

# Annual Reports & Accounts

for the year ended 31<sup>st</sup> March 2019



**COMPANY NO. 3455485**

**REGISTERED CHARITY NO. 1067881**

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## Foreword

I am delighted to welcome you to this Annual Report for Age UK Nottingham and Nottinghamshire. The report covers the period 1 April 2018 to 31 March 2019. As we look back on what has been a productive year, we will reflect both on the impact of services delivered and look forward to the future.


I hope that the report provides a balanced view of Age UK Nottingham & Nottinghamshire performance during this year, as well as celebrating the dedication, professionalism and commitment of our staff and volunteers to provide quality services for our elderly service users their carers, partners and commissioners.

Sheila Wright  
**Chair of Trustees**


### Our Key Messages:



Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health and 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 people.

## Report of the Trustees for the Year Ending 31<sup>st</sup> March 2019

This year has been challenging as the funding landscape around us changes, contracts and opportunities come and go, and new Community Interest Companies have been formed to generate surplus with which to support the charity. We have continued to support over 42,000 people this year, from simple queries through to complex and long-lasting relationships. Our team of staff has continued to work with dedication, enthusiasm and professionalism to improve the lives of local older people and have been supported by our growing number of committed volunteers.

The Trustees are pleased to present their annual Trustee/Directors' report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31<sup>st</sup> March 2019 (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 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:**

<b>Aim 1: Working in Local Communities</b>  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, and sustainable communities in which each individual is valued.	<b>Aim 2: Delivering Quality Services</b>  We will design and deliver high quality, effective and efficient services that are person-centred, give choice, promote independence, enhance wellbeing and quality of life.
<b>Aim 3: Campaigning and Influencing</b>  We will campaign and lobby for change on the issues that matter to older people.	<b>Aim 4: Raising our Profile</b>  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:**

**(Our beneficiaries)**

- Ensure we are person-centred in everything we do
- Develop appropriate partnerships that benefit older people

**(Our organisation)**

- Generate sufficient resources to help fund the work of the Charity
- Focus on local priorities
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement

**(Our staff and volunteers)**

- Encourage and develop high-performing, well-motivated, adaptable and valued volunteers and members of staff
- Have efficient and effective communications and support systems
- Utilise delivery plans across all areas of the Charity, based on a plan-do-review cycle

Our annual activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In the view of our Trustees, delivering our services does not cause detriment or harm to others.

We are part of a larger family of around 130 Age UK charities which deliver services to support older people and their carers in other geographical areas. We are also part of the Age England Association.

In support of our Values and Beliefs, we operate a [Charging Policy](#) which ensures that no older person is excluded from a service they need because they cannot afford to pay for it. This Policy is explained in greater detail on Page 41. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.



An entertaining pre-Christmas afternoon at the Cod's Scallops on Mansfield Road.



## Achievements and Performance

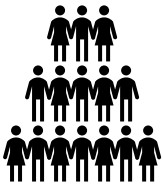
This section of the Annual Report reviews performance across all our projects and continuing services and highlights key achievements.

## Advocacy Services

We ran 3 different types of advocacy services to enable the voices of older people to be heard, their rights respected, and their choices upheld. Each of the services was busy in this year.

### Residents' Representative Services, City Care Homes

(New contract operational since July 2018):



190 referrals were made to this service, with steady increases, quarter on quarter.

Support was provided across a variety of topics – Lasting Powers of Attorney, worries around care fees and funding, moving to a care home, and local authority assessments.

Sometimes, its personal relationships that have caused difficulties for a resident. We provided support to deal with family problems, issues around care and safeguarding concerns.

#### Plans for 2019-20:

- Develop more robust programme of one-to-ones with care home managers, and attendance at residents and relatives' meetings to target increased awareness and use of the service
- Extend reach of the service with new residents
- Build upon successful and established joint working with CityCare partners through activities, such as attending team meetings to raise awareness amongst Integrated Care Homes Teams

*You have not only supported mum but us as a family too.*  
(Family member)

*I was so upset I didn't know what to do, you were the only person who took the time to help me.*  
(Resident)

*The service is invaluable for residents and their carers and we as a team benefit from any ongoing independent feedback..*  
(Care Home Manager)



0115 919 4880 (Amy)

0115 919 4877 (Jo)

## Case Study

Mr S needed some support to move into independent supported living. Because of previous moves, Mr S was keen to try to find a friend that he had lost touch with, and sorely missed. Mr S had a learning difficulty and found it hard to trust people, especially as he had been moved before.

Our Residents' Representative knew where one of the friends (Miss Z) was because of previous work with them. Sensitive and careful discussion took place regarding the possibility of arranging a meeting. Miss Z was also keen to rekindle old friendships, especially as some of her friends had also recently moved away. Upon broaching the subject, both Miss Z and Mr S were excited at the prospect of meeting up again. An appropriate venue was found, and a care plan put in place and the two friends met again, after a long period alone, even though they only lived 3 miles apart.

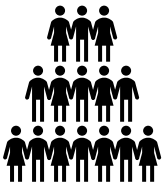
*Miss Z: 'I did my hair and makeup and we went out for coffee. I want to invite Mr S over again and to the Valentine event we're having. I can't wait to see him again'.*

*About Mr S: 'Mr S was so excited to see Miss Z again and couldn't stop talking about it prior to and after the visit. The meeting went so well, and we are hoping to organise another meeting'.*

The friends have now met up several times and attend a regular social evening together. This rekindled friendship has made a huge difference to their quality of life. The value of friendship and its positive impact on people's mental health and wellbeing, whatever their circumstances, should not be underestimated.



## Patients' Representative Service (Kings Mill Hospital)



566 referrals (up 79%)

Our Patients Representatives worked really hard to establish their presence within the hospital and it paid dividends in terms of internal referrals and the value placed on the service by hospital staff, patients and carers.

Kings Mill was extremely busy during the winter period and local authority agencies now impose a recurring £10+ charge to help people find a care package. We think this drove additional referrals to our service.

*Her knowledge of legislation is excellent and this is demonstrated in her support of highly complex cases, whereby she enables service users and their families to navigate health and social care pathways. Her interpersonal skills in these situations are excellent and she demonstrates a high level of awareness of service users' needs and feelings. We consider the Patient Rep a vital member of our team..*

(Hospital Social Worker)

**Plan for 2019-20:** (this service is currently funded to September 2019)

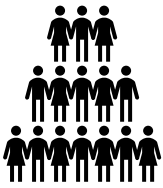
- To continue to provide an excellent and valued service to patients and families within the hospital setting
- To maintain the existing level of referrals
- To target promotional work at teams within the hospital currently under-utilising the service



01623 622 515 ext. 4675 (Charlotte)



## Patients' Representative Service at QMC:



1,103 people were supported to deal with 2,934 issues.

*..it has been difficult in the last few years saying to my mother that if you need help you don't have to lose your independence and I spoke to her after you [Patient Representative] left and I genuinely feel she is now ready to accept help without feeling she has no control.*

(Main carer)

This service operated on the 42-bed ward D57 at the QMC and supported patients, families and carers, and the emergency department. It provided ongoing support to patients transferred to the Health Care for Older People wards. It operated without a service target.

The Patient Representative offered support across a range of topic areas: information and referral to community services, befriending services to alleviate loneliness and social isolation, finding home care services and respite support, accessing legal advice (for processes such as Power of Attorney or Deputyship applications)

289 complex cases were supported in this period. These cases often involved working with multiple people to understand the range of issues inhibiting progress such as respite care, taking up caring again post-discharge (and finding the right kind of support), ensuring basic groceries were available upon discharge, and ensuring the home was safe for the patient to prevent a re-admission.

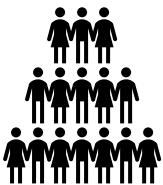
### Plan for 2019-20:

- Continue to raise awareness of the service with patients, ward staff and other relevant professionals



0115 924 9924 ext. 70169 (Lilian)

## Patients' Representative Service - Lings Bar



124 referrals were made last year.

These referrals helped speed up potentially delayed discharge caused by delays in adult carer assessments or the implementation of care packages.



Health and social work professionals recognised the value of the service in enabling patients to make a more successful discharge back to their homes and gave Donna a Lings Bar ROC Award for Outstanding Care, Communication, Compassion and Commitment in January 2019. Great job, Donna.

Support given included information about and signposting to day centres, respite services, aids and adaptations, carer support, housing options, and benefits.

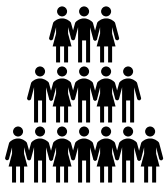
## Plans for 2019-20:

- Develop and implement plan for providing support to patients in isolation wards
- Enhance communication with changing ward staff, when wards are temporarily closed, or staff changed due to infection control measures



0115 883 7503 (Donna)

## Worry Catcher Service:



Dealt with 179 issues (up 28%)  
84 complex interventions (up 24%)  
1,224 conversations (up 24%).

Ward staff made more referrals for patients and carers. The service covered all 5 Mental Health Services Older People wards (an increase of 3 wards on the previous year). The service offered independent support for patients and their families and helped with concerns about a hospital stay or discharge from the ward. The service operated within Highbury Hospital, Millbrook Mental Health Unit and Bassetlaw Hospital.

The Worry Catcher Service has made an impact:

- We supported patients to engage more in activities and communication methods. Examples include supporting staff to use a digital listening device for patients (and carers) with hearing impairments; providing a website link to activities for sight impaired patients; recommendations for resources in other languages
- Improved methods of choosing meals across two wards to enhance service to the patients

*I think you are a very understanding person. You've listened to me and supported me where you could and that has been very helpful. I had been feeling so isolated*  
(Patient)

*Brilliant – it's been a big relief each time I've spoken to you ... I've been delighted with the Service. I can't find fault in any way, so it's hard to improve.*  
(Patient)

### Case Study:

Mr X had had a series of car accidents prior to his hospital admission. Whilst in hospital, the Worry Catcher was able to support Mr X by liaising with and writing to: DVLA, his car insurance company, the local garage, Motor Insurance Bureau etc.

Through the Worry Catcher's intervention, Mr X gained a refund of £1,805 in car insurance taken in error, stopped his current car from being impounded (and the subsequent fine), and stopped Mr X from incurring a fine for not informing DVLA of a change of ownership of a vehicle.

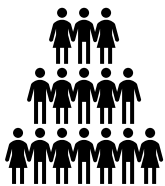
## Plans for 2019-20:

- Increase the amount of contact with relatives/carers of patients on the wards
- Attend at least one staff meeting on each ward during the year to promote the service and encourage further referrals
- Further develop review mechanisms with Ward Managers to assess results of interventions and any opportunities for further change



0115 855 3382 (Lindsey)

## Short Stay Reablement Unit (SSRU)



325 referrals, covering 3,576 interventions



Our Patient Representative Service, along with Nottinghamshire Healthcare Foundation Trust and New Care, were shortlisted for the Health Service Journal Award in the Best Healthcare Provider Partnership category! Well done to Carrie Lambert Smith and the whole team who work at The Grand.

The SSRU (The Grand) provides a step-down facility between hospital and discharge to home and our service supports patients to address their concerns. We supported patients and medical staff to facilitate quicker discharge and also provided follow-up care to ensure that older people had what they needed at home. Issues included sorting out access for adaptations, finding appropriate housing, benefits advice, and referrals for social support to deal with potential isolation.

### Case Study

Mr D came to the SSRU following in-patient cancer treatment. Until recently, he'd been working, driving and living independently. His life had completely changed, and he was worried about living in his upstairs flat, potential social isolation and his much-reduced mobility. He had no family to help.

Our Patients Representative supported Mr D to make a Universal Credit claim, worked with other agencies to secure Mr D a move to a ground floor flat, and organised keys to allow specialist agencies to carry out a home assessment. This activity significantly speeded up the discharge process.

In a follow-up call after discharge, our Patients Representative discovered that the necessary physiotherapy had not yet started, nor had access to outdoor mobility been organised – both very important for Mr D's quality of life. Referrals were chased and processes started. That meant he was still able to do some of his own shopping and meet his friends.

## Impact:

- Ward staff and therapy staff said they felt more confident in discharging patients with complex needs, knowing that we will follow up with the patient within a week of discharge and would be able to assist with any needs or issues that arise.
- Through sourcing packages of care and, where requested, helping to identify suitable residential placements, the Patient Representative Service enabled earlier discharge and a smoother patient journey
- Where no family were able to support with access to the patient's home to receive equipment or adaptations, the Patient Representative Service stepped in to facilitate this, resulting in a timely discharge, enabling the patient to return to their desired destination.

*"The service has been very helpful and has made me feel like I am cared for and not alone."*

(Patient)

*"Thank you for all the calls, they have reminded me that someone was still there thinking of me".*

(Patient)

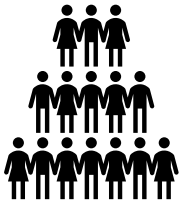
## Plans for 2019-20:

- Promote awareness of the service in local support groups and referral services that could be of benefit to patients
- To develop positive working relationship with the new activities co-ordinator and care home manager to further improve the patient experience whilst at the SSRU
- Organise and streamline medication runs and patient home visits to reduce impact on resources



07872 839 609 (Carrie-Anne)

## Advice and Information Services



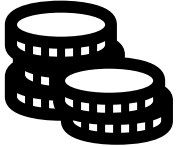
5,325 information and signposting sessions were provided, requiring 15,408 different contacts (up 37% on previous year)

464 E.ON funded advice sessions provided (16% over target)

5,744 Later Life Links clients supported to plan for later life (228% over target)

549 appointments delivered at 137 legal surgeries

48 will writing services delivered



£1.6 million of benefits claims achieved for our clients

It's been a really busy year for the Advice and Information Teams, reflecting the local context of cuts to services and fewer places where people can find the help they need.

We worked hard to implement a culture of guided conversations and our Later Life Links programme results is testament to our achievements: this programme was delivered across 6 local Age UK's, but we contributed a quarter of all cases to the overall number. How? We took an holistic approach to providing the service, answering not only the opening query but taking the time to respond to the full range of needs.

We were supported, as ever, by our dedicated Advice and Information volunteers and were joined by 6 new volunteers during the year. These volunteers help with administration, telephone calls, benefits checks and benefits claim form filling.

We are grateful for the continued commitment of our legal partners who contribute to the provision of will writing services - Rothera Sharp, Fidler & Pepper, Curtis Parkinson, Actons, Banner Jones, and DBS Law.

Our legal surgeries, provided by Rothera Sharp and Actons, have continued to bring peace of mind and useful information to older people across a range of issues. We thank them for their continued support.

### Plans for 2019-20:

- Build on volunteer involvement to enlarge delivery team
- Monitor telephone and foot traffic more effectively to enhance deployment of resources



0115 844 0011



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



## **The Lifestyle Centre**

The Lifestyle Centre, or TLC for short, is a joint project run by Age UK Nottingham & Nottinghamshire (Age UK Notts) and Advantage Mobility (the trading name of Advantage Social Enterprise CIC). TLC is a one stop shop for older and disabled people that provides expert assessment, trusted advice and person-centred solutions to enhance their quality of life.

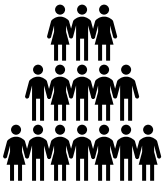
The Lifestyle Centre provides expert advice, information and support, together with a vast range of products and services for older and disabled people. It brings together the expertise of the Age UK Notts Housing Team, Safe & Sound; the Age UK Notts Information, Signposting & Advice Team; and Advantage Mobility, an ethical social enterprise that supplies products for older and disabled people.

TLC is located in The Bridgeway Centre in the Meadows area of Nottingham, which has excellent access to public transport being on a main bus route, 5-minute walk from Nottingham Railway Station and 3 minute walk from the nearest Tram stop. TLC also has a number of car parks and several blue-badge bays. The centre is an old supermarket and so we have over 4,500ft<sup>2</sup> of space which gives people plenty of room to try out different aids and equipment – we even have half a car so that staff can assess and train people to load a boot scooter into it.

In our first full year of operation I am pleased to report that we have had a steady flow of people coming to TLC for assessments and advice on aids and equipment, we are also being used by community-based Occupational Therapists who use the centre to assess people.

## Health and Wellbeing Services

### Living Well Service



1,567 referrals (up 4%), with an average patient age of 81

The Living Well Service is a form of social prescribing, commissioned by and operating across Nottingham North & East (NNE) and Rushcliffe Clinical Commission Groups (CCG). The service provided support to individuals to better manage their health and independence and helped them achieve their own goals and aspirations. People are helped to access community resources which contributed to reductions of loneliness and social isolation.

By preventing or delaying the need for more intensive health and social care support the service has delivered cost savings against health & social care budgets. Funding for this service has been extended until the end of December 2019.

The Living Well Coordinators attended surgery-based Multi-Disciplinary Team meetings (MDT's) to review patients where clinical intervention needed to be enhanced by a social prescription. The team works closely with GP's, the practice staff and Community Nursing teams. 77% of referrals came from health professionals.

#### Plans for 2019-20:

- Work with commissioners and other organisations to develop the social prescribing offer across Primary Care Networks (PCN's) within the city and county
- Review staff training, support and development for social prescribing roles which are complex and demanding
- Implement robust evaluation methodology for the service

"I am now going to a Day Centre and Kimberley Pensioners Club. I have someone to help me use my tablet and my friend & I have booked a 2-day holiday in April. I am so excited and grateful, and this has all happened because of you. Thank you so much"  
(Patient)

"This .. demonstrates how important it is to recognise that older adults often need emotional support as much or if not more than practical support at vulnerable times. The LWC showed great skill in listening to the patient, showing him understanding and empathy and in helping him find achievable solutions. She helped motivate him to self-manage his grief and combat his isolation which in turn improved his self-confidence. The Living Well Service is a great asset and the Living Well Co-ordinator is a welcomed member of the team"  
(Clinical Lead).

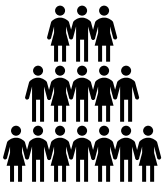
"The LWC has such a good knowledge of services that I didn't know existed for our patients. It's really useful to be able to refer to you"

(GP)



0115 844 0011

## Befriending Service



181 service users supported weekly (up 59% on last year)

175 active volunteers (up 61% on last year)

- 47 telephone befrienders
- 134 befrienders providing home visits

This service continues to expand to meet the ever-growing need to help people address issues of loneliness and social isolation. We increased our telephone befriending service to speed up social contact for those needing it. There is still a significant waiting list and we constantly review how we can better support people before a match is made.

### Plans for 2019-20:

- Develop a more targeted and geographical approach to matching volunteers and service users to address under-served areas
- 'De-silo' befriending and identify opportunities to meet some service user needs through other internal services
- Further enhance the volunteer experience to attract greater numbers of volunteers to this service



0115 844 0011

*"Makes her laugh! She would be very sad if F..... wasn't able to visit anymore".*

(Relative)

*"I get all excited about each visit".*

(Service User)

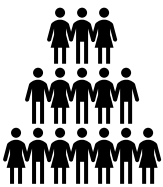
*"We're two grumpy old men who put the world to rights together."*

(Volunteer)

*"Having a visitor has completely changed G's life. She is a different person. She is looking forward to C returning from holiday so she can hear all about it".*

(Relative)

## Forces Friends



91 veterans befriended

47 Volunteers provided support

The Forces Friends\* service helps older veterans and their dependents by providing short term support, such as benefits advice, signposting to other organisations plus help accessing social and physical activities.

*"You coming is the highlight of my week".*

(Veteran)

*"From Day 1 I have enjoyed my experience with Forces Friends".*

(Volunteer)

*"..this is the best thing you could have done for me".*

(Veteran)

With the help of trained ambassadors, we have promoted the service across the county, attending many events within the veteran community. The charity is an active member of VINN (Veterans Information Network Nottingham) and helped to organise the successful 'Valued Veterans Day' which was held in November 2018. We are grateful for the support from the School of Film Studies and the student filmmakers who contributed to the DVD of this event.

We are ahead of target for engagement with veterans and the families / carers of veterans.

### Plans for 2019-20:

- Target volunteer recruitment in more specific geographical locations to speed up the matching process
- Ensure our service users can access other relevant activities in the wider community (such as the Nottinghamshire County Council veterans' trip to the National Arboretum)
- Continue to work with Bath University to complete evaluation of the service and review lessons learned



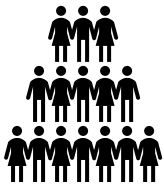
0115 844 0011



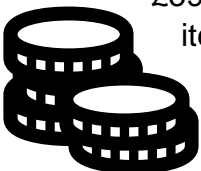
\*Operating under the umbrella of the Age UK Joining Forces Project ("Joining Forces is funded through the Aged Veterans Fund funded by the Chancellor using LIBOR funds"). SSAFA is a key delivery partner in this national project.

Delegates at the Valued Veterans Conference (Nov 2018)

### Connect (Mid- Notts):



3,105 interventions delivered (7% up on last year)



£39,290.34 was raised from local funding sources to help people purchase 'one-off' items such as recliner chairs or other adaptations to make life a little easier. The team helped local residents claim £1,422,079. in benefits across the year. That money was used to help people maintain their independence and support better quality of life.

In total, the Connect Team helped raise **£1,500,660**. That's money that residents can use to spend in their local economy.

The Connect Service provides brief and short-term support to residents in mid-Notts (Mansfield, Ashfield, Newark and Sherwood) to help maintain independence and improve quality of life.

The Connect team had a really busy year and achieved some impressive results. Team members attended the Multi-Disciplinary Team meetings which really helped to raise awareness of the service and drive referrals.

The impact of this has meant higher caseloads for the Connect team and their time being stretched to the full. Time management has been a constant topic of conversation throughout the year within team meetings and individual supervision. On the positive side it has meant even more vulnerable people have had their lives positively changed for the better by Age UK.

*"Both my husband and I ...needed help and guidance filling in difficult forms and to communicate on our behalf with other professionals. I feel extremely privileged to have had Joanne doing what she does best."*

(Service User)

*"I was finding it hard to sort things with my mum and Dawn eased the burden."*

(Relative)

*"Lydia has given us hope and we no longer feel alone in the fight against dementia."*

(Service User)

### Case study

J had lived alone for many years and had a long history of mental health problems, including delusional paranoia and hoarding behaviour. She was socially isolated, endured poor sleep patterns and had declining physical health.

Her main concerns were poor eyesight and dental health problems, which affected all her relationships. She hadn't seen a dentist for years and wasn't even registered with one. Our Connect worker (Caroline) helped J find an optician and a dentist and helped find funding to pay for treatments. Caroline accompanied J on the dental appointments to have some teeth removed and some dentures fitted. She also helped J clear a few items from her home each time they left the house and to donate them to a local charity shop. A full benefits assessment was done, and help provided to fill in the claim forms. J's life was transformed – she was able to take up her favourite hobbies of painting and gardening and continues to attend a coffee morning each week. J said:

*'Life has changed for the better, with having regular visits from Caroline. Her visit motivates me every time – I go shopping or clean up some of the mess in my house after her visit'.*

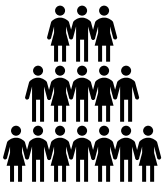
### Plan for 2019-20:

- Improve evaluation activity through better application, storage and use of outcome data



01623 488 217

## Best Foot Forward



350 walkers took part in Best Foot Forward, on over 400 walks.

4,054 walks enjoyed overall (47% over target)

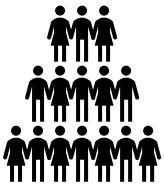
The Best Foot Forward programme provided 8 weekly (free), accessible health walks across the greater Nottingham area, plus a longer monthly walk. In February 2019, Nottingham City Council Funding ceased, and the walks are now provided by our committed volunteer Walk Leaders who were keen to ensure the walks could continue to be enjoyed. In our annual survey, 97% of respondents rated the service as good or above and walkers reported that by taking part in the health walks they felt:

- Happier, healthier and more active
- That their retirement had been improved and they felt more part of their local community



0115 844 0011

## Secondary Falls Prevention Service



20 courses completed

280 people attended classes (against a target of 288)

95% of participants showed an improvement in functional ability

100% of participants rated the service as (at least) good

This service was commissioned by the Nottingham North and East Clinical Commissioning Group for people aged 60+ who have either had a fall or who are at high risk of falling. The service provided a programme of 12-week exercise courses aimed at improving participants' strength and balance to reduce their risk of injurious falls (and resulting ambulance call outs and hospital admissions). The courses were designed to increase patient's confidence so that they can remain active and independent for longer.

The classes follow either a Postural Stability or OTAGO programme (which feature both standing and seated exercises), enabling people to participate at a level appropriate to their abilities and allowing them to progress at their own pace. Attendees were provided with an exercise booklet and encouraged to practice the exercises at home between classes.

*"Joining Best Foot Forward has really helped me cope with my depression, I have made new friends and really look forward to the walks. The other walkers have become my family"*  
(BFF Member)

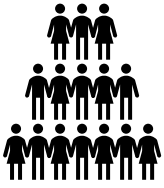
*"Very good tutor – instruction was excellent. I feel it was very beneficial and hope to continue at home. Thank you so much for all your help."*  
(Participant)

*"I feel the course has helped a great deal. My balance has definitely improved; also rising out of chairs and sitting again. "*  
(Participant)



0115 919 4878 (Rosie)

## Specialist Dementia Care – Sybil Levin Centre:



391 people attended the Centre in March 2019 (up 24% on previous year). Attendance has grown throughout the reporting period.



We raised £3,640 from fundraising activities last year – thanks to everyone who supported the centre. Activities included quiz nights, Christmas meals, fabric sales, a fire walk, raffles and tombola's.

We spent the past year really focussing on developing enhanced person-centred care and this is now impacting positively across our range of activities.

“Mum’s illness is progressing but always seems better when she goes to the centre -much brighter.”  
(Relative)

“Sybil’s is an amazing place! Mum enjoys her 2 days here (and so do I) 😊 it’s a life-line for us to cope. Wonderful food too!”  
(Relative)

### Case Study

Mr A called us in desperation – he was caring for his wife (with advanced dementia) and trying to hold down a job. There were no local facilities. How could we help?

Mr and Mrs A came to the centre for a visit. Mrs A was unsettled and reluctant to stay without her husband (which is quite a common reaction). Mr A was worrying about having to stay because he needed to get some work done and was hoping to do that while his wife was at the centre. It was important that Mrs A had the time she needed to develop trust with the centre staff and it’s not unusual for this process to take 4-6 weeks. This was a challenge because the couple lived a 45-minute drive from the centre and Mr A still needed to finish his work. Over the course of a few weeks, Mrs A began to settle, and Mr A was able to leave her, confident she would enjoy her day and he would be able to work and take a break from his caring responsibilities.

Although it was a difficult start, Mrs A has now been attending the centre for a few months and Mr A can carry on with his work at home. Their relationship has improved as they both get a break from the pressures of the caring responsibilities and a chance to do the things they enjoy as individuals.

### Plans for 2019-20:

- We used our Dementia Friendly audit to create an action plan for this year, including changing signage and colour schemes to help service users navigate the centre more effectively
- We will implement new processes around care plans, and feedback processes for service users and their carers

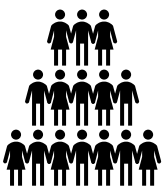


0115 978 0011



The stylish hair salon at our Sybil Levin Centre

## Maintenance Cognitive Stimulation Therapy (MCST)



13 people took part in our specialist, intensive MCST sessions

“Please tell funders that I’m not a statistic, I’m a human being with dementia and I want to keep stimulated for as long as possible”

MCST Participant

MCST is a weekly one to two-hour long programme for people living with mild to moderate dementia.

Group members take part in meaningful and stimulating activities, proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships.

Working in partnership with Trent Bridge Community Trust, we delivered two MCST courses for people living in the community. MCST was a new delivery strand during this year so the number were, by design, small while we developed our understanding of group dynamics, application of principles and measuring the impact.

Courses were delivered from October to December 2018 and ran on the same day, time and place for 12 weeks. The courses were of direct benefit for the participants but also provided us with a greater insight into the impact of MCST on the group and their carers. The benefits, measured by outcomes focussed questionnaires, were:

- Improvements in confidence, communication and engagement
- Improved cognitive ability
- Positive impact on everyday life away from the sessions
- 2 hours of respite for carers

“..as my wife’s full time carer, I also really appreciated what you did and found the two hour sessions gave me some very welcome respite - I always tried to use the time carefully and often was able to meet up with my daughter just for a coffee and chat and knowing my wife was in good hands was a godsend..”

Carer

Participants reported enjoying feeling like part of the group, sharing and appreciating each other’s experiences, the varied topics covered and the chance to enjoy some new company.

We continue to look for further funding to enable us to provide more courses.



## ClickSilver



77 ClickSilver participants across 2 training courses

Our ever-popular IT training course is managed by the FACT team and delivered in conjunction with Nottingham Trent University, The University of Nottingham, Business in the Community and Capital One. ClickSilver continues to help older people make the most of opportunities available online in a safe and accessible way. We thank all the student mentors who volunteered to support an older person in a one-to-one relationship to unlock the mysteries of the web. 95% of people learned new skills and 100% of people would recommend it to a friend.

We are grateful for the continued support of Capital One, Business in the Community and the student mentors from the University of Nottingham and Nottingham Trent University.

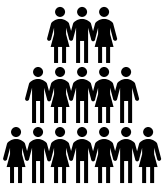
### Plan for 2019-20:

- Continue to promote the ClickSilver course and recruit participants



0115 841 0011

## Wellbeing at Home Service



173 people helped

The Wellbeing at Home service was commissioned by Nottingham City Council to support citizens over the winter period. The service commenced on 10th December 2018, (and was funded by local authority Winter Pressures money). The service provided low-level interventions where citizens were not able to carry them out for themselves or did not have family support.

Interventions included:

- Providing a “Welcome Home” pack (containing bread, milk and other essential supplies)
- Ensuring the home was safe and warm
- Providing social interaction
- Shopping or supporting to arrange online shopping or deliveries or collecting prescriptions
- Monitoring general well-being
- Emotional support and confidence building
- Encouraging citizens to eat, drink and take appropriate exercise



0115 844 0011

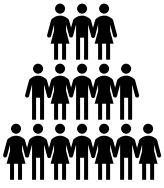
“The friendly young mentors were a breath of fresh air”

“..the one to one relationship with the mentor is a very good way of doing things. It is bespoke to the needs of each person attending.”

“all information was given clearly and with friendliness, and patience which I noticed because I am deaf”

(Comments from participants)

## Whatton Prison – OPAL Project



536 activity sessions delivered  
26,667 activity hours enjoyed by participants  
11,679 individual attendances across the year  
22 – average attendance at each session



Stuart, our OPAL project volunteer, was commended by the Butler Trust award for his work within the prison. Steve Faulkner, Head of Residence and Services at Whatton said *'Stuart is a positive role model who overcomes obstacles to ensure that the best possible service can be delivered. Stuart has been instrumental in the development and running of a day centre within the prison which is seen nationally as a unique and bespoke service that provides a safe environment where older prisoners can meet and engage in activity in a relaxing and non-institutional space'*.

We continued to deliver activity sessions for older prisoners at Whatton prison and this had a beneficial effect on health and wellbeing. We delivered smaller sessions that were more focussed on specific themes, such as band practice, and we delivered some sessions at weekends, led by prisoners (orderlies) themselves. 3 fundraising concerts were also enjoyed throughout the year.



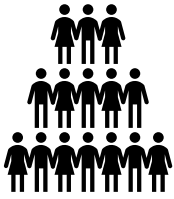
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The pretty garden area at our Sybil Levin Centre

## Housing

### Safe and Sound Service



456 Home Safety Checks completed  
145 Home Energy checks completed (saving an estimated £5,346 on household energy bills)  
23 Warm Homes on Prescription cases completed  
23 heaters loaned to people with a heating crisis  
150 Get Smart information sessions completed on Smart Meters (with funding from the Smart Energy GB in Communities Fund)



Our Warm Homes on Prescription work (delivered as part of the team commissioned by Bassetlaw, Broxtowe and Rushcliffe Borough Councils) won an award at the EEM Community Buildings of the Year Award in February 2019 and were also runners-up in the Project of the Year.



Age UK Notts' Safe and Sound service recently became an accredited Home Improvement Agency, as awarded by Foundations. Foundations is appointed by the Ministry of Housing, Communities & Local Government to oversee a national network of nearly 200 HIAs and handyperson providers across England. Well done, team!



Bob is ready to tackle poor housing!

## Case Study

Mrs G is a 76-year-old lady living alone in a three-bedroom terraced house near the City. She has multiple health conditions and no use of her left arm. She lives on a very limited budget.

Mrs G contacted us after problems with her combi-boiler. She was worried about having no heating or hot water for the winter months. We arranged for an approved Gas Safe engineer to call and diagnose the problem. A temporary repair was made but this was not a long-term solution and Mrs G was advised to fully repair or replace it as soon as possible. After exploring various ways of funding this work, our caseworker organised a fixed price repair and applied to several local benevolent funds to pay for the work, which was carried out in Feb 2019.

The caseworker also provided Mrs G with a free Home Energy check, advised on tariff switching services and fitted energy-saving bulbs, draught excluders and a night light. Savings are estimated at £37 per annum from these measures alone.

“I would never have known what to do if it hadn't been for Age UK Notts. I am more at ease now and can sleep at night. A very big thank you!”

## Plans for 2019-20:

- To continue to work with key partners including Nottinghamshire Fire and Rescue Service to complete Safe and Well Checks
- To provide essential oil-filled heater loans, supporting older people in crisis when their existing heating has broken, supporting them to stay warm
- Partner with East Midlands Affordable Warmth Scheme to provide support in the event of a power cut through referring people to the Priority Services Register



## Activities for Generating Funds

Relationship building continued to be integral to our fundraising activities during the year. We reached out to individuals, communities and corporate partners by carrying out a range of activities and events to meet their needs and attract their support. We had a fundraising action plan which was regularly reviewed.

We worked hard to raise the profile of the Charity by giving talks to local groups, presentations at events, attending meetings across a variety of networks, creating our external newsletter (Local Loop) and running events which led to fundraising activities. The media covered some of our events and we published more social media and website posts during the year than we have ever done in previous years. We also participated in and benefitted from national Age UK activities, such as the Big Knit, that allowed people to contribute over a period of time by knitting little hats, each worth 25p to the Charity.

We introduced an option to donate via Facebook during this period which raised £15. We received £1,363 from MyDonate and will continue to use this platform. The JustGiving text donation option was removed. We will transition website donations to Virgin Money Giving in the next financial year.

We are very grateful for the generosity of individuals who left legacies to us in their wills. 9 legacies were left to us in this period, and an additional amount received from a notified legacy in 2017-18. We worked hard to build on our relationships with existing legal firms and to develop new ones, and to reinforce the differences between leaving a legacy to our local charity, Age UK Nottingham & Nottinghamshire, and Age UK the national charity.

We did not carry out any street fundraising, nor sent out mailshots or made any telephone canvassing calls. We did not work with any external professional fundraisers or any commercial participants.

We ensured our fundraising work complied with the Code of Fundraising Practice and we remained registered with the Fundraising Regulator. Our [fundraising promise](#) is displayed on our website.

We are:

- Committed to high standards
- Honest and open
- Clear
- Respectful
- Fair and reasonable
- Accountable

We monitored the Fundraising Preference Service on a daily basis but had no requests for removal during this period.

Our fundraising activity was monitored by the Trustees of the Charity and they continued to receive a quarterly report from the Fundraising Director. We monitor any local fundraising complaints; none were received during this period. Details of the [fundraising activities](#) can be found on Pages 34 and 35. We continued to seek ways in which to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

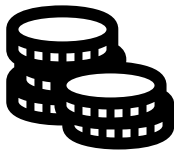
## Our Shops

Age UK Nottingham & Nottinghamshire operates 2 charity shops – selling clothing, books and small household items in West Bridgford, and furniture, some new stock and household items in Mansfield. The shops are an excellent way of attracting interest in the charity, both as a recipient of valuable donations and as a ‘shop window’ on the range of services we offer.

### West Bridgford Shop



Income was down 8% on target. Gift Aid donations were also down on target.



Income surplus donated to the charity was £8,104

Charity shops have experienced similar challenges to the rest of the High Street over the past year. Customers have more options for buying inexpensive clothes and there are now a lot more charity shops in West Bridgford than there used to be.

A big thank you to our loyal volunteers, without whom we could not operate the shop, they do a fantastic job under sometimes difficult circumstances. We aim to build the number of volunteers for both the front of shop and back room sorting area.

It's been a great year for building lasting relationships – we now benefit from monthly donations from Experian staff. Thanks to all for their continued support and great big bags of items we can sell in the shop.

We have benchmarked the performance of the shop against Age UK national shops and Age UK partner shops in Derbyshire and Leicestershire, and a Development Plan has been devised to improve turnover:

#### Plans for 2019-20:

- Recruit and train additional volunteers to support the staff and existing team of volunteers
- Refresh the layout of the shop to improve the shopper experience
- Introduce a series of special sales events to build a loyal customer base
- Review Gift Aid procedures and refresh training programmes



**Our West Bridgford Shop in Gordon Road, sells clothing, shoes, small household items and books.**

## Mansfield shop



The shop staff and volunteers worked valiantly in a difficult economic environment, but the shop was not able to make a surplus for the charity.

The Mansfield shop continues to be in deficit (-£2,068) however there was a contribution towards the charity's overheads of £6,921 during 2018/19 and £4,661 towards the rent of the leased building giving a net contribution of £9,514 to the charity.

The shop remained open for a 6-day trading week, thanks to the commitment of the staff and volunteers. New stock lines were brought in to boost sales and other cost-reduction measures will be implemented in the next financial year.

We looked hard at the range of stock we can sell, relative to the local market and plans were developed for implementation over the coming months. For example, we reduced the space given to CDs, DVDs and books to create a changing room to enhance clothing sales.

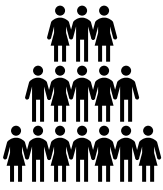
### Plans for 2019-20:

- Reduce costs further through lease renegotiation, outsourcing delivery and sharing of staff resources
- Continue to explore diversification of stock lines
- Revitalise the shop layout and expand range of departments to include clothes
- Refresh Gift Aid training to boost opportunities to increase overall income
- Refresh delivery services and benchmark against local competitors
- Recruit further volunteers to enhance customer service opportunities



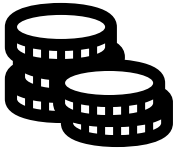
Our furniture and household items shop in Regent Street, Mansfield.

## Fundraising



2,975 pupils (aged 3-18) reached with our intergenerational activities

3 tree planting days



£35,696 raised from fundraising activities and donations – thanks to everyone who has supported us

Our in-house Fundraising team worked tirelessly to build excellent relationships and develop activities which raised over £35,000 (71% of target). Age UK Notts had a strategy of building long term relationships that will continue to support fundraising ambitions. This resulted in the donation of multiple gifts as well as single, one-off donations – plus a pledge of a gift for 2019/20. Whilst this approach was successful there are challenges: creating awareness, giving people choice and getting long term commitment.

### Intergeneration activities

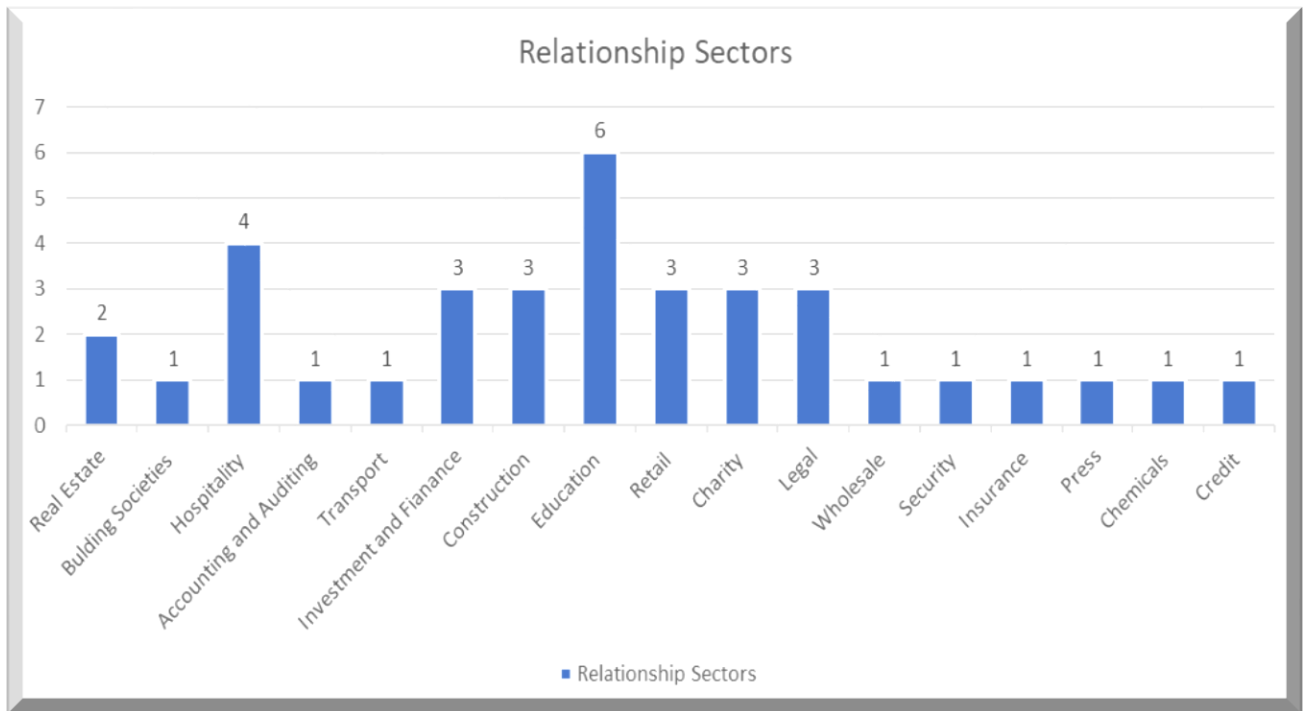
This year was a great success in terms of intergenerational developments for Fundraising. We worked exceedingly well with a range of local schools, raising our profile. This ranged from giving talks, to performing a 'gangsta granny' assembly, letter writing and tree planting, attended by 80 young children and their families. In 2019, we have been chosen as The Nottingham High Junior School's and Nottingham Girl's High School charity of choice.

### Trees of Life Campaign

The Trees of Life campaign was a good way to reach out to many organisations who might not otherwise have engaged with us. This year we had 3 tree planting days with a slight difference – donations went towards the costs of running an event and along team building lines for those attending. We encouraged networking activities with those organisations present. Once again, the trees were donated free of charge from the Woodland Trust. We were grateful for their support.







As years go by Age UK Nottingham and Nottinghamshire will ultimately benefit from the work that has led to the Fundraising team engaging with various people to spread the message of our charity.

**Plans for 2019-20:**

- Continue to build relationships with organisations
- To work in partnership with organisations who have chosen us as charity of choice
- Develop relationships with law firms

**Age UK Local Trading (AULT)**

AULT is a wholly owned subsidiary of Age UK Nottingham and Nottinghamshire. Its stakeholders are Age UK Nottingham & Nottinghamshire, Age UK Derby and Derbyshire, Age UK Staffordshire and Age UK Lindsey. We presently have outlets in Nottingham City Centre, Nottingham Meadows, Mansfield, Derby, Stoke on Trent and Horncastle. Our outlet in Scunthorpe closed in February 2019 following the departure of the sole Insurance Arranger based there.

There have been many challenges for the trading operation to endure over the last 12 months, the majority of which have been beyond our control. Despite this, we remain as one of the top 3 performing Trading Alliance Members. This year, we generated a surplus of £98,109 which was gifted to the stakeholders as follows:

Age UK Nottingham & Nottinghamshire	£43, 351
Age UK Derby & Derbyshire	£16,034
Age UK Lindsey	£18,121
Age UK Staffordshire	£20,603

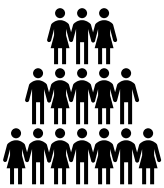
As we move into a new year there is uncertainty as to whether or not we will continue to have a travel insurance provider as Ageas, who currently provide this product, have decided to cease

providing it at the end of August 2019. The trading company has seen another reduction in the income it receives as income derived from the Age UK National Lottery will now be paid directly to the charities within our group. These two factors will mean that income to the charities from AULT is almost certainly going to reduce during 2019/20.

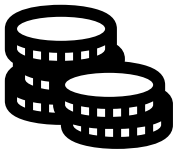
### Plan for 2019-20:

- Develop more effective links with charity partners to promote awareness of the product range
- Develop new opportunities to make use of the staff time which is freed up by the withdrawal of the Travel Insurance product

## Business Directory (AUBD)



1,100 freephone calls  
8,500 website users  
26,000 website sessions  
Over 80,000 page views



£13,452 surplus was generated for the charity

“What a great guy! Initially spent a lot of time working out what we wanted, then quoted us very quickly. He fitted laminate flooring throughout at a very high standard. Totally recommend to anyone. Thank you!”  
(Client)

Our Business Directories were set up to help people find reliable and reputable, peer-reviewed local traders and we celebrated its 10<sup>th</sup> birthday in December 2018. We continued to carry out a checking and vetting process with all new member businesses. During this period, there were 214 local businesses on the Directories, operating across the East and West Midlands (Nottinghamshire, Derbyshire, Leicestershire, Northamptonshire and Birmingham). The planned Age UK London transition to their own platform was not completed during this period so they continued to use our site (and will do until that work is finished).

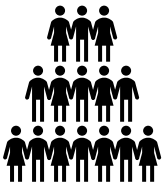
As a whole, the Business Directories attracted almost 20,000 visitors and had over 150,000 page views.

*“Was recommended to me by 2 relatives who had bathrooms refitted by them. Cannot fault them in any way. Two of the loveliest, hardworking and professional people we've ever had at our home. Highly recommend.”*

### Plans for 2019-20:

- Increase number of users of the directory using the freephone number
- Produce a new Sales Enquiry Pack for prospective new traders interested in joining the directory
- Increase AUBD's social media presence including tweets, posts on Facebook and in the Loop (Internal and Local) e-newsletters

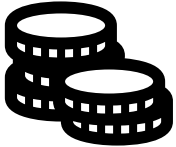
## Men in Sheds (now a Community Interest Company)



800 sessions

6032 individual attendances

170 members across all 3 Sheds (Daybrook, Blidworth and Worksop)



£30,044 raised through sales and commissions

This year saw an exciting development in the history of our much-loved and valued Men in Sheds projects – they became a Community Interest Company with the Board of Directors taking on responsibility at the beginning of January 2019. This change has enabled the Sheds to operate more autonomously to better meet the needs of their members. It has long been our ambition to create a sense of true ownership of the Sheds and we are pleased that some of the volunteers and members stepped up to become Directors of the new company, as well as continuing to support their friends within the Sheds themselves. The Sheds will remain part of the Age UK Notts family and Directors, volunteers and members will retain access to our professional staff and services.

As well as providing social opportunities, the Sheds also created space where skills were shared or learned, carers found respite and friendship and were able to enjoy their own hobbies and all members were able to be part of and contribute to their local communities. Members held Open Days to promote the Sheds and raised funds from the sale of their work to support sustainability.

Various health messages were shared and explored throughout the year, including Beat the Heat and Public Health England's 'Blood in Your Pee' campaign.



**This soldier was made by the Sheds as part of the Great War Commemorations in 2018 and was made for Nottingham City Council**

## Case Study

As well as attending sessions in the Sheds, members create their own social events such as celebrating birthdays with barbecues, organising lunches and Christmas meals.

Members in the Worksop Shed came together to help an 83-year old member sort out his garden; they created a work party and went to his house to help him.

Members don't have to make things to be part of the Shed community. One of our members, too poorly to take part in activities, continued to call in for a cup of tea and a chat which helped ensure he wasn't isolated during his period of illness.

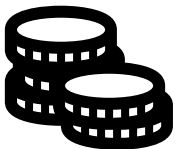
## Sybil's Homemade

Sybil's Homemade was set up as an income generator from the Sybil Levin Centre to help us make full use of the assets there – a professional kitchen and chef. The business model had 2 products to raise funds to support people who are living with dementia - Afternoon Tea in a Box and catering for buffets for local companies and local people looking for a great quality buffet and the chance to support a local charity.



We piloted the model during this reporting period, with an expected full roll-out in 2019-20.

## Other fundraising activities



Our staff and volunteers raised £1,050 via charity fundraising activities

We are grateful to all those who baked, ran events, organised games, ran marathons and bought raffle tickets – you were all brilliant. For example, our Contact Hub team raised £170 from book sales and a Beetle Drive social afternoon and our HR team raised £820 in their Advent Raffle (with prizes generously donated by Boots). Our Travelling Bears have raised £60 from their travels around the world, their itinerary is managed by our Finance Team.

We continued to participate in the national Big Knit fundraiser (in conjunction with Innocent) and our fabulous, local knitters made in excess of 13,000 hats during this period. Each hat was worth 25p to the Charity, so their efforts helped raise over £3,000!

## Staff Forum Event Nov 2018



## Bradbury House in the summer sunshine



## The Lifestyle Centre at The Bridgeway Centre (The Meadows)

## Our Charity and People (Core Services)

Working at capacity is something we are well used to doing to ensure that we offer great value for money for contract sponsors (and local taxpayers), AND that we deliver on our promises to older people. Being able to deliver consistently good front line services means that we need to keep our whole organisation under regular review and 2018-19 was no exception to that.

We allocated 60% of the time from one of our Senior Managers to building partnerships with key external stakeholders across statutory provision of all kinds – local authority, health and hospital trusts. We sought to make them aware of our ability to open bottlenecks and add value to existing services and to further support the prevention agenda.

Several improvements were considered and planned in this year and they will all have a positive impact on the future:

- A review of salary structures and wage levels was undertaken, resulting in a continued commitment to pay the Real Living Wage from April 1<sup>st</sup>, 2019
- A programme of delivering health messages throughout the workplace was established, covering topics such as fitness, hydration and talking therapies
- We carried out a Staff Survey and asked questions about job satisfaction, terms and conditions, and wellbeing and support – findings will inform future developments
- We carried out a second annual Volunteer Survey and results will feed into future service and delivery enhancements

Our front-line teams provide a great and much-valued service to older people in the city and county. Their work can't happen without our 'back-office' teams ensuring the Charity remains compliant, efficient and well run. This section of the report covers those teams.

## Human Resources

The Human Resources Department provided the charity with support and consultancy relating to employment law, best practice, people management, performance management, development, and recruitment and retention. We also supported the charity with DBS checks for staff and volunteers. We aimed 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. It was challenging as we worked through a 24% reduction in staff hours (due to maternity leave) in this financial year against a process work rate which stayed almost the same.

It was a busy year:

- Managed 31 vacancies
- 24 new starters
- 233 DBS checks (for staff and volunteers)
- 66 contract changes for existing staff
- A retention rate of 80% (the number of people who have a year or more service as a percentage of the total number of employees)
- 22 interview days organised and delivered
- 30 leavers completed the exit process

"Thank you for all your help and time throughout the last few weeks. Your help has made a difference to me through the tough times."

(Staff member quote)

- A turnover rate 25% (the number of people who have left the company as a percentage of the average number of employees)
- £820 raised for the charity through the annual Advent Raffle
- Provided relevant support for Age Concern Friends
- Transitioned to a new payroll system
- Supported the implementation of GDPR systems

We also supported managers to navigate some complex HR issues and dealt with 16 complex cases throughout the year, supporting 23 employees.

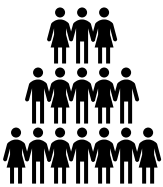
Preventative work included a public health campaign, based around changing monthly messages on topics including mental health, good hydration, fitness and exercise and healthy eating. Our overall absences rates compared well with other sectors at 5.9 days (which includes those on long-term absence). This compares well to CIPD data\* which identifies third sector at 6.3 days and the public sector at 8.4 days.

### Plans for 2019-20:

- Transfer paper copy personnel files to digital only
- Complete review of Induction process
- Introduce a new annual staff review process and use the existing competency framework for new staff
- Review of the Childcare Voucher Scheme following implementation of the new government-led process

\*Health and Wellbeing at Work – Public Sector April 2019. CIPD

## Volunteering



434 active volunteers (up 13%)

137 volunteer applications processed

Around 58,000 hours have been donated by volunteers (equating to over £480,000 of hours at National Living Wage rates – nearly £½ Million!! )

Volunteers continued to be the backbone of our organisation and we are grateful for the opportunity to meet them and include them in our Charity. Volunteers support front line and back office functions and act as informal ambassadors for the Charity and its work.

Our application, interview and induction processes were further refined, and we continued to seek feedback from volunteers about their experiences through our second Annual Volunteer Survey.

Intergenerational work was a key component of this year and we piloted an under-18s work experience programme at our Sybil Levin Dementia Care Centre. This work will develop in the 2019-20 year and opportunities increased to include our West Bridgford shop and other areas of the Charity. This work was valuable because it enabled younger people to develop their understanding of the ageing process and to see older people as unique individuals rather than just as a segment of the population with needs and problems. It enabled older people to understand the younger generation and to be energised by their commitment.

We increased our networking activity in the north of the County and effective working relationships have been established with Ashfield AVA and Mansfield CVS. This has resulted in an increase of 21% in volunteers from Bassetlaw, Newark and Sherwood, Mansfield and Ashfield.

We were keen to share some of the best practice that we've developed here in Nottinghamshire. Judith (our Volunteer Manager) is a key member of the East Midlands Region Volunteering Network and processes developed here have influenced both other local Age UKs and national activities. One of the most popular requests has been for the Out of Hours Pocket primer, issued to all off-site volunteers.

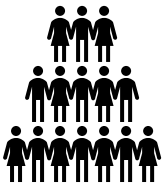
*"I want to thank you...for sharing your time. Talents and input as we began evolving how Age UK national supports volunteering. I am truly grateful for your contributions."*

(Age UK)

### Plans for 2019-20:

- Develop and implement a Volunteer Recruitment Plan for the north of the county
- Roll out under-18s placement / work experience opportunities across the charity

## Communication (FACT Team)



- 12% increase on Facebook use
- 3% increase on twitter followers
- 700 copies of Loop e-magazines distributed monthly
- 473 individual on-line training courses completed
- 100 staff and volunteers attended an induction session

Our social media audience continued to grow this year and we regularly received requests for information and details about other local services through this medium. Our website continued to develop, and we created a new portal for internal use (The Oracle) which will continue to make it much easier for staff and volunteers to navigate their way through policies and procedures and to find key information about the charity.



We trialled posting job opportunities on Facebook and were pleased with the initial response. We uploaded 2 jobs in early 2019 which resulted in 108 views and 12 applications through the platform. We will continue to trial this new route to job seekers.

Early in 2019, we ramped up our Instagram account and benefitted from the support of Jake Ball, one of the Nottinghamshire Cricketers who agreed to feature our logo on his bat whilst on tour in South Africa and to post periodic messages about the Charity to his 45,000 followers. We hope opportunities such as this will enable us to reach a wider audience of potential supporters and help make more people aware of our range of services.



The introduction of our new e-newsletters was successful. 90% of our distribution is done via email which saves on paper and postal costs and means the newsletter is received directly by interested parties. We produced an in-house Inside Loop for staff and volunteers and Local Loop – an external magazine for stakeholders and individuals interested in our work. Our mailing lists are GDPR compliant. Both e-magazines attracted positive feedback and we will continue to monitor the read rate and feedback in the next year.

(Anyone wanting to sign up to newsletters or social media accounts can do so easily by visiting our website: [www.ageuknotts.org.uk](http://www.ageuknotts.org.uk))

### **Training:**

We continued to invest time in making sure our training packages meet the needs of volunteers and staff. We reviewed and redesigned some of our basic online training packages and wrote new ones in response to requests from line managers.

Face to face induction sessions continued to be popular. 83% of delegates rated them as (at least) very good.

We delivered external training to University of Nottingham BSc and MSc Social Care students to staff from the Office of the Public Guardian plus smaller presentations to community groups such as the Congregational Federation.

The Training team delivered a successful Staff Wellbeing at Work Conference in November 2018 and there are plans to focus on Mental Health across the organisation for 2019.

### **Plans for 2019-20:**

- Increase reach and readership of Loop e-magazines by 25%
- Grow social media traffic by 15%
- Develop more direct '#campaigns' for social media to encourage activism
- Develop and implement audit mechanisms for online training use
- Support the development of volunteer-led IT training in home-based settings
- Develop targeted training options to enhance key projects
- Develop more strategic and targeted manager level training across a range of topics

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

Our refreshed OPAG group continued to make useful contributions to developments within the organisation. We held an Open Space meeting where members could discuss any topic of interest or concern to them and this helped us understand more about how to communicate better with older people in the wider community. It was an experiment, and one that we will repeat.

Other topics of interest have been Brexit, social footcare services, finding and navigating care packages and Home Improvement Services.

### **Plans for 2019-20:**

- Consolidate new group structure
- Create more opportunities to pro-actively influence communications

## Finance

New payroll systems were introduced during this period and an online expenses system is currently in its pilot phase. Once fully implemented, the system will reduce waste and improve efficiency and accuracy.

*“Many thanks for all your help with the audit. I wish all our clients were as efficient!”*

Mazars (auditors)

We introduced a more rigorous system of chasing invoices and made system improvements to Purchase Order and Invoice Authorisation processes, we also made better use of the SAGE accounting systems.

We are working hard to ensure we are ready to embed ‘making tax digital’ and are on target for the new implementation deadline of 1<sup>st</sup> October 2019.

## Estates, Compliance and Resources (ECR)

Our Bradbury House and Peachey Street buildings had a makeover in 2018-19 and are now much better environments for staff, volunteers and visitors. Our Shed in Worksop also had some much-needed roof repairs.

Our volunteer Handyperson made a real difference to our buildings on a weekly basis by painting, putting up shelves and sorting our recycling of furniture and materials and we were grateful for his time and commitment.

### Plans for 2019-20:

- Recruit new Handyperson volunteer
- Complete refurbishment of Bradbury House reception area
- Refurbish Meeting Room 4

## Data Protection

New GDPR compliant systems and procedures were implemented in 2018 and an audit schedule will be applied in 2019-20 to ensure full compliance with relevant policies.

### Plans for 2019-20:

- Ensure compliance with Making Tax Digital
- Roll out online expense claims
- Implement GDPR and Data protection audits across the Charity
- Embed cross-department shadowing and training between Finance and HR teams to build capacity within core functions

## ICT

It was another big year in the ICT department with some significant progress on infrastructure projects:

- Old computers were replaced across many areas of the charity and more appropriate fieldwork tablets were adopted in outreach teams

- We migrated the charity from Windows 7 to Windows 10 (and created the relevant user guides for staff and volunteers to use)
- Migration to Cloud storage was completed and all staff now access Teams and SharePoint to enable better collective working
- We've freed up the workforce to work from anywhere with an internet connection – this gives staff and managers greater freedom to work in an appropriate setting and to offer a more consistent and effective service within the homes of service users
- We transitioned to a new telephony system and we will work through the remaining 'kinks' in the system in the coming year
- We supported the development and roll-out of The Oracle – the new staff and volunteer intranet system

At the end of the year we were able to reduce our staffing resources by 13%, primarily due to the changes we have implemented over the last two years. We have also welcomed a volunteer to the department.

We invested in Comodo (Italian) End Point Management to protect our systems and to allow us to remotely manage and reconfigure computers.

**Plans for 2019-20:**

- Complete the Windows 10 upgrade across all equipment
- Complete Cloud migration
- Develop time-efficient automation to manage repetitive tasks and processes requiring authorisation
- Automate key payment systems in line with policies and procedures

## Recurring Financial Policies and Procedures

### Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that services for certain services are appropriate and that any charges should be related to the ability of an individual to pay charges. Certain services should always be provided free of charge and that, where charges apply, discretion is important to ensure service users are not denied a service because of their inability to pay.

We continued to be mindful of these principles and sought to minimise the cost of charges for care and support services whenever we could. Potential service users were always made aware of any applicable charges in advance of delivering the care or support. We set aside a discretionary fund which was used to top up payments for services where a potential service user could not pay some or all of the charge. We continued to allocate some of our fundraising income to that discretionary fund. Free or discounted services were normally available to those in receipt of Pension or Council Tax credits.

It remained our policy to review all charges, at least annually, during the budget setting process. Where we deemed it important to offer services for free, users were offered the option to make a voluntary donation.

### 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 (where appropriate) proper professional advice. Due to cashflow fluctuations, the Charity's funds were not invested in a high interest account. However, as the cash position improved, we identified a new banking platform where better rates can be obtained.

#### Plans for 2019-20:

- Maximise investment income by opening an account with an interest maximising platform
- The Finance and Audit Committee will review investment options, considering all available products

### Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of:

- Between 2 months' running costs PLUS the fundraising target for the year
- Between 3 months' running costs PLUS the fundraising target for the year

(Both levels of reserves exclude 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 our 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 to this level to ensure the Charity can run efficiently and meet the needs of local, older people.

Based on the 2019-20 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- 2 months' running costs PLUS the fundraising target for the year = £604,725
- 3 months' running costs Plus the fundraising target for the year = £804,587

Free reserves as at 31st March 2019 = £637,935 which are within the reserve policy parameters identified above.

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.

## Review of Key Aims for 2018-19

Key aim	Done?	Outcome
Deliver Maintenance Cognitive Stimulation Therapy sessions to older people with mild to moderate dementia from the community.		2 courses successfully delivered – now seeking additional funding for further rollout
To create a new, regular internal communication for volunteers and staff called 'The Inside Loop'		First issue went out on May 2019. We also created an external version called 'Local Loop' which goes out a few days later. The combined circulation is around 700.
Create an action plan to make changes to the way we work with volunteers across the charity, based on the volunteer survey undertaken in 2017-18		We refined our recruitment and paperwork processes. We celebrated achievements and shared information about volunteers and volunteering via the Inside Loop newsletter.
Carry out a staff survey to enable us to be informed of the ways in which we improve the wellbeing of our team.		The survey was carried out in summer 2018 and results fed into the Staff Autumn Forum in November 2018. New procedures such as the Wellbeing and Work Plan have been implemented as a result of the survey feedback.
To work more with corporates, schools, colleges and universities to develop more opportunities for work experience and placements with the charity		We piloted placements for schools within our Sybil Levin Centre and have increased our work with corporates through various activities (as outlined in Fundraising section)
To ensure the group is compliant with the 'making tax digital' initiative		This work is on target to be completed by October 2019.
To use the new ADP payroll system to move to a paperless expenses system		Work has been done to create the necessary platforms and one team is currently trialling the system, prior to full roll-out
To develop our Housing provision under the new name of Safe and Sound		Safe and Sound is now fully operational and continuing to attract small, additional funded projects to add value to the overall service.

## Key Aims for 2019-20

1. To launch a new Footcare Service in Nottingham.
2. To launch the "Sybils Homemade" catering venture which supplies Afternoon Tea in a Box as a fundraiser and catering for buffets for companies and individuals. All the profit will go to support our work with people who are living with dementia.
3. To develop a charity wide Dementia Strategy.
4. To secure funding to deliver Maintenance Cognitive Stimulation Therapy courses.
5. To partner with East Midlands Affordable Warmth Scheme to provide support in the event of a power cut through referring people to the Priority Services Register.
6. To seek to improve the profitability of both the West Bridgford and Mansfield shops.
7. To strengthen and develop relationships with law firms in line with our fundraising strategy.
8. To recruit a new Finance Trustee to work alongside our existing Finance Trustee for at least a year before he steps down at the AGM in September 2021.
9. Age UK Local Trading Directors to determine what steps need to be taken to take advantage of the freeing up of staff time when the Travel Product is removed from their portfolio of products.
10. To deliver Mental Health training to volunteers and members of staff.
11. To continue to prepare to mitigate the impact of a no deal Brexit on the charity if this were to happen.

## Structure Governance and Management

Age UK Nottingham & Nottinghamshire (Age UK Notts) is an incorporated Charity. It is registered as a Charity with the Charity Commission and registered as a Company with Companies House. We can trace our roots back to 1942.

Our governing document is the memorandum and Articles of Association. These were adopted when the Charity incorporated on 27<sup>th</sup> October 1997, these were last reviewed during September 2018. We have 3 subsidiary companies:

- **Age UK Local Trading Ltd** – its governing document is the Memorandum and Articles of Association, adopted upon incorporation on 2<sup>nd</sup> March 1995
- **AUBD Ltd** – its governing document is the Memorandum and Articles of Association, adopted upon incorporation on 9<sup>th</sup> October 2007
- **Age UK Notts Men in Sheds CIC** – its governing document is the Memorandum and Articles of Association, adopted upon incorporation on 11<sup>th</sup> December 2018
- There is a United Direction order in place and the **George Henry Francis Payling's Charity** continues to hold its individual charity status (in line with its trust deed / legal document dated 26<sup>th</sup> June 2009), 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 9 members. Trustees are elected by the Members of the Charity and serve a three-year term of office.

The Board may appoint persons to full casual vacancies which occur during the year amongst the elected Members of the Board; appointments which will terminate at the end of the term for which the original member was elected.

## **Induction and Training**

New Trustees undertake our Trustee Induction Programme to brief them on:

- Legal obligations under charity and company law
- Charity Commission guidance
- Understanding the Memorandum and Articles of Association
- Our Strategic and Business Plan
- Recent Financial performance of the Charity

Training needs are periodically reviewed for all Trustees and they are encouraged to attend appropriate training events where these will facilitate their role. All Trustees complete the following mandatory courses:

- GDPR (Data Protection)
- Conflict of Interest
- Confidentiality and Consent
- Equality and Diversity
- Disciplinary and Grievance
- Financial Management (for Trustees acting as signatories to our bank accounts)
- Media Training (for Chair and Vice-Chair)

## **Strategic direction and organisation**

The Board of Trustees administers the Charity and sets the strategic direction. The Board meets every other month. It delegates the management of day-to-day operations to managers within the Charity, as defined in various policies, procedures and the Scheme of Delegation approved by the Board. Information flows between the Board of Trustees and the Senior Management Team and is augmented by the Customer Service and Finance & Audit Committees which began their regular meetings following the agreement of Terms of Reference within the 2017-18 year.

## **Related Parties and Co-operation with Other Organisations**

None of the Trustees receive any 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's relationship with Age UK (the national brand partner) is governed by a legal agreement, setting out how we work together.

We are a member of the Age England Association (AEA) which supports around 150 local Age UKs across the country. We also participate in an East Midlands Regional Network of local Age UKs which meets every quarter. Other managers and staff also have the opportunity to participate in themed regional networks and which provide training and development opportunities across the management team. This Regional Network is chaired by our CEO (Mick Tinkler). We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

The Charity's wholly owned subsidiary, Age UK Local Trading, and 90% owned AUBD, were established to undertake non-charitable trading and work outside the Charity's area of benefit. These companies gift aid most of their profits to the Charity. Men in Sheds will donate 100% of their profits to the Charity.

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26<sup>th</sup> June 2009. Its Object is the relief of elderly persons resident in the area of benefit, which is the area falling under the authority of Mansfield District Council.

## **Pay Policy for Senior Staff**

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

The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the Charity (listed under our Directors, Trustees and Officers section).

All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of their expenses and related party transactions are disclosed in notes 23 and 25 to the accounts.

The Managing Director and Commercial Director of Age UK Local Trading received a combined remuneration of £62,471. The other Directors of Age UK Local Trading Ltd did not receive any remuneration. No Director of AUBD Ltd received remuneration from the company in the reporting period.

## **Risk Management**

At the end of the reporting period, we had 122 risks on the Risk Register (compared to 123 last year).

We continued to take a robust approach to the identification, minimisation and elimination of risks across a range of areas. Each risk was given an Impact and Probability rating and actions identified to mitigate or eliminate risks. A Risk Management Schedule was drawn up and each manager allocated an area of risk to consider at monthly risk management meetings with the Chief Executive attending every meeting to ensure continuity. The Senior Leadership Team reviews risks at their

monthly meetings. The Board review existing and new risks at each meeting. We test our responses through our Business Continuity Plan and work through consequences to identify areas for improvement.

We managed internal and external risks. Internal risks come from contracts beginning and ceasing, staff, volunteers, operations and reputation. External risks come from national and local policies, economic downturns and political uncertainty. 2018-19 was challenging:

- We launched our Emergency Preparedness strategy (as part of the wider local authority response) to potential threats of terrorism, 'lone wolf' attacks or natural disasters; the plan covers 'invacuation' and evacuation and all staff were briefed on what to do with additional notices posted throughout our estate
- Brexit and the continued political and economic uncertainty continued to impact external sources of funding and fundraising opportunities; we reviewed the potential impact of a March 2019 withdrawal on our need to deploy resources differently through discussions with our Senior Management Team, Members and the Board of Trustees. We continue to plan for the implications of a no-deal Brexit or for a more orderly withdrawal.

We continued to monitor issues around pandemics, interest rates (and associated low returns on investments), reputational risks, ICT threats, and the impact of scandals within other organisations that can impact on levels of trust for all charities.

We continued to manage changes within commission rates for products sold through our commercial arm and to understand how that would impact on our budgets and what we needed to do to mitigate that impact. The situation remained fluid throughout the reporting period and we devised new opportunities to raise income in-house (which are reported in the Fundraising Section).

### **Kitchen utensils made by Men in Sheds Members**



### **Garden planters for lorry enthusiasts made by Men in Sheds Members**

## Trustees Responsibilities in Relation to the Financial Statements

The Charity Trustees (who are also 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).

Trustees are required 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 those resources (including income and expenditure) of the charitable group for that period. In preparing the financial statements, the Trustees are required to:

- ✓ Select suitable accounting methods and apply them consistently
- ✓ Observe the method and principles in the Charities SORP
- ✓ Make judgments 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 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 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.

### Statement as to Disclose to our Auditors

In so far as the Trustees are aware at the time of approving the Annual Report:

- There is no relevant information (being information needed) by the auditor in connection to 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's/he, they 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

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity. We continued to seek suitable Trustees from the relationships we have across the Group or advertised more widely if we were unable to find appropriate candidates.

Our Trustees continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

## Thank You!

In concluding this Trustees report, 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 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 thank all the charity's Trustees for the time, expertise and knowledge they bring to the governance of the Charity. Thank you to the OPAG Board members (our non-Trustee members) who not only oversee our work but also provide links with groups and bodies external to the Charity that also support older people. Thank you to the Directors of our subsidiary companies who volunteer to oversee this area of our work.

Our Senior Managers continued to work tirelessly to effectively manage the Charity, ensuring our resources were deployed to best effect to enhance the quality of life, health and wellbeing of older people across the City and County. As austerity continues to bite (and with little sign of the much-promised government Green Paper), their careful husbandry and ability to build effective relationships with commissioners continued to be an important part of our management philosophy.

Our dedicated volunteers and members of staff, of all ages and from a variety of backgrounds, continued to make a huge difference to the effectiveness of the Charity and the lives of older people. Whether in a back-office support role, or working directly with older people, each and every one made a much-valued contribution to our overall effectiveness.

We are proud of our achievements in the reporting period, but we know there is much more to do. We look forward to those challenges, confident that we can react to the changing funding landscape and provide a high-quality service to the older people who need our help and support.

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

By order of the Board of Trustees

Mick Tinkler  
**Chief Executive**

Len Simmonds  
**Vice-Chair of Trustees**

## 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 charity's affairs as at 31 March 2018 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### 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.

### The impact of uncertainties due to Britain exiting the European Union

The Trustees' view on the impact of Brexit is disclosed on page 50.

The terms on which the United Kingdom may withdraw from the European Union are not clear, and it is therefore not currently possible to evaluate all the potential implications to the Group's operations, service users, suppliers and the wider economy.

We considered the impact of Brexit on the Group as part of our audit procedures, applying a standard firm wide approach in response to the uncertainty associated with the Group's future prospects and performance.

### 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 51, 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](http://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:**





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

**Balance Sheet**  
**as at 31<sup>ST</sup> March 2019**  
**Company No. 03455485**

	<u>Notes</u>	<u>2019</u> £	<u>The Group</u> <u>2018</u> £	<u>2019</u> £	<u>The Charity</u> <u>2018</u> £
<b>Fixed Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Investments	<u>10</u>	-	-	92	92
Tangible Assets	<u>9</u>	597,885	560,536	576,125	537,373
<b>George Henry Francis Payling's Charity</b>					
Investments	<u>10</u>	11,068	11,071	11,068	11,071
Tangible Assets	<u>9</u>	45,765	47,051	45,765	47,051
		<u>654,718</u>	<u>618,658</u>	<u>633,050</u>	<u>595,587</u>
<b>Current Assets</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Stock		14,812	280	14,812	280
Debtors	<u>11</u>	840,087	1,063,719	1,016,779	1,262,669
Cash at Bank and in Hand		571,085	556,605	553,302	489,726
<b>George Henry Francis Payling's Charity</b>					
Debtors	<u>11</u>	-	135	-	135
Cash at Bank and in Hand		6,144	9,365	6,144	9,365
		<u>1,432,128</u>	<u>1,630,104</u>	<u>1,591,037</u>	<u>1,762,175</u>
<b>Creditors: amounts falling due within one year</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
	<u>12</u>	120,254	207,420	72,910	126,101
<b>George Henry Francis Payling's Charity</b>					
	<u>12</u>	1,083	435	1,083	435
		<u>121,337</u>	<u>207,855</u>	<u>73,993</u>	<u>126,536</u>
<b>Net Current Assets</b>					
		<u>1,310,791</u>	<u>1,422,249</u>	<u>1,517,044</u>	<u>1,635,639</u>
<b>Total Assets less Current Liabilities</b>					
		<u>1,965,509</u>	<u>2,040,907</u>	<u>2,150,094</u>	<u>2,231,226</u>
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
<b>Creditors: amounts falling due after one year</b>					
Loans	<u>14</u>	2,410	5,513	-	-
<b>Net Assets</b>					
		<u>1,963,099</u>	<u>2,035,394</u>	<u>2,150,094</u>	<u>2,231,226</u>
<b>Funds</b>					
<b>Age UK Nottingham &amp; Nottinghamshire</b>					
Restricted	<u>15</u>	272,639	294,453	272,639	294,453
Designated	<u>17</u>	762,862	893,668	762,862	893,668
Unrestricted		886,089	794,982	1,052,587	975,918
<b>George Henry Francis Payling's Charity:</b>					
Permanent Endowment	<u>15</u>	52,492	53,685	52,492	53,685
Expendable Endowment	<u>15</u>	9,514	13,502	9,514	13,502
<b>Funds of the Charity</b>					
	<u>16</u>	1,983,596	2,050,290	2,150,094	2,231,226
Minority Interest		(20,497)	(14,896)	-	-
<b>TOTAL FUNDS</b>		<u>1,963,099</u>	<u>2,035,394</u>	<u>2,150,094</u>	<u>2,231,226</u>

Approved by the Board of Trustees and authorised for issue on 19th September 2019 and signed on its behalf by:

Director T Brown

Director C Dorkes

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 (£81,236) (2018: £510,119).

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 59-82 form part of these financial statements.

**Statement of Cash Flows and Consolidated Statement of Cash Flows**  
**as at 31<sup>st</sup> March 2019**  
**Company No. 03455485**

<b>Notes</b>	<b>The Group</b>		<b>The Charity</b>	
	<b>2019</b>	<b>2018</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>				
<b>Net cash provided by (used in) operating activities 18a)</b>	<b>125,011</b>	<b>(164,609)</b>	<b>168,568</b>	<b>(212,629)</b>
<b>Cash flows from investing activities:</b>				
Dividends, interest and rents from investments	9,858	16,989	10,974	19,252
Proceeds from the sale of property, plant and equipment	13,550	370,000	13,550	370,000
Purchase of property, plant and equipment	(134,057)	(70,219)	(132,737)	(52,665)
Proceeds from sale of investments	-	10,073	-	10,073
Purchase of investments	-	-	-	-
<b>Net cash (used in) investing activities</b>	<b>(110,649)</b>	<b>326,843</b>	<b>(108,213)</b>	<b>346,660</b>
<b>Cash flows from financing activities:</b>				
Repayments of borrowing	(3,103)	(6,555)	-	-
<b>Net cash provided by (used in) financing activities</b>	<b>(3,103)</b>	<b>(6,555)</b>	<b>-</b>	<b>-</b>
<b>Increase (decrease) in cash and cash equivalents in the year 18b)</b>	<b>11,259</b>	<b>155,679</b>	<b>60,355</b>	<b>134,031</b>
Cash and cash equivalents at the beginning of the year	565,970	410,291	499,091	365,060
<b>Total cash and cash equivalents at the end of the year 18b)</b>	<b>577,229</b>	<b>565,970</b>	<b>559,446</b>	<b>499,091</b>

## Notes to the Financial Statements for the Year Ended 31st March 2019

### 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, AUBD Limited and Age UK Notts Men in Sheds C.I.C. 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/(deficit) dealt within the financial statements of the parent company was (£81,236) (2018: £509,873).

#### c) Going Concern

The Trustees are of the view that the Charity and group are a [going concern](#) (see page 43 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 £38,321 (2018: £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 2019, 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 31<sup>st</sup> March 2019 (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 434 volunteers (2018:383) 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 31<sup>st</sup> March 2019 (continued)**

**1. Accounting Policies (continued)**

**o) Allocation of Funds within Note 7**

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

**v) Financial Instruments**

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

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

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

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

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







**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**2. Grants and Service Agreements (continued)**

	2019		2018	
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>
	£	£	£	£
<b>d) <u>Health &amp; Wellbeing (continued)</u></b>				
<b><u>NHS Rushcliffe CCG</u></b>				
Integrated Care	-	148,969	-	148,969
Carers Audit	-	-	-	19,454
<b><u>Gedling Borough Council</u></b>				
Men in Sheds – Daybrook	-	-	5,850	-
<b><u>Nottingham City Council</u></b>				
Best Foot Forward	7,189	-	8,000	-
Wellbeing at Home	-	49,500	-	-
<b><u>Age UK</u></b>				
MCST Dementia Project	-	-	9,057	-
Winter Emergency Fund	-	-	2,000	-
Visiting Services	-	-	4,958	-
<b><u>Age UK/Ministry of Defence</u></b>				
Joining Forces	103,173	-	69,470	-
<b><u>HMP Whatton Prison</u></b>				
OPAL Activity Service	12,536	-	13,736	-
Whatton & Wakefield Project	35,976	-	128,855	-
<b><u>Business in the Community</u></b>				
Click Silver	3,000	-	3,000	-
<b><u>NHS Nottingham City</u></b>				
Tackling Inactivity	-	2,500	-	7,500
	<u>192,995</u>	<u>905,806</u>	<u>294,226</u>	<u>840,974</u>
<b>e) <u>Core Services</u></b>				
<b><u>The Peoples' Council</u></b>				
Meetings	-	-	-	1,750
<b><u>Age UK</u></b>				
Supporting Friends of Age UK	-	3,900	-	4,300
Retainer	-	15,000	-	15,000
Transition Funding	-	25,554	-	-
Lottery Grant	-	15,703	-	-
<b><u>Age England Association</u></b>				
Meetings in the East Midlands	4,000	-	4,031	-
	<u>4,000</u>	<u>60,157</u>	<u>4,031</u>	<u>21,050</u>
<b><u>Total Grants &amp; Service Agreements</u></b>	<u>270,667</u>	<u>1,295,870</u>	<u>438,105</u>	<u>1,396,206</u>

**Note**

The Charity has relationships between all of the above parties who give money via either grants or service level agreements. Each grant or service level agreement has a set term and are reviewed regularly.

**Notes to the Financial Statements**  
**for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**3. Donations and Legacies**

	<u>2019</u>	<u>2018</u>
	<u>£</u>	<u>£</u>
<b>A. <u>Unrestricted Funds</u></b>		
Anonymous	1,000	-
The Gray Trust	-	1,000
The Home Improvement Trust	5,426	-
The J N Derbyshire Trust	2,300	2,300
The Mary Potter Convent Trust	3,000	-
The Late A Baker	145	2,695
The Late B Curry	2,000	-
The Late C S Beardall	-	5,000
The Late E Hallam	156,667	638,833
The Late I Nix	20,000	-
The Late I Norman	(2,250)	-
The Late S Russell	14,197	-
The Late A Walker	627	(1,540)
The Late T A Woolrich	-	300
The Sir John Eastwood Foundation	2,000	1,500
Others < £250	<u>7,165</u>	<u>7,419</u>
	<b><u>212,277</u></b>	<b><u>657,507</u></b>
<b>B. <u>Restricted Funds</u></b>		
<b>a) <u>Housing Services</u></b>	<b><u>2019</u></b>	<b><u>2018</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>Safe &amp; Sound (formally Housing Matters)</u></b>		
The Skerritt Trust	72,000	49,000
Foundations Independent Living Trust – Gas Safe	3,000	-
Age UK Legacy Share - The Late G Thomas	200	-
Age UK Legacy Share - The Late M Cobban	400	-
The Late M Mayell	7,500	-
Individuals	<u>120</u>	<u>370</u>
	<b><u>83,220</u></b>	<b><u>49,370</u></b>
<b>b) <u>Advice</u></b>	<b><u>2019</u></b>	<b><u>2018</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>Information &amp; Advice and Signposting</u></b>		
Individuals	25	30
ICCA 50 Association	200	-
The Late M Mayell	7,500	-
The Late D Brown	200	-
The Late M Paris	-	1,043
The Payling's Charity	1,435	2,547
The PAPET Trust	2,000	2,000
The Winifred Eileen Kemp Trust	-	5,000
	<b><u>11,360</u></b>	<b><u>10,620</u></b>
<b>c) <u>Advocacy</u></b>	<b><u>2019</u></b>	<b><u>2018</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
<b><u>Advocacy Service</u></b>		
Individuals	110	216
M J Langsdale	250	-
The Late M Paris	-	1,043
	<b><u>360</u></b>	<b><u>1,259</u></b>

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**3. Donations and Legacies (continued)**

	<u>2019</u>	<u>2018</u>
	£	£
<b>d) <u>Health &amp; Wellbeing</u></b>		
<u>Integrated Care</u>		
Individuals	105	10
<u>Volunteer Prevention</u>		
Individuals	1,326	2,771
Institute of Cemetery & Crematorium Management	7,554	-
Age UK Legacy Share – The Late I Norman	-	2,250
<u>Connect</u>		
Individuals	305	435
Age UK Legacy Share – The Late K Barlow	3,300	-
<u>Whatton Prison Service</u>		
Individuals	20	500
Whatton Prison	-	574
<u>Men in Sheds</u>		
Individuals	410	779
Frank Key – Timber	503	-
The Lindhurst Farm Trust	-	2,000
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>Postural Stability Falls Prevention</u>		
Age UK Legacy Share – V Wardle	400	-
<u>Wellbeing at Home</u>		
Individuals	10	-
<u>The Sybil Levin Centre</u>		
Individuals	1,437	639
Santander UK	250	-
PSG Nottingham	400	-
Skipton Building Society	-	2,147
	<u>16,020</u>	<u>31,105</u>
<b><u>Total Restricted Donations and Legacies</u></b>	<u>110,960</u>	<u>92,354</u>

**4. Safe & Sound - Income (see note 2)**

	<u>2019</u>	<u>2018</u>
	£	£
Nottingham City Council Grant	-	122,035
Payments to Subcontractors	-	25,098
	-	147,133
	<u>                    </u>	<u>                    </u>

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**5. Surplus on Shops**

	<u>Mansfield Shop</u> £	<u>West Bridgford</u> £	<u>Total 2019</u> £	<u>Total 2018</u> £
<b><u>Income</u></b>				
Merchandising Income	62,217	82,838	145,055	147,819
Donated Stock	13,265	-	13,265	17,330
Donation Cash	-	535	535	182
Donation – Gift Aid	351	1,363	1,714	1,509
Charges	-	-	-	8,190
Fundraising	-	451	451	-
Other	6,853	-	6,853	-
	<b>82,686</b>	<b>85,187</b>	<b>167,873</b>	<b>175,030</b>
<b><u>Direct and Overhead Expenses</u></b>				
Purchases	2,948	-	2,948	3,213
Donated Stock	13,265	-	13,265	17,330
<b><u>Less</u></b> Closing Stock	1,889	-	1,889	280
Staff Costs & Volunteer Expenses	41,197	41,801	82,998	85,568
Rent, Rates and Water	4,661	20,370	25,031	30,622
Light and Heat	1,259	4,382	5,641	3,519
Cleaning, Repairs, Renewals and Insurance	1,693	1,205	2,898	3,370
Telephone	746	314	1,060	1,990
Advertising	2,236	7	2,243	2,251
Depreciation	5,390	513	5,903	3,599
Sundry	97	50	147	343
Other Overheads	8,353	8,441	16,794	17,931
Transport and Collection	4,798	-	4,798	4,570
	<b>84,754</b>	<b>77,083</b>	<b>161,837</b>	<b>174,026</b>
<b>Surplus/ (Deficit)</b>	<b>(2,068)</b>	<b>8,104</b>	<b>6,036</b>	<b>1,004</b>

**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 charity's overheads of £6,921 during 2018/19 and £4,661 towards the rent of the leased building.

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

<b>6. Fundraising and Publicity</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Staff Costs	39,542	39,887
Postage, Printing and Stationery	557	686
Advertising and Publicity	4,147	6,415
Other Costs	3,631	631
	<u>47,877</u>	<u>47,619</u>

**Note**

The costs of fundraising are shown as £47,877 (2018: £47,619) with corresponding income of £35,696 (2018: £55,550), it should be noted that fundraising activity also contributed to the donations and legacies detailed in [note 3](#).

**7. Governance Costs**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Annual General Meeting & Annual Report Production	9,372	9,254
Auditor's remuneration	6,165	8,657
Audit – bank charges	56	70
Board Meetings	12,523	11,778
Board of Trustees Expenses & Training	110	113
Insurance	636	626
Legal and Professional	-	70
	<u>28,862</u>	<u>30,568</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	£1,394	£5,428	£906	£2,480	£2,701	£15,953	£28,862
Finance & HR	£4,375	£17,031	£2,842	£7,779	£8,472	£50,050	£90,549
Information Technology	£1,457	£5,670	£946	£2,590	£2,821	£16,665	£30,149
Contact Hub Core Administration	£1,073	£4,175	£696	£1,907	£2,077	£12,270	£22,198
Volunteer Strategy and Recruitment	£857	£3,337	£557	£1,525	£1,660	£9,808	£17,744
Senior Management Team	£4,470	£17,407	£2,905	£7,951	£8,659	£51,152	£92,544
<b>Total</b>	<b>£13,626</b>	<b>£53,048</b>	<b>£8,852</b>	<b>£24,232</b>	<b>£26,390</b>	<b>£155,898</b>	<b>£282,046</b>

**Basis of the Allocation**

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

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**8. Total Expenditure**

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other Costs</u>	<u>Total 2019</u>	<u>Total 2018</u>
	£	£	£	£	£
Direct Charitable Expenditure	1,785,430	83,764	590,404	2,459,598	2,544,233
Fundraising and Publicity					
- shops	82,998	5,903	72,930	161,831	174,026
- other	39,542	3	8,332	47,877	47,619
Governance Costs	19,431	128	9,303	28,862	30,568
Trading Subsidiary Costs	-	-	461,900	454,832	518,701
George Henry Francis Payling's Charity	-	1,286	4,148	5,434	5,671
	<u>1,927,401</u>	<u>91,084</u>	<u>1,147,017</u>	<u>3,158,434</u>	<u>3,320,818</u>
				<u>2019</u>	<u>2018</u>
				£	£
Staff Costs:					
Wages and Salaries				1,721,490	1,792,506
Social Security Costs				119,173	126,453
Pension Costs				86,738	67,283
				<u>1,927,401</u>	<u>1,986,242</u>
Note – The pension costs are allocated to activities in the proportion to the related staffing costs incurred.				<u>2019</u>	<u>2018</u>
				£	£
Other Costs:					
Auditor's remuneration				6,165	8,657
Other audit costs				570	612
Grants - repair works for individuals				2,995	32,825
Property Costs				163,750	127,390
Travel Costs and Volunteers' Expenses				150,967	112,177
Transport / Stock Collection Costs				37,368	28,945
Advertising and Office Expenses				156,861	171,411
Training				19,799	15,457
Legal and Professional				82,759	150,066
Miscellaneous				46,470	56,817
Trading Subsidiary Costs				461,900	518,701
George Henry Francis Payling's Charity				4,148	4,374
Donated Stock				13,265	17,330
				<u>1,147,017</u>	<u>1,244,762</u>
				<u>2019</u>	<u>2018</u>
				No.	No.
1 employee earned between £60,000 and £70,000 p.a.					
The average number of <b>full-time equivalent</b> employees, analysed by function, was:					
Direct Charitable Services				56	58
Fundraising and Publicity				5	5
Management and Administration of the Charity				13	12
				<u>74</u>	<u>75</u>

The average monthly **headcount** (full-time and part-time employees) was 118 (2018: 113).

Group key management personnel total remuneration of £235,011 (2018: £213,671) including salary, employers national insurance and pension contributions is within costs above, [page 93](#) lists the key management for the Group.

As at 31<sup>st</sup> March 2019 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (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 2018	51,439	1,239,945	153,991	242,338	86,123	1,773,836
Additions in Year	37,348	739	54,612	19,281	22,077	134,057
Disposals in year	-	(2,802)	-	-	(44,928)	(47,730)
<b>At 31st March 2019</b>	<b>88,787</b>	<b>1,237,882</b>	<b>208,603</b>	<b>261,619</b>	<b>63,272</b>	<b>1,860,163</b>
<b>Depreciation</b>						
At 1st April 2018	5,144	833,535	145,740	148,753	80,128	1,213,300
Charge for Year	8,878	39,925	24,021	11,180	8,517	92,521
Disposals in Year	-	(1,612)	-	-	(41,931)	(43,543)
<b>At 31st March 2019</b>	<b>14,022</b>	<b>871,848</b>	<b>169,761</b>	<b>159,933</b>	<b>46,714</b>	<b>1,262,278</b>
<b>Net Book Values</b>						
<b>At 31st March 2019</b>	<b>74,765</b>	<b>366,034</b>	<b>38,842</b>	<b>101,686</b>	<b>16,558</b>	<b>597,885</b>
At 31st March 2018	46,295	406,410	8,251	93,585	5,995	560,536

(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 2018	34,467	1,239,945	115,816	218,616	86,123	1,694,967
Additions in Year	37,348	739	54,612	17,961	22,077	132,737
Disposals in Year	-	(2,802)	-	-	(44,928)	(47,730)
<b>At 31st March 2019</b>	<b>71,815</b>	<b>1,237,882</b>	<b>170,428</b>	<b>236,577</b>	<b>63,272</b>	<b>1,779,974</b>
<b>Depreciation</b>						
At 1st April 2018	3,447	833,535	107,840	132,644	80,128	1,157,594
Charge for Year	7,181	39,925	23,884	10,291	8,517	89,798
Disposals in Year	-	(1,612)	-	-	(41,931)	(43,543)
<b>At 31st March 2019</b>	<b>10,628</b>	<b>871,848</b>	<b>131,724</b>	<b>142,935</b>	<b>46,714</b>	<b>1,203,849</b>
<b>Net Book Values</b>						
<b>At 31st March 2019</b>	<b>61,187</b>	<b>366,034</b>	<b>38,704</b>	<b>93,642</b>	<b>16,558</b>	<b>576,125</b>
At 31st March 2018	31,020	406,410	7,976	85,972	5,995	537,373

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**9. Tangible Fixed Assets (continued)**

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

	Freehold Property £	Fittings & Fixtures £	Total £
<b>Cost</b>			
At 1 <sup>st</sup> April 2018	55,661	1,038	55,699
Additions in Year	-	-	-
<b>As at 31<sup>st</sup> March 2019</b>	<b>55,661</b>	<b>1,038</b>	<b>56,699</b>
<b>Depreciation</b>			
As at 1 <sup>st</sup> April 2018	9,544	104	9,648
Charge for Year	1,193	93	1,286
<b>As at 31<sup>st</sup> March 2019</b>	<b>10,737</b>	<b>197</b>	<b>10,934</b>
<b>Net Book Values</b>			
<b>At 31<sup>st</sup> March 2019</b>	<b>44,924</b>	<b>841</b>	<b>45,765</b>
At 31 <sup>st</sup> March 2018	46,117	934	47,051

**10. Investments**

	<u>The Group</u> £	<u>The Charity</u> £	<u>George Henry Francis Payling's Charity</u> £
<b>Cost and Net Book Value</b>			
At 1 April 2018	11,071	92	11,071
Additions	-	-	-
Disposals	-	-	-
Loss on investments	(3)	-	(3)
At 31 March 2019	<b>11,068</b>	<b>92</b>	<b>11,068</b>

**11. Debtors**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2019</u> £	<u>2018</u> £	<u>2019</u> £	<u>2018</u> £
Grants Receivable	85,524	143,740	85,524	143,740
Prepayments	25,371	28,896	21,593	26,491
Tax Debtor	-	-	-	-
Other Debtors	177,040	208,467	165,443	165,847
Amounts due from subsidiary undertakings	-	-	192,067	243,975
Donations Receivable	552,152	682,616	552,152	682,616
<b>George Henry Francis Payling's Charity</b>				
Debtors	-	135	-	135
	<b>840,087</b>	1,063,854	<b>1,016,779</b>	1,262,804

Included within amounts due from subsidiary undertakings for the Charity is an amount of £163,602 which is due from AUBD Limited and will not be repaid until the company is profit making. It is expected that £13,119 of this will be paid during 2019/20.



**Notes to the Financial Statements**

**for the Year Ended 31<sup>st</sup> March 2019 (continued)**

12. <b><u>Creditors:</u></b> amounts falling due within one year	<b>The Group</b>		<b>The Charity</b>	
	<b><u>2019</u></b> <b>£</b>	<b><u>2018</u></b> <b>£</b>	<b><u>2019</u></b> <b>£</b>	<b><u>2018</u></b> <b>£</b>
<b>Age UK Nottingham &amp; Nottinghamshire</b>				
Accruals and Deferred Income	<b>103,371</b>	170,210	<b>60,165</b>	119,578
Taxation and Social Security	<b>12,745</b>	6,523	<b>12,745</b>	6,523
Other Creditors	<b>4,138</b>	30,687	-	-
<b>George Henry Francis Payling's Charity</b>				
Accruals and Deferred Income	<b>1,083</b>	435	<b>1,083</b>	435
	<b>121,337</b>	207,855	<b>73,993</b>	126,536

13. **Deferred Income**

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1<sup>st</sup> April 2019. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31<sup>st</sup> March 2019.

	<b><u>The Group</u></b> <b>£</b>	<b><u>The Charity</u></b> <b>£</b>
<b>Age UK Nottingham &amp; Nottinghamshire</b>		
Balance as at 1 <sup>st</sup> April 2018	<b>74,071</b>	48,371
Amount released to income earned from charitable activities	<b>(74,071)</b>	(48,371)
Amount Deferred in the Year	<b>29,117</b>	10,389
<b>Balance as at 31<sup>st</sup> March 2019</b>	<b>29,117</b>	<b>10,389</b>

14. <b><u>Creditors:</u></b> amounts falling due after more than one year	<b>The Group</b>		<b>The Charity</b>	
	<b><u>2019</u></b> <b>£</b>	<b><u>2018</u></b> <b>£</b>	<b><u>2019</u></b> <b>£</b>	<b><u>2018</u></b> <b>£</b>
VISAV Set up costs	<b>2,410</b>	5,513	-	-
Analysis of Borrowings:				
Within one year	-	-	-	-
Between two and five years	<b>2,410</b>	5,513	-	-
	<b>2,410</b>	5,513	-	-

**Notes to the Financial Statements**  
**for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**15. Restricted Funds**

A) <u>Housing</u>	<u>Balance</u>	<u>Movement in Resources</u>		<u>Balance</u>
Funded by:	<u>1.4.2018</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>31.3.2019</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<b><u>Nottingham City Council</u></b>				
Home Maintenance (West Area)	605	-	103	502
Home Maintenance (West Area) Sinking Fund	808	-	180	628
Home Safety	40	-	4	36
<b><u>The Skerritt Trust</u></b>				
General	16,865	72,000	69,730	19,135
<b><u>Age UK/E-on/First Utility</u></b>				
Home Service	593	-	60	533
Emergency Housing Fund	2,266	-	-	2,266
<b><u>General Donations</u></b>				
Staying Put Hardship Fund	413	-	-	413
Housing Matters	-	120	120	-
Age UK Legacy Share - The Late G Thomas	-	200	200	-
Age UK Legacy Share - The Late M Cobban	-	400	400	-
The Late M Mayell	-	7,500	7,500	-
<b><u>Foundations Independent Living Trust</u></b>				
Gas Safe	-	3,000	1,265	1,735
<b><u>Smart Energy GB in Communities</u></b>				
Safe & Sound	-	4,945	4,945	-
<b><u>National Lottery Charities Board</u></b>				
Mobile Resource	18	-	1	17
<b><u>NHS Nottingham City CCG</u></b>				
First Link	600	-	60	540
<b><u>Housing Total</u></b>	<b>22,208</b>	<b>88,165</b>	<b>84,568</b>	<b>25,805</b>

**Notes to the Financial Statements**

**for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**15. Restricted Funds (continued)**

**(B) Advice**

Funded by:

**The Payling's Charity**

I&A for Individuals Living in Mansfield

- 1,435 1,435 -

**Nottinghamshire County Council**

Better Benefits – Grant Aid

- 7,200 7,200 -

**Help the Aged/Age UK**

Advice Service

238 - 24 214

Action Against Burglary

29 - 3 26

**Department of Health**

Direct Payments

179 - 18 161

**Age UK**

Age Resource Information & Advice

88 - 9 79

**DEFRA**

Advice Service Rural Areas

121 - 13 108

**Age UK/E-on/First Utility**

Planning for Later Life

- 24,583 24,583 -

Ambitions for Later Life

- 17,600 17,600 -

**PAPET Trust**

Signposting

- 2,000 2,000 -

**Bailey Thomas Provident Fund**

Mansfield Brewery Advice

- 19,344 19,344 -

**General Donations**

Contact Hub

- 25 25 -

A&I

- 200 200 -

The Late M Mayell

- 7,500 7,500 -

The Late D Brown

- 200 200 -

**ADVICE TOTAL**

**655 80,087 80,154 588**

**(C) ADVOCACY**

**General Donations**

Advocacy

- 360 360 -

**Nottinghamshire County Council**

Advocacy North Nott's

54 - 5 49

**Advocacy Total**

**54 360 365 49**

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

15. <b>Restricted Funds</b> (continued)	<b>Balance</b>	<b>Movement in Resources</b>		<b>Balance</b>
	<b>1.4.2018</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>1.3.2019</b>
(D) <b>Health &amp; Wellbeing</b>	£	£	£	£
Funded by:				
<b>Nottingham Primary Care Trust</b>				
Age Well Project	26	-	3	23
<b>National Lottery Charities Board</b>				
Membership (Kindred Spirit)	85	-	8	77
<b>Nottingham City Council</b>				
Membership (Best Foot Forward)	-	7,189	7,189	-
Sybil Levin Centre	3,321	-	221	3,100
<b>Nottinghamshire County Council</b>				
Newark	122	-	12	110
West Bridgford Visiting Scheme	128	-	13	115
Visiting Scheme – Grant Aid	-	18,678	18,678	-
Men in Sheds – Worksop & Blidworth – Grant Aid	-	9,068	9,068	-
Link Age Shopping Service	55	-	6	49
Carers Demonstration Site	62	-	6	56
Activity Engagement – Grant Aid	-	3,375	3,375	-
<b>Business in the Community</b>				
Click Silver IT Training	-	3,000	3,000	-
<b>General Donations/Fees/Fundraising</b>				
Visiting Service Individuals	-	1,326	1,326	-
Whatton Prison Individuals	-	20	20	-
Whatton Prison Fundraising – Activity Fund	-	311	172	139
Integrated Care Individuals	-	105	105	-
Connect Individuals	-	305	305	-
Connect – The Late K Barlow	-	3,300	3,300	-
Postural Stability – The Late V Wardle	-	400	400	-
Wellbeing at Home – individuals	-	10	10	-
<b>Institute of Cemetery &amp; Crematorium Management</b>				
Visiting Services	-	7,554	7,554	-
<b>Friends of Ashfield Community Hospital</b>				
Connect Hardship Fund	950	-	100	850
<b>Age UK</b>				
Fit as a Fiddle	127	-	12	115
Men in Sheds	546	-	55	491
<b>Age UK/Ministry of Defence</b>				
Joining Forces	1,552	103,173	95,780	8,945
<b>Men in Sheds</b>				
Fees	1,533	23,699	25,232	-
Individual Donations	-	410	410	-
Company Donations	-	503	503	-
<b>HMP Whatton Prison</b>				
OPAL Prison Project	2,525	12,536	15,061	-
Whatton & Wakefield Project	-	35,976	35,976	-
<b>The Skerritt Trust</b>				
Sybil Levin Decorating	1,274	-	85	1,189
<b>Sainsbury's Plc</b>				
Sainsbury's Project	160	-	18	142

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

15. <b>Restricted Funds</b> (continued)	<b>Balance</b>	<b>Movement in Resources</b>		<b>Balance</b>
	<b>1.4.2018</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>31.3.2019</b>
<b>(D) Health &amp; Wellbeing (continued)</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Funded by:				
<b>Sybil Levin Donations</b>				
Sybil Levin Centre- Building	2,016	-	106	1,910
Grant Thornton	607	-	68	539
Yorkshire Building Society	354	-	39	315
McCarthy & Stone – Security	199	-	10	189
Barclays Bank Carpets	240	-	27	213
The Skerritt Trust	3,500	-	500	3,000
Anonymous	14,000	-	2,000	12,000
The Percy Bilton Charity	1,750	-	250	1,500
New Appeals	1,323	-	265	1,058
The Robert McAlpine Trust	2,718	-	389	2,329
Sybil Levin Centre (High Sheriff of Nott's Appeal)	34,834	-	7,720	27,114
Newark Day Care – The Beatrice Lang Trust	97	-	10	87
Workshop Day Care – The Beatrice Lang Trust	112	-	12	100
Sybil Levin – Individuals & Companies	-	2,087	2,087	-
Sybil Levin Fundraising	-	4,596	4,596	-
<b>Health &amp; Wellbeing Total</b>	<b>74,216</b>	<b>237,621</b>	<b>246,082</b>	<b>65,755</b>
<b>(E) Core Services (inc. Merchandising Costs)</b>				
<b>Age UK</b>				
Bradbury House Building	7,198	-	486	6,712
<b>Nottingham City Council/Transact Grant</b>				
Travel Plan	6,338	-	426	5,912
<b>General Donations</b>				
Bradbury House Building	158,744	-	15,717	143,027
<b>Age UK in the East Midlands</b>				
Work in the East Midlands	22,815	4,000	4,249	22,566
<b>Festival Fund</b>				
Donations/Fundraising/Charges	2,225	-	-	2,225
<b>Core Services Total</b>	<b>197,320</b>	<b>4,000</b>	<b>20,878</b>	<b>180,442</b>
<b>George Henry Francis Payling's Charity</b>	<b>67,187</b>	<b>257</b>	<b>5,438</b>	<b>62,006</b>
<b>Total Restricted Fund</b>	<b>361,640</b>	<b>410,491</b>	<b>437,485</b>	<b>334,645</b>

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**16. Analysis of Net Assets Between Funds**

	<u>Tangible</u>		
	<u>Fixed Assets</u>	<u>Net Assets</u>	<u>Total</u>
<u>Restricted Funds</u>	<u>£</u>	<u>£</u>	<u>£</u>
Advice Service – Help the Aged	214	-	214
Action Against Burglary – Age UK	26	-	26
Direct Payments	161	-	161
Home Maintenance (West Area)	1,130	-	1,130
Home Safety	36	-	36
Transact Travel Plan	5,912	-	5,912
National Lottery Charities Board - Kindred Spirits	77	-	77
Skerritt Trust - General	-	19,135	19,135
Skerritt Trust -Sybil Levin	1,189	-	1,189
Sainsbury's Project	142	-	142
Staying Put - Hardship Fund	166	247	413
Age Concern England – Building	6,712	-	6,712
Foundations Independent Living Trust – Gas Safe	-	1,735	1,735
Age UK East Midlands	-	22,566	22,566
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	27,114	-	27,114
Age UK – Membership (Fit as a Fiddle)	115	-	115
Age UK – Emergency Housing Fund	-	2,266	2,266
Age UK – Men in Sheds	491	-	491
Whatton Prison – activity fund	-	139	139
Home Service	533	-	533
Festival Fund	-	2,225	2,225
Bradbury House Building	143,027	-	143,027
Age Well Projects	23	-	23
National Lottery Charities Board - Mobile Resource	17	-	17
Age Resource Advice and Information	79	-	79
West Bridgford Visiting Scheme	115	-	115
Joining Forces	-	8,945	8,945
Sybil Levin Building	2,764	-	2,764
- The Skerritt Trust	3,000	-	3,000
- Anonymous	12,000	-	12,000
- The Percy Bilton Charity	1,500	-	1,500
- New Appeals	1,058	-	1,058
- The Robert McAlpine Trust	2,329	-	2,329
McCarthy & Stone Camera	189	-	189
First Link	540	-	540
Sybil Levin Centre – Nottingham City Council	3,100	-	3,100
Newark Day Care	197	-	197
Workshop Day Care	100	-	100
Sybil Levin – Barclays	213	-	213
DEFRA	108	-	108
Link Age Shopping Service	49	-	49
Carers Demonstration Site	56	-	56
Generic Advocacy	49	-	49
Connect Hardship Fund	-	850	850
George Henry Francis Payling's Charity	45,765	16,241	62,006
<b>Restricted Funds at 31<sup>st</sup> March 2019</b>	<b>260,296</b>	<b>74,349</b>	<b>334,645</b>
<b>Designated Funds at 31<sup>st</sup> March 2019</b>		<b>762,862</b>	<b>762,862</b>
<b>Unrestricted Funds at 31<sup>st</sup> March 2019</b>	<b>383,354</b>	<b>502,735</b>	<b>886,089</b>
<b>Total Assets</b>	<b>643,650</b>	<b>1,339,946</b>	<b>1,983,596</b>

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26<sup>th</sup> June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity. The two material restricted funds for Age UK Nottingham & Nottinghamshire are £27,114 Sybil Levin Centre property and £143,027 Bradbury House property which are included within fixed assets.

**Notes to the Financial Statements**  
**for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**17. Designated Funds**

	<u>Balance</u> <u>1st April 2018</u> <u>£</u>	<u>Movement</u> <u>in Resources</u> <u>£</u>	<u>Transfers</u> <u>between Funds</u> <u>£</u>	<u>Balance</u> <u>31st March 2019</u> <u>£</u>
Employers Liability Fund	36,000	(1,095)	-	34,905
Health & Safety	3,000	-	-	3,000
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
The 2022/23 Eric Hallam Service Investment	-	-	63,788	63,788
Men in Sheds	31,464	(31,464)	-	-
Sinking Fund – Information Technology	68,280	(57,576)	22,630	33,334
Building	145,655	(37,036)	9,000	117,619
Vehicles	40,000	-	28,155	68,155
Property Refurbishment	<u>17,208</u>	<u>(3,635)</u>	<u>6,427</u>	<u>20,000</u>
	<b><u>893,668</u></b>	<b><u>(130,806)</u></b>	<b><u>-</u></b>	<b><u>762,862</u></b>

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 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%.

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 £22,630 has been designated into the IT sinking fund during 2018/19 to cover the cost of replacing this new equipment in future years. £28,155 has been designated to ensure enough funds are available to purchase a new minibus for the Sybil Levin day care centre and to replace the Charity's car.

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 £9,000 as it is assumed that over a 10year period external and internal redecoration will be needed, that boilers will need replacing and that the car park will need to be resurfaced.

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. An additional £6,427 has been designated during 2018/19 giving a total fund of £20,000.

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (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>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<b>Net Income/(expenditure) for the year (as per the SOFA) (72,295)</b>	<b>536,338</b>		<b>(81,132)</b>	<b>510,119</b>
Adjustments for:				
Deduct Interest Income and Rent	(9,858)	(16,989)	(10,974)	(19,250)
Depreciation charges	93,807	93,412	91,084	89,814
(Gains)/losses on investments	3	556	3	556
Loss/(profit) on sale of fixed assets	(9,363)	31,228	(9,363)	25,645
(Increase)/Decrease in stocks	(14,532)	1,442	(14,532)	1,442
(Increase)/decrease in debtors	223,767	(744,595)	246,025	(775,944)
Increase/(decrease) in creditors	(86,518)	(66,001)	(52,543)	(45,011)
<b>Net cash provided by (used in) operating activities</b>	<b>(125,011)</b>	<b>(164,609)</b>	<b>(168,568)</b>	<b>(212,629)</b>

**b) Analysis of Cash and Cash Equivalents**

	<u>The Group</u>		<u>The Charity</u>	
	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cash in Hand	577,229	565,970	559,446	499,091
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
<b>Total cash and cash equivalents</b>	<b>577,229</b>	<b>565,970</b>	<b>559,446</b>	<b>365,060</b>

**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>2019</u>	<u>2018</u>
	<u>£</u>	<u>£</u>
<b>Gross Incoming Resources</b>	<b>2,622,217</b>	<b>3,310,604</b>
Merchandising Costs	(161,831)	(174,026)
Fundraising Costs	(47,877)	(47,619)
Expenditure on Charitable Activities	(2,459,598)	(2,544,233)
Governance Costs	(28,862)	(30,568)
<b>Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments</b>	<b>(75,951)</b>	<b>514,158</b>
Balance brought forward from previous year	2,164,039	1,649,881
<b>Total Funds carried forward</b>	<b>2,088,088</b>	<b>2,164,039</b>
George Henry Francis Payling's Charity:		
<b>Gross Incoming Resources</b>	<b>257</b>	<b>1,942</b>
Expenditure on Charitable Activities	(5,434)	(5,671)
Realised/Unrealised Gains/(Losses) on Investments	(4)	(556)
<b>Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments</b>	<b>(5,181)</b>	<b>(4,285)</b>
Balance brought forward from previous year	67,187	71,472
<b>Total Funds carried forward</b>	<b>62,006</b>	<b>67,187</b>



**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**21. Subsidiary Companies**

<b>Investments</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Age UK Local Trading Limited	2	2
AUBD Limited	90	90
	<u>92</u>	<u>92</u>

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

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

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

	<u>2019</u>	<u>2018</u>
	<u>£</u>	<u>£</u>
Turnover	451,405	534,031
Cost of Sales	<u>-</u>	<u>-</u>
<b>Gross Profit</b>	<b>451,405</b>	<b>534,031</b>
Administrative Expenses	353,296	400,922
Gifted to Age UK Nottingham and Nottinghamshire	47,078	61,382
Gifted to other Age UK's	<u>59,112</u>	<u>71,727</u>
<b><u>Net Profit/(Loss)</u></b>	<b><u>(8,081)</u></b>	<b><u>-</u></b>

The aggregate of the assets, liabilities and funds was:

Assets	57,930	145,095
Liabilities	<u>(43,325)</u>	<u>(122,409)</u>
	<u>14,605</u>	<u>22,686</u>
Share Capital	2	2
Profit and Loss Account	<u>14,603</u>	<u>22,684</u>
<b>Funds</b>	<b><u>14,605</u></b>	<b><u>22,686</u></b>

**AUBD Ltd Company Number 06393966**

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

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity & 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 31<sup>st</sup> March 2019 (continued)**

**21. Subsidiary Companies (continued)**

	<u>2019</u> £	<u>2018</u> £
Turnover	111,469	133,822
Cost of Sales	<u>8,497</u>	<u>22,774</u>
<b>Gross Profit</b>	<b>102,972</b>	111,048
Administrative Expenses	<b>89,520</b>	84,829
Gifted to Age UK Nottingham & Nottinghamshire	<u>-</u>	<u>-</u>
<b>Net Profit (Loss)</b>	<b><u>13,452</u></b>	<b><u>26,219</u></b>
The aggregate of the assets, liabilities and funds was:		
Assets	<b>7,922</b>	13,654
Liabilities	<b><u>(212,896)</u></b>	<b><u>(232,080)</u></b>
	<b><u>(204,974)</u></b>	<b><u>(218,426)</u></b>
Share Capital	<b>100</b>	100
Profit and Loss Account	<b><u>(205,074)</u></b>	<b><u>(218,526)</u></b>
<b>Funds</b>	<b><u>(204,974)</u></b>	<b><u>(218,426)</u></b>

**Age UK Notts Men in Sheds Company Number 11722728**

The Charity wholly owns the Age UK Notts Men in Sheds C.I.C, a company registered in England.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity.

A summary of the results of this subsidiary is shown below.

	<u>2019</u> £	<u>2018</u> £
Turnover	11,029	-
Cost of Sales	<u>363</u>	<u>-</u>
<b>Gross Profit</b>	<b>10,666</b>	-
Administrative Expenses	<b>7,200</b>	-
Gifted to Age UK Nottingham & Nottinghamshire	<u>-</u>	<u>-</u>
<b>Net Profit (Loss)</b>	<b><u>3,466</u></b>	<b><u>-</u></b>
The aggregate of the assets, liabilities and funds was:		
Assets	<b>8,463</b>	-
Liabilities	<b><u>(4,997)</u></b>	<b><u>-</u></b>
	<b>3,466</b>	-
Share Capital	-	-
Profit and Loss Account	<b><u>3,466</u></b>	<b><u>-</u></b>
<b>Funds</b>	<b><u>3,466</u></b>	<b><u>-</u></b>

**Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2019 (continued)**

**22. Leasing Commitments**

At 31<sup>st</sup> March 2019, the group had commitments under non-cancellable operating leases as detailed below:

	<u>2019</u>		<u>2018</u>	
	<u>Land and Buildings</u>	<u>Other</u>	<u>Land and Buildings</u>	<u>Other</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Payments due:				
Within one year	41,720	48,613	48,070	28,764
Within two to five years	38,100	112,566	72,000	89,638
Over five years	-	-	99,000	-
	<u>79,820</u>	<u>161,179</u>	<u>219,070</u>	<u>118,402</u>
Charge within the year	51,597	62,713	47,820	22,246

**23. Trustees' Remuneration and Expenses**

The Trustees received no remuneration during 2019 or 2018. Trustees' expenses of £nil (2018: £113) 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 £86,738 (2018: £67,283). There were outstanding contributions at 31<sup>st</sup> March 2019 of £nil (2018: £nil).

**25. Related Party Transactions**

During the year the charity recharged management charges totalling £5,494 (2018: £8,112), rent £2,400 (2018: £3,600), salaries of £62,127 (2018: £55,593), loan interest of £2,560 (2018: £2,263) and other recharges of £2,511 (2018: £2,821) to AUBD Limited and received commission from AUBD Limited of £3,097 (2018: £3,651).

During the year the charity recharged management charges totalling £41,711 (2018: £43,925), staffing costs £6,402 (2018: £15,585) and other recharges of £14,544 (2018: £12,387) to Age UK Local Trading Limited and received from Age UK Local Trading Limited a gift aided donation of commission of £47,078 (2018: £61,382).

The parent company Age UK Nottingham & Nottinghamshire Limited by guarantee was charged £nil (2018: £2,328) for staff seconded by Age UK Local Trading Limited.

During the year the charity recharged management charges totalling £495 (2018: £nil), staffing costs £1,925 (2018: £nil) and other recharges of £459 (2018: £nil) to Age UK Notts Men in Sheds C.I.C.

Included within amounts due from subsidiary undertakings and owed to the charity at year end was £164,309 (2018: £165,365) due from AUBD Limited, £27,758 (2018: £78,641) due from Age UK Local Trading Limited and £529 (2018: £nil) from Age UK Notts Men in Sheds C.I.C.

## Honorary Financial Adviser's Report

### George Henry Francis Payling's Charity

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

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

From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2019 were £62,006 of which £52,492 were permanent endowments and £9,514 were expendable endowments.

The charity made 60 (115 last year) grants to individuals who were resident in the District of Mansfield during the year 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 totalling £1,435 (£2,547 during 2016/17).



### Financial Review

The Consolidated Statement of Financial Activities (SOFA) on [page 56](#) shows that income was lower this year with total incoming resources for the year of £3,093,211 compared with £3,857,712 for the previous year, a decrease of 20%. This figure included the very large donation which came in during the period. Excluding that one-off donation, turnover dipped by 4%.

Total resources expended have decreased from £3,320,818 in 2017/18 to £3,165,502 in 2018/19.

Within resources expended charitable expenditure decreased from £2,580,472 in 2017/18 to £2,493,894 in 2018/19. This decrease being due to reduced service provision with two Residents Representative contracts finishing March 2018, the contract to provide the joint Whatton & Wakefield prison project was a one-off piece of work which ended in May 2019, as expected, and funding for our Advice & Housing services being lower, due Nottingham City Council cutting their funding of the service, leading to reductions in staffing. However, there was a new service provided called Wellbeing at Home funded by the Nottingham City Council.

Income for the Trading Subsidiaries decreased by 14% from £667,853 in 2017/18 to £573,903 in 2018/19. 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 £13,452 which enabled a repayment to the Charity of part of the long-term loan.

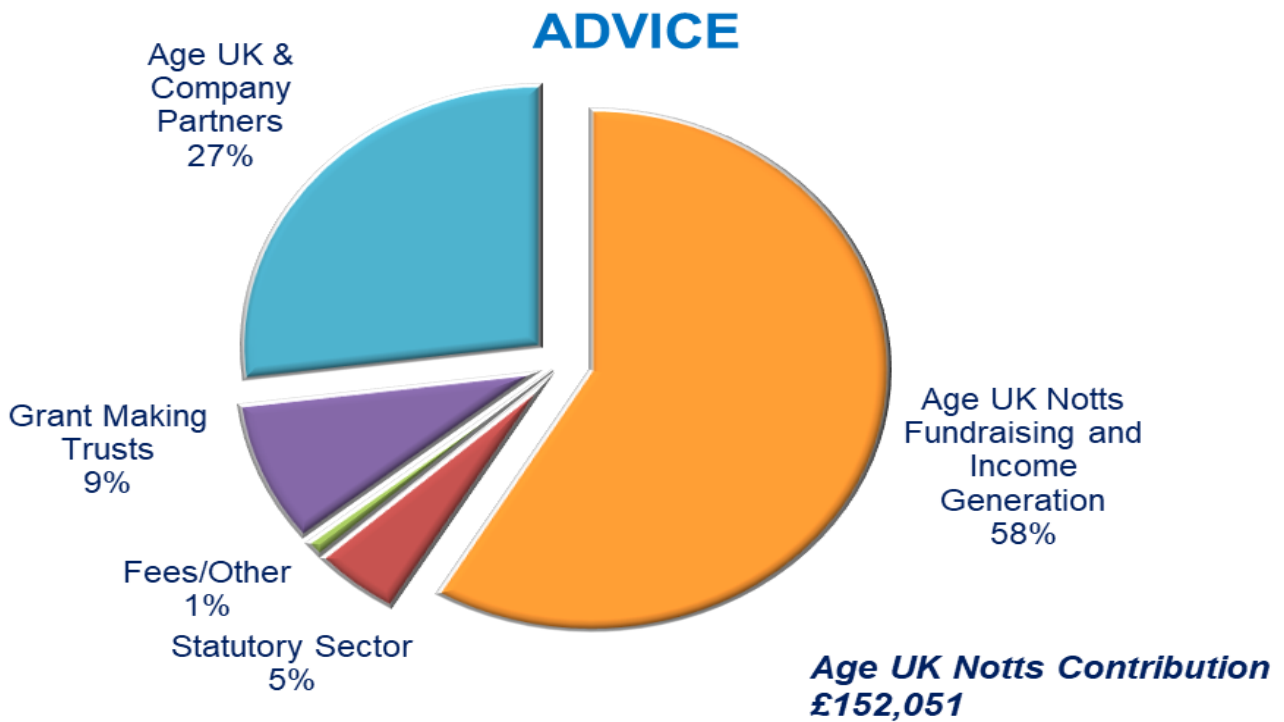
As the fundraising targets of £136,435 for 2018/19 were achieved the 2018/19 Eric Hallam Service Investment designated fund of £130,000 was not required to be used therefore this has been re-designated by creating a 2022/23 Eric Hallam Service Investment fund plus increasing the sinking funds by £63,788 at 31st March 2019. £15,427 was set aside for the Buildings fund to cover planned works, £28,155 to replace vehicles and £22,630 to go into the IT fund for replacing equipment over

the coming years. See [note 17](#) on page 78 for full details of all the designated funds which total £762,862 at 31<sup>st</sup> March 2019.

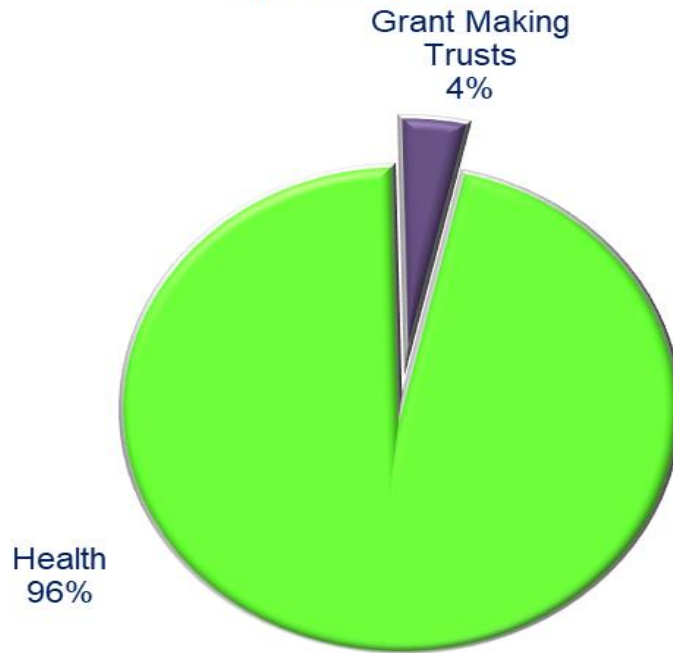
The unrestricted surplus for 2018/19 was £85,506 with an increase in free reserves to £637,935 which is in line with our [reserves policy](#) see page 43

## How Services are Funded

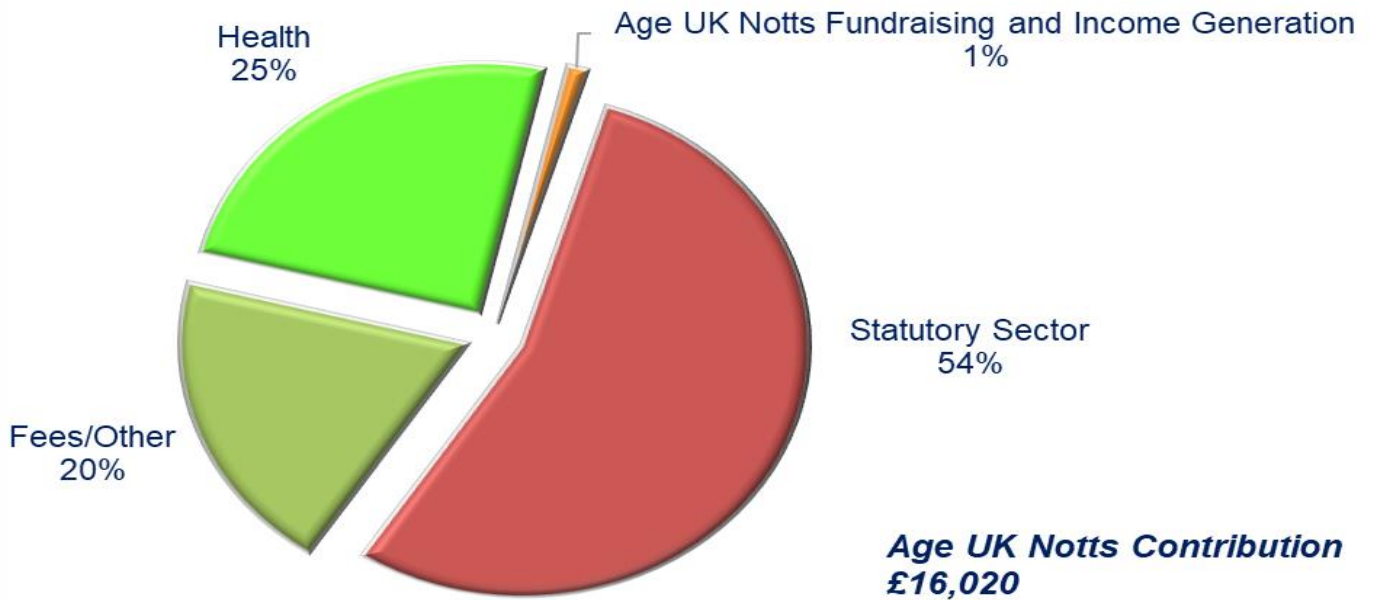
Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2018/19:



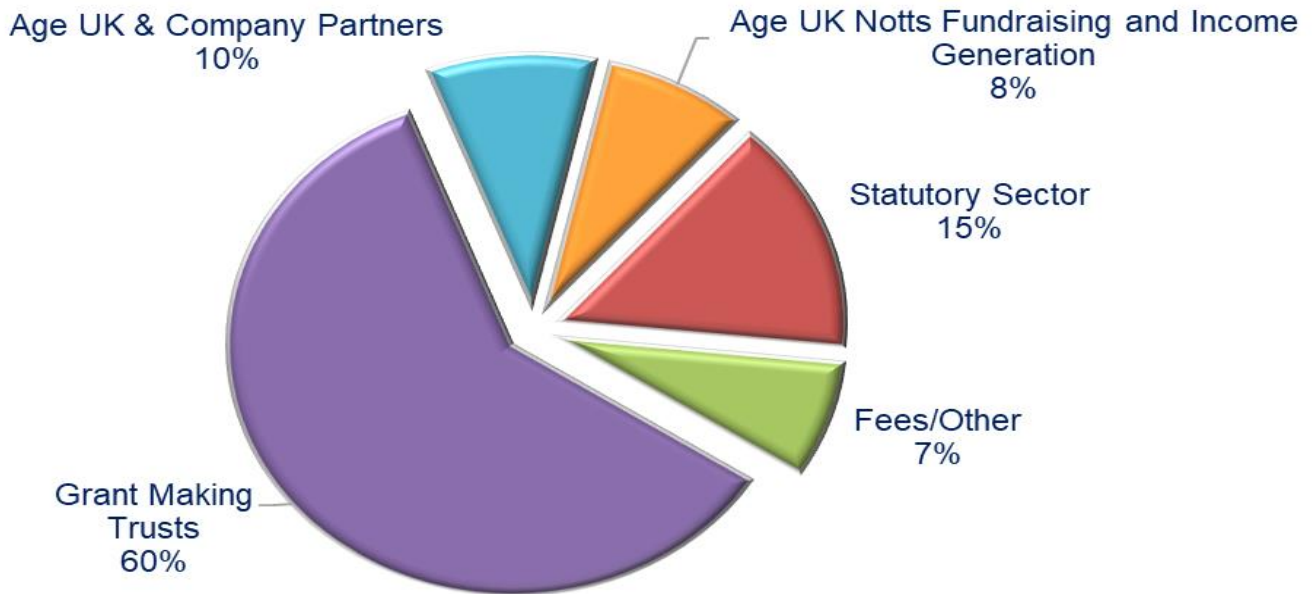
## ADVOCACY



## HEALTH & WELLBEING



## HOUSING



**Age UK Notts Contribution £10,620**

During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £178,691 and, in this connection, we are grateful for the support of the following:

- |                              |                              |
|------------------------------|------------------------------|
| Actons Solicitors            | Book Club (The)              |
| Air IT                       | Boots UK Ltd                 |
| Age England Association      | Brewin Dolphin               |
| Age UK                       | Bridgeway                    |
| ALEA Casino                  | Broxtowe Borough Council     |
| Arsleff                      | Buckles Solicitors           |
| Asiana                       | Business in the Community    |
| B P Rockett General Builder  | Candleby Lane Primary School |
| B&M                          | Capital One                  |
| B&Q                          | CEMA                         |
| Bailey Thomas Provident Fund | Chris Brown PSG              |
| Banner Jones Solicitors      | Cloud Cars                   |
| Bel Canto Singers Charity    | Coates Butchers, Bramcote    |

Cod's Scallop (The)	ICCA 50 Association
Confetti College	Institute of Cemetery & Crematorium Management (Bramcote Crematorium)
Coversure Insurance Services	J N Derbyshire Trust (The)
Cumin	John A Stephens Builders Merchants
Currys	King's Church, Arnold
Curtis Parkinson Solicitors	Late Shopper (Nuthall Road)
DBS Andersons Solicitors	Lindhurst Farm Trust (The)
Delilah	Local Partnerships
Department of Health	Malt Cross
E.ON	Manor Surgery (The)
Experian	Mansfield Arthritis Support Group
Fidler & Pepper Solicitors	Mansfield Building Society
Fiscal Engineering	Marks & Spencer plc
Foremost Security	Mary Potter Convent Hospital Trust (The)
Forman Hardy Charitable Trust	Matalan (Bulwell)
Foundations	Mazars Charitable Trust
Foundations Independent Living Trust	Merck Chemicals
Frank Keys	Ministry of Defence
Freeths LLP	Motorpoint Arena
Gangsta Granny	Nelsons Solicitors
Garfield Weston Foundation	NHS Bassetlaw CCG
Gedling Borough Council	NHS Mansfield & Ashfield CCG
Geoff Ball (Stationary suppliers)	NHS Newark & Sherwood CCG
George Henry Francis Payling's Charity	NHS Nottingham City CCG
George Square Financial Management	NHS Nottingham North & East CCG
Harlequin Financial Management	NHS Nottingham West CCG
Home Improvement Trust (The)	NHS Rushcliffe CCG
HMP Wakefield	Nick Ebbs (High Sheriff)
HMP Whatton	North Midlands Construction
Hudson Wealth Management Ltd	



Nottingham CityCare Partnership	Percy Bilton Charity (The)
Nottingham City Council	Persimmon Charitable Foundation (The)
Nottingham City Transport	Peter Moore
Nottingham College	Probus (West Bridgford)
Nottingham Community Cohesion Fund	Property Search Group (not Chris-PSG)
Nottingham Community Foundation	Prudential
Nottingham Community Fund - Freemasons	Rothera Sharp Solicitors
Nottingham Crime and Drugs Partnership	Newark & Sherwood District Council
Nottingham Energy Partnership	Royal British Legion
Nottingham High School	Royal Voluntary Service
Nottingham High School for Girls	Rushcliffe Borough Council
Nottingham Playhouse	Sainsbury's
Nottingham Post (The)	Santander UK
Nottingham Trent University	Savills
Nottingham University Hospitals NHS Trust	Sherwood Forest Hospitals NHS Trust
Nottinghamshire County Council	Sherwood Forest Trust
Nottinghamshire County Cricket Club	Sills & Betteridge
Nottinghamshire Fire & Rescue	Sir John Eastwood Foundation (The)
Nottinghamshire Healthcare NHS Trust	Skerritt Trust (The)
Nottinghamshire Police	Smart Energy GB in Communities
Nottinghamshire YMCA	Specsavers
Notts. County in the Community	St. James's Place Foundation
Notts. Police & Crime Commissioner	St. James's Place Wealth Management plc
Office of the Public Guardian	Tesco Gateford Road, Worksop
On Fire Fund (Notts. Fire & Rescue)	Tesco Gateford Road, Worksop
Palace Theatre Newark	Tesco Nuthall Road, Cinderhill
PAPET (The Forman Hardy Holdings)	Tesco Shakespeare Street, Nottingham
Pauleen Davies	The Body Shop

The High School	Vision West Notts College
Theatre Royal Nottingham	Walton Hotel (The)
Turton Builders	Wayfair
University of Nottingham	Woodhead Construction
VF Corporation	Woodland Trust
Vision Express	

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**

## Reference and Administrative Details

### Registered Office:

Bradbury House  
12 Shakespeare Street  
Nottingham  
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### Registered Charity No: 1067881

A company limited by guarantee – registration number 3455485

## Our Advisers

### Group auditors

Mazars LLP, Park View House, 58 The Ropewalk, Nottingham. NG1 5DW

### Group solicitors

Freeths LLP, Cumberland Court, Mount Street, Nottingham. NG1 6HH

### Group bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4TA

## Honorary Offices

### **Royal Patron**

HRH The Prince of Wales KG KT GCB

### **President**

Commander Peter Moore RD, RNR, DL

### **Life Vice-Presidents**

Nigel Cullen OBE TD DL

Pauleen Davies MBE

Eric Edwards

Joyce Hackett

Anil Ghelani

## Our Directors, Trustees and Officers

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 (Chair) – (Chair until 20th September 2018)

Len Simmonds (Vice Chair)

Terry Brown (Hon. Financial Adviser)

Graham Cox

Jackie Lewis (until 27<sup>th</sup> March 2019)

Mike Williamson

Sandra Warzynska MBE

Chris Dorkes (from 26<sup>th</sup> July 2018)

Sheila Wright (Trustee from 20th September 2018 and Chair from 20th September 2018)

### In Attendance

Mick Tinkler – Chief Executive and Company Secretary

Michelle Elliott – Assistant Chief Executive (Resources)

### Non-Trustee Members

Bryanna Bruce

John Cockcroft

Jane Davies

Eric Edwards

Janice Fox

Eileen Heppell

Davy Hudson

Peter Moore RD, RNR, DL

Marge Morris

Carole Rowley

Neil Williamson

Nigel Cullen

Maxine Robinson

### Finance and Audit Committee

Terry Brown – Trustee and Chair

Graham Cox – Trustee

Mike Williamson – Trustee

Mick Tinkler – Chief Executive

Michelle Elliott – Assistant Chief Executive (Resources)

Lesley Fairclough (Finance Manager)

### Customer Focus Committee

Len Simmonds – Trustee and Chair

Sandra Warzynska MBE – Trustee

Di Trinder – Assistant Chief Executive (Services) and Quality Lead

Maria Cooke – Communications Director

Ella Ferris – Advice and Information Service Manager

## 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 shares (Registration Number 03028410)

#### **Board of Directors**

Mrs SI Warzynska MBE (Chair)  
Mr EG Edwards  
Mrs EA Gregory  
Mr P Bullock  
Mrs KE Pugh  
Mr A Storer  
Ms V Smith  
Mr C Parkin

#### **Company Secretary**

Mick Tinkler

### **AUBD Limited (Age UK Business Directory)**

A company limited by shares (Registration Number 06393966)

#### **Board of Directors**

Mrs SI Warzynska MBE (Chair)  
Mr EG Edwards  
Mr M Tinkler  
Visav Limited

#### **Company Secretary**

Mick Tinkler

### **Age UK Notts Men in Sheds C.I.C.**

A company limited by guarantee (Registration Number 11722728)

#### **Board of Directors**

Mrs C Yardley (Chair)  
Mr A Stuart  
Mr B Miles  
Mr C Rouse  
Mr D Owen  
Mr L Taylor  
Mr P Anderson  
Mr S Knowles

#### **Company Secretary**

Mick Tinkler

## Key Management Personnel (Executive Team)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
<b>Mick Tinkler</b> Chief Executive					
<b>Di Trinder</b> Assistant Chief Executive (Services)					
<b>Michelle Elliott</b> Assistant Chief Executive (Resources)					
<b>Clive Parkin</b> Managing Director					
<b>Valda Smith</b> Commercial Director					
<b>Kat Coggan</b> Service Leader AUBD					