u>87,159</u>	<u>175,030</u>	<u>193,402</u>
<u>Direct and Overhead Expenses</u>					
Purchases	-	3,213	-	3,213	2,960
Donated Stock	-	17,330	-	17,330	19,919
<u>Less</u> Closing Stock	-	280	-	280	1,722
Staff Costs & Volunteer Expenses	-	45,220	40,348	85,568	94,663
Rent, Rates and Water	-	10,484	20,138	30,622	30,986
Light and Heat	-	1,479	2,040	3,519	3,462
Cleaning, Repairs, Renewals and Insurance	-	2,313	1,057	3,370	4,903
Telephone	-	1,648	342	1,990	1,798
Advertising	-	2,221	30	2,251	2,264
Depreciation	-	3,029	570	3,599	3,666
Sundry	-	-	343	343	112
Other Overheads	-	10,752	7,179	17,931	17,903
Transport and Collection	-	4,570	-	4,570	8,935
	<u>-</u>	<u>101,979</u>	<u>72,047</u>	<u>174,026</u>	<u>189,849</u>
Surplus/ (Deficit)	<u>1,732</u>	<u>(15,840)</u>	<u>15,112</u>	<u>1,004</u>	<u>3,553</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.

The Mansfield shop continues to be in deficit however there was a contribution towards the charities overheads of £13,280 during 2017/18 and £10,484 towards the rent of the leased building. We will continue to keep a close eye on performance and plan to discuss options with the Landlord during 2018.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

6. <u>FUNDRAISING AND PUBLICITY</u>	2018	2017
	£	£
Staff Costs	39,887	32,680
Postage, Printing and Stationery	686	172
Advertising and Publicity	6,415	9,155
Other Costs	631	1,731
	<u>47,619</u>	<u>43,738</u>

Note

The costs of fundraising are shown as £47,619 (2017: £43,738) with corresponding income of £55,550 (2017: £50,844), it should be noted that fundraising activity also contributed to the donations and legacies detailed in [note 3](#).

7. <u>GOVERNANCE COSTS</u>	2018	2017
	£	£
Annual General Meeting & Annual Report Production	9,254	8,934
Auditor's remuneration	8,657	11,190
Audit – bank charges	70	182
Board Meetings	11,778	13,978
Board of Trustees Expenses & Training	113	-
Insurance	626	620
Legal and Professional	70	-
	<u>30,568</u>	<u>34,904</u>

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

	Merchandising	Trading Subsidiaries	Housing	Advice	Advocacy	Health & Wellbeing	Grand Total
Governance	1830	6623	2259	1681	3967	14209	30568
Finance & HR	4727	17110	5836	4343	10249	36712	78978
Information Technology	1526	5524	1884	1402	3309	11852	25496
Contact Hub Core Administration	1736	6284	2143	1595	3764	13482	29004
Volunteer Strategy and Recruitment	933	3377	1152	857	2023	7246	15588
Senior Management Team	4492	16259	5546	4127	9739	34880	75043
Total	15244	55176	18820	14005	33050	118385	254678

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 31ST MARCH 2018
(continued)**

8. TOTAL EXPENDITURE

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2018</u>	<u>Total 2017</u>
	£	£	£	£	£
Direct Charitable Expenditure	1,846,653	84,774	612,806	2,544,233	2,169,814
Fundraising and Publicity					
- shops	81,628	3,599	88,799	174,026	189,849
- other	39,028	2	8,589	47,619	43,738
Governance Costs	18,933	142	11,493	30,568	34,904
Trading Subsidiary Costs	-	-	518,701	518,701	615,580
George Henry Francis Payling's Charity	-	1,297	4,374	5,671	6,742
	<u>1,986,242</u>	<u>89,814</u>	<u>1,244,762</u>	<u>3,320,818</u>	<u>3,060,627</u>
				<u>2018</u>	<u>2017</u>
				£	£
Staff Costs:					
Wages and Salaries				1,792,506	1,597,646
Social Security Costs				126,453	110,725
Pension Costs				67,283	61,142
				<u>1,986,242</u>	<u>1,769,513</u>
Note – The pension costs are allocated to activities in the proportion to the related staffing costs incurred.					
				£	£
Other Costs:					
Auditor's remuneration				8,657	11,190
Other audit costs				612	711
Grants - repair works for individuals				32,825	62,337
Property Costs				127,390	118,180
Travel Costs and Volunteers' Expenses				112,177	75,466
Transport / Stock Collection Costs				28,945	26,687
Advertising and Office Expenses				171,411	149,825
Training				15,457	23,620
Legal and Professional				150,066	70,208
Miscellaneous				56,817	26,626
Trading Subsidiary Costs				518,701	615,580
George Henry Francis Payling's Charity				4,374	5,549
Donated Stock				17,330	19,919
				<u>1,244,762</u>	<u>1,205,898</u>
				<u>2018</u>	<u>2017</u>
				No.	No.

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

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

Direct Charitable Services	58	53
Fundraising and Publicity	5	5
Management and Administration of the Charity	12	10
	<u>75</u>	<u>68</u>

The average monthly **headcount** (full-time and part-time employees) was 113 (2017: 112).

Group key management personnel total remuneration of £213,671 (2017: £241,411) including salary, employers national insurance and pension contributions is within costs above, [page 37](#) lists the key management for the Group.

As at 31st March 2018 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 31ST MARCH 2018
(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>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
At 1st April 2017	3,280	1,772,514	153,804	254,608	86,123	2,270,329
Additions in Year	51,439	3,973	7,281	6,488	-	69,181
Disposals in year	(3,280)	(536,542)	(7,094)	(18,758)	-	(565,674)
At 31st March 2018	51,439	1,239,945	153,991	242,338	86,123	1,773,836
Depreciation						
At 1st April 2017	1,086	912,982	142,631	151,803	77,130	1,285,632
Charge for Year	5,308	62,684	10,205	10,920	2,998	92,115
Disposals in Year	(1,250)	(142,131)	(7,096)	(13,970)	-	(164,447)
At 31st March 2018	5,144	833,535	145,740	148,753	80,128	1,213,300
Net Book Values						
At 31st March 2018	46,295	406,410	8,251	93,585	5,995	560,536
At 31st March 2017	2,194	859,532	11,173	102,805	8,993	984,697

(b) **THE CHARITY**

	<u>Leasehold Property</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>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
At 1st April 2017	-	1,765,985	108,946	230,830	86,123	2,191,884
Additions in Year	34,467	3,973	6,870	6,317	-	51,627
Disposals in Year	-	(530,013)	-	(18,531)	-	(548,544)
At 31st March 2018	34,467	1,239,945	115,816	218,616	86,123	1,694,967
Depreciation						
At 1st April 2017	-	910,233	98,186	136,426	77,130	1,221,975
Charge for Year	3,447	62,357	9,654	10,061	2,998	88,517
Disposals in Year	-	(139,055)	-	(13,843)	-	(152,898)
At 31st March 2018	3,447	833,535	107,840	132,644	80,128	1,157,594
Net Book Values						
At 31st March 2018	31,020	406,410	7,976	85,972	5,995	537,373
At 31st March 2017	-	855,752	10,760	94,404	8,993	969,909

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018**
(continued)

9. TANGIBLE FIXED ASSETS (continued)

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

	Freehold Property £	Fittings & Fixtures £	Total £
Cost			
At 1 st April 2017	55,661	-	55,661
Additions in Year	-	1,038	1,038
As at 31st March 2018	55,661	1,038	56,699
Depreciation			
As at 1 st April 2017	8,351	-	8,351
Charge for Year	1,193	104	1,297
As at 31st March 2018	9,544	104	9,648
Net Book Values			
At 31st March 2018	46,117	934	47,051
At 31 st March 2017	47,310	-	47,310

10. INVESTMENTS

	<u>The Group</u> £	<u>The Charity</u> £	<u>George Henry Francis Payling's Charity</u> £
Cost and Net Book Value			
At 1 April 2017	21,701	92	21,701
Additions	-	-	-
Disposals	(10,073)	-	(10,073)
Loss on investments	(557)	-	(557)
At 31 March 2018	<u>11,071</u>	<u>92</u>	<u>11,071</u>

11. DEBTORS

	<u>The Group</u>		<u>The Charity</u>	
	<u>2018</u> £	<u>2017</u> £	<u>2018</u> £	<u>2017</u> £
Grants Receivable	143,740	59,485	143,740	59,485
Prepayments	28,896	39,537	26,491	30,317
Tax Debtor	-	-	-	2,766
Other Debtors	208,467	110,123	165,847	61,020
Amounts due from subsidiary undertakings	-	-	243,975	223,158
Donations Receivable	682,616	109,728	682,616	109,728
George Henry Francis Payling's Charity				
Debtors	135	386	135	386
	<u>1,063,854</u>	<u>434,979</u>	<u>1,262,804</u>	<u>486,860</u>

Included within amounts due from subsidiary undertakings for the Charity is an amount of £165,335 which is due from AUBD Limited and will not be repaid until the company is profit making. It is expected that £21,359 of this will be paid during 2018/19.

12. CREDITORS: amounts falling due within one year

	<u>The Group</u>		<u>The Charity</u>	
	<u>2018</u> £	<u>2017</u> £	<u>2018</u> £	<u>2017</u> £
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	170,210	239,792	119,578	167,108
Taxation and Social Security	6,523	4,717	6,523	-
Other Creditors	30,687	24,908	-	-
George Henry Francis Payling's Charity				
Accruals and Deferred Income	435	4,439	435	4,439
	<u>207,855</u>	<u>273,856</u>	<u>126,536</u>	<u>171,547</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(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 1st April 2018. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31st March 2018.

	<u>The Group</u>	<u>The Charity</u>
	<u>£</u>	<u>£</u>
Balance as at 1 st April 2017	161,986	121,903
Amount released to income earned from charitable activities	(161,986)	(121,903)
Amount Deferred in the Year	74,071	48,371
Balance as at 31st March 2018	74,071	48,371

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

	<u>The Group</u>		<u>The Charity</u>	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
VISAV Set up costs	5,513	12,068	-	-
Analysis of Borrowings:				
Within one year	-	-	-	-
Between two and five years	5,513	12,068	-	-
	5,513	12,068	-	-

15. RESTRICTED FUNDS

A) HOUSING

Funded by:

Nottingham City Council

	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2017</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2018</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Home Maintenance (West Area)	719	-	114	605
Home Maintenance (West Area) Sinking Fund	1,008	-	200	808
Home Safety	44	-	4	40

The Skerritt Trust

General	16,592	49,000	48,727	16,865
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Age UK/E-on/First Utility

Home Service	660	-	67	593
Energy/Handy Person Service	-	9,350	9,350	-
Emergency Housing Fund	2,266	-	-	2,266

General Donations

Staying Put Hardship Fund	413	-	-	413
Housing Matters	-	370	370	-

National Lottery Charities Board

Mobile Resource	20	-	2	18
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NHS Nottingham City CCG

First Link	667	-	67	600
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HOUSING TOTAL

22,389	58,720	58,901	22,208
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

15. <u>RESTRICTED FUNDS</u> (continued)	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
	<u>1.4.2017</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2018</u>
(B) <u>ADVICE</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Funded by:				
<u>Care & Repair England</u>				
Silver Links	-	25,000	25,000	-
<u>The Payling's Charity</u>				
I&A for Individuals Living in Mansfield	-	2,547	2,547	-
<u>Nottinghamshire County Council</u>				
Better Benefits – Grant Aid	-	28,800	28,800	-
<u>Help the Aged/Age UK</u>				
Advice Service	265	-	27	238
Action Against Burglary	32	-	3	29
<u>Department of Health</u>				
Direct Payments	199	-	20	179
<u>Age UK</u>				
Age Resource Information & Advice	98	-	10	88
<u>DEFRA</u>				
Advice Service Rural Areas	135	-	14	121
<u>Age UK/E-on/First Utility</u>				
Benefits Advice	-	31,465	31,465	-
Planning for Later Life	-	29,917	29,917	-
Ambitions for Later Life	-	9,000	9,000	-
<u>PAPET Trust</u>				
Signposting	-	2,000	2,000	-
<u>The Winifred Eileen Kemp Trust</u>				
Advice	-	5,000	5,000	-
<u>Bailey Thomas Provident Fund</u>				
Mansfield Brewery Advice	-	6,316	6,316	-
<u>General Donations</u>				
Contact Hub	-	30	30	-
The Late M Paris	-	1,043	1,043	-
<u>ADVICE TOTAL</u>	729	141,118	141,192	655
<u>(C) ADVOCACY</u>				
<u>General Donations</u>				
Advocacy	-	216	216	-
The Late M Paris	-	1,043	1,043	-
<u>Nottinghamshire County Council</u>				
Advocacy North Nott's	60	-	6	54
<u>ADVOCACY TOTAL</u>	60	1,259	1,265	54

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

15. RESTRICTED FUNDS (continued)	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
(D) HEALTH & WELLBEING	<u>1.4.2017</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2018</u>
Funded by:	£	£	£	£
<u>Nottingham Primary Care Trust</u>				
Age Well Project	29	-	3	26
<u>National Lottery Charities Board</u>				
Membership (Kindred Spirit)	94	-	9	85
<u>Nottingham City Council</u>				
Membership (Best Foot Forward)	-	8,000	8,000	-
Sybil Levin Centre	3,542	-	221	3,321
<u>Nottinghamshire County Council</u>				
Newark	135	-	13	122
West Bridgford Visiting Scheme	141	-	13	128
Visiting Scheme – Grant Aid	-	24,100	24,100	-
Men in Sheds – Worksop – Grant Aid	-	11,700	11,700	-
Link Age Shopping Service	61	-	6	55
Carers Demonstration Site	68	-	6	62
Activity Engagement – Grant Aid	-	13,500	13,500	-
<u>Business in the Community</u>				
Click Silver IT Training	-	3,000	3,000	-
<u>General Donations/Fees</u>				
Visiting Service Individuals	-	2,771	2,771	-
Age UK Legacy Share – The Late I Norman	-	2,250	2,250	-
Whatton Prison Individuals	-	1,074	1,074	-
Integrated Care Individuals	-	10	10	-
Connect Individuals	-	435	435	-
<u>Friends of Ashfield Community Hospital</u>				
Connect Hardship Fund	1,000	-	50	950
<u>Age UK</u>				
Fit as a Fiddle	140	-	13	127
Men in Sheds	607	-	61	546
MCST Dementia Project	-	9,057	9,057	-
Winter Emergency Fund	-	2,000	2,000	-
Visiting Services	-	4,958	4,958	-
<u>Age UK/Ministry of Defence</u>				
Joining Forces	-	69,470	67,918	1,552
<u>Men in Sheds</u>				
Fees	1,093	28,863	28,423	1,533
Individual Donations	-	779	779	-
Trust Donations	-	20,500	20,500	-
Company Donations	-	500	500	-
Fundraising	-	147	147	-
<u>District Council</u>				
Gedling Borough -Day Brook Men in Sheds	10,391	5,850	16,241	-
<u>HMP Whatton Prison</u>				
OPAL Prison Project	3,127	13,736	14,338	2,525
Whatton & Wakefield Project	-	128,855	128,855	-
<u>The Skerritt Trust</u>				
Sybil Levin Decorating	1,359	-	85	1,274
<u>Sainsbury's Plc</u>				
Sainsbury's Project	178	-	18	160

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

15. RESTRICTED FUNDS (continued)	Balance	Movement in Resources		Balance
(D) HEALTH & WELLBEING (continued)	1.4.2017	Incoming	Outgoing	31.3.2018
Funded by:	£	£	£	£
<u>Sybil Levin Donations</u>				
Sybil Levin Centre- Building	2,122	-	106	2,016
McCarthy & Stone – Security	209	-	10	199
Barclays Bank Carpets	267	-	27	240
Grant Thornton	675	-	68	607
Yorkshire Building Society	393	-	39	354
The Skerritt Trust	4,000	-	500	3,500
Anonymous	16,000	-	2,000	14,000
The Percy Bilton Charity	2,000	-	250	1,750
New Appeals	1,588	-	265	1,323
The Robert McAlpine Trust	3,107	-	389	2,718
Sybil Levin Centre (High Sheriff of Nott's Appeal)	42,554	-	7,720	34,834
Newark Day Care – The Beatrice Lang Trust	108	-	11	97
Worksop Day Care – The Beatrice Lang Trust	125	-	13	112
Sybil Levin – Individuals & Companies	-	639	639	-
Sybil Levin – Skipton Building Society	-	2,147	2,147	-
Sybil Levin Fundraising	-	512	512	-
<u>HEALTH & WELLBEING TOTAL</u>	95,113	354,853	375,750	74,216
<u>(E) CORE SERVICES (inc. MERCHANDISING COSTS)</u>				
<u>Joint Finance</u>				
Gedling Development Officer	24	-	24	-
Rushcliffe Continuing Care Support Worker	76	-	76	-
<u>Age UK</u>				
Bradbury House Building	7,684	-	486	7,198
Upper Parliament Street	1,935	-	1,935	-
<u>Nottingham City Council/Transact Grant</u>				
Travel Plan	6,764	-	426	6,338
<u>General Donations</u>				
Bradbury House Building	174,461	-	15,717	158,744
<u>Age UK in the East Midlands</u>				
Work in the East Midlands	23,189	4,031	4,405	22,815
<u>Festival Fund</u>				
Donations/Fundraising/Charges	2,225	-	-	2,225
<u>CORE SERVICES TOTAL</u>	216,358	4,031	23,069	197,320
George Henry Francis Payling's Charity	71,472	1,942	6,227	67,187
<u>TOTAL RESTRICTED FUND</u>	406,121	561,923	606,404	361,640

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

DIRECT CHARITABLE PURPOSES

Restricted Funds

	<u>Tangible</u>		
	<u>Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Advice Service – Help the Aged	238	-	238
Action Against Burglary – Age UK	29	-	29
Direct Payments	179	-	179
Home Maintenance (West Area)	1,413	-	1,413
Home Safety	40	-	40
Transact Travel Plan	6,338	-	6,338
National Lottery Charities Board - Kindred Spirits	85	-	85
Skerritt Trust - General	-	16,865	16,865
Skerritt Trust -Sybil Levin	1,274	-	1,274
Sainsbury's Project	160	-	160
Staying Put - Hardship Fund	166	247	413
Age Concern England – Building	7,198	-	7,198
Age UK East Midlands	-	22,815	22,815
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	34,834	-	34,834
Age UK – Membership (Fit as a Fiddle)	127	-	127
Age UK – Emergency Housing Fund	-	2,266	2,266
Age UK – Men in Sheds	546	-	546
Whatton Prison	-	2,525	2,525
Home Service	593	-	593
Festival Fund	-	2,225	2,225
Bradbury House Building	158,744	-	158,744
Age Well Projects	26	-	26
National Lottery Charities Board - Mobile Resource	18	-	18
Age Resource Advice and Information	88	-	88
West Bridgford Visiting Scheme	128	-	128
Joining Forces	-	1,552	1,552
Sybil Levin Building	2,977	-	2,977
- The Skerritt Trust	3,500	-	3,500
- Anonymous	14,000	-	14,000
- The Percy Bilton Charity	1,750	-	1,750
- New Appeals	1,323	-	1,323
- The Robert McAlpine Trust	2,718	-	2,718
McCarthy & Stone Camera	199	-	199
First Link	600	-	600
Sybil Levin Centre – Nottingham City Council	3,321	-	3,321
Newark Day Care	219	-	219
Worksop Day Care	112	-	112
Sybil Levin – Barclays	240	-	240
DEFRA	121	-	121
Link Age Shopping Service	55	-	55
Carers Demonstration Site	62	-	62
Generic Advocacy	54	-	54
Connect Hardship Fund	-	950	950
Men in Sheds fees	-	1,533	1,533
George Henry Francis Payling's Charity	47,051	20,136	67,187
<u>RESTRICTED FUNDS AT 31ST MARCH 2018</u>	<u>290,526</u>	<u>71,114</u>	<u>361,640</u>
<u>DESIGNATED FUNDS AT 31ST MARCH 2018</u>		<u>893,668</u>	<u>893,668</u>
<u>UNRESTRICTED AT 31ST MARCH 2018</u>	<u>317,061</u>	<u>447,921</u>	<u>794,982</u>
<u>TOTAL ASSETS</u>	<u>607,587</u>	<u>1,442,703</u>	<u>2,050,290</u>

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26th June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity. The two material restricted funds for Age UK Nottingham & Nottinghamshire are £34,834 Sybil Levin Centre property and £158,744 Bradbury House property which are included within fixed assets.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

17. DESIGNATED FUNDS

	<u>Balance</u> <u>1st April 2017</u>	<u>Movement</u> <u>in Resources</u>	<u>Transfers</u> <u>between Funds</u>	<u>Balance</u> <u>31st March 2018</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Employers Liability Fund	46,000	(10,000)	-	36,000
Health & Safety	3,000	(836)	836	3,000
Service Provision	73,839	-	(73,839)	-
The 2018/19 Eric Hallam Service Investment	-	-	130,000	130,000
The 2019/20 Eric Hallam Service Investment	-	-	135,200	135,200
The 2020/21 Eric Hallam Service Investment	-	-	140,608	140,608
The 2021/22 Eric Hallam Service Investment	-	-	146,253	146,253
Men In Sheds	-	-	31,464	31,464
Sinking Fund – Information Technology	30,000	(1,720)	40,000	68,280
Building	107,061	(11,406)	50,000	145,655
Vehicles	11,190	-	28,810	40,000
Property Refurbishment	18,648	(1,440)	-	17,208
	<u>289,738</u>	<u>(25,402)</u>	<u>629,332</u>	<u>893,668</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 such as the provision of maternity cover.

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

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment commencing at a level of £130k for 2018/19, the logic being that this is the approximate annual amount that is the hardest to raise. The level of future annual amounts will increase to allow for inflation at a nominal 4%. With this fund being set up there is no longer a need for an additional service provision fund therefore the £73,839 in this fund at 1st April 2017 has been undesignated.

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 £40,000 has been designated into the IT sinking fund during 2017/18 in readiness for replacing old IT equipment and to cover the cost of replacing this new equipment in future years. £28,810 has been designated to ensure enough funds are available to purchase a new minibus for the Sybil Levin day care centre.

There is a building sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc. This has been increased by £50,000 due to some critical buildings works scheduled for 2018/19.

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

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>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Net Income/(expenditure) for the year (as per the SOFA)	536,338	(15,452)	510,119	(34,320)
Adjustments for:				
Deduct Interest Income and Rent	(16,989)	(5,047)	(19,250)	(32,996)
Depreciation charges	93,412	87,125	89,814	85,216
(Gains)/losses on investments	556	79	556	79
Loss/(profit) on sale of fixed assets	31,228	(3,180)	25,645	(3,180)
Decrease in stocks	1,442	9	1,442	9
(Increase)/decrease in debtors	(744,595)	115,720	(775,944)	(101,008)
Increase/(decrease) in creditors	(66,001)	(187,759)	(45,011)	(131,207)
Net cash provided by (used in) operating activities	(164,609)	(8,505)	(212,629)	(15,391)

b) ANALYSIS OF CASH AND CASH EQUIVALENTS

	<u>The Group</u>		<u>The Charity</u>	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cash in Hand	565,970	410,291	499,091	365,060
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
Total cash and cash equivalents	565,970	410,291	499,091	365,060

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>2018</u>	<u>2017</u>
	<u>£</u>	<u>£</u>
Gross Incoming Resources	3,310,850	2,407,680
Merchandising Costs	(174,026)	(189,849)
Fundraising Costs	(47,619)	(43,738)
Expenditure on Charitable Activities	(2,544,233)	(2,169,814)
Governance Costs	(30,568)	(34,904)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	514,404	(30,625)
Balance brought forward from previous year	1,649,881	1,680,506
Total Funds carried forward	2,164,039	1,649,881
George Henry Francis Payling's Charity:		
Gross Incoming Resources	1,942	3,126
Expenditure on Charitable Activities	(5,671)	(6,742)
Realised/Unrealised Gains/(Losses) on Investments	(556)	(79)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	(4,285)	(3,695)
Balance brought forward from previous year	71,472	75,167
Total Funds carried forward	67,187	71,472

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
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21. SUBSIDIARY COMPANIES

Investments	2018	2017
	£	£
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.

	<u>2018</u>	<u>2017</u>
	£	£
Turnover	534,031	627,246
Cost of Sales	<u>-</u>	<u>294</u>
Gross Profit	534,031	626,952
Administrative Expenses	400,922	380,337
Gifted to Age UK Nottingham and Nottinghamshire	61,382	126,175
Gifted to other Age UK's	<u>71,727</u>	<u>120,440</u>
<u>Net Profit/(Loss)</u>	<u>-</u>	<u>-</u>

The aggregate of the assets, liabilities and funds was:

Assets	145,095	107,647
Liabilities	<u>(122,409)</u>	<u>(84,961)</u>
	<u>22,686</u>	<u>22,686</u>
Share Capital	2	2
Profit and Loss Account	<u>22,684</u>	<u>22,684</u>
Funds	<u>22,686</u>	<u>22,686</u>

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 & VISAV 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 31ST MARCH 2018
(continued)

21. SUBSIDIARY COMPANIES (continued)

	<u>2018</u> £	<u>2017</u> £
Turnover	133,822	216,654
Cost of Sales	<u>22,774</u>	<u>72,112</u>
Gross Profit	111,048	144,542
Administrative Expenses	84,829	125,674
Gifted to Age UK Nottingham & Nottinghamshire	-	-
Net Profit (Loss)	<u>26,219</u>	<u>18,868</u>
The aggregate of the assets, liabilities and funds was:		
Assets	13,654	22,869
Liabilities	<u>(232,080)</u>	<u>(267,514)</u>
	<u>(218,426)</u>	<u>(244,645)</u>
Share Capital	100	100
Profit and Loss Account	<u>(218,526)</u>	<u>(244,745)</u>
Funds	<u>(218,426)</u>	<u>(244,645)</u>

22. LEASING COMMITMENTS

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

	<u>2018</u>		<u>2017</u>	
	<u>Land and Buildings</u> £	<u>Other</u> £	<u>Land and Buildings</u> £	<u>Other</u> £
Payments due:				
Within one year	48,070	28,764	47,820	24,663
Within two to five years	72,000	119,753	123,950	98,840
Over five years	99,000	-	86,400	-
	<u>219,070</u>	<u>148,517</u>	<u>258,170</u>	<u>123,503</u>
Charge within the year	47,820	22,246	47,820	15,419

23. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during 2018 or 2017. Trustees' expenses of £113 (2017: £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 £67,283 (2017: £61,142). There were outstanding contributions at 31st March 2018 of £nil (2017: £nil).

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018
(continued)

25. RELATED PARTY TRANSACTIONS

During the year the charity recharged management charges totalling £8,112 (2017: £10,029), rent £3,600 (2017: £4,920), salaries of £55,593 (2017: £88,830), loan interest of £2,263 (2017: £1,948) and other recharges of £2,821 (2016: £3,362) to AUBD Limited and received commission from AUBD Limited of £3,651 (2017: £5,207).

During the year the charity recharged management charges totalling £43,925 (2017: £40,908), rent £nil (2017: £26,000), staffing costs £15,585 (2016: £6,953) and other recharges of £12,387 (2017: £11,132) to Age UK Local Trading Limited and received from Age UK Local Trading Limited a gift aided donation of commission of £61,382 (2017: £120,440).

The parent company Age UK Nottingham & Nottinghamshire Limited by guarantee was charged £2,328 (2017: £2,047) 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 £165,365 (2017: £186,009) due from AUBD Limited and £78,641 (2017: £37,149) due from Age UK Local Trading Limited.

