

ANNUAL REPORT

FOR YEAR ENDED 31ST MARCH 2023

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FOREWARD

Building on momentum gained in 2021-22 reporting year, the past 12 months were incredibly positive. The successful implementation of the SPECAL method at the Sybil Levin Specialist Dementia Day Service and the difference it continued to make to our service users was one of many highlights.

A more settled year allowed long standing services to return to face to face and its like we'd never been away. The continued efforts of staff and volunteers to pick up where we left off was seamless.

The new board members fitted into their new roles with relative ease and have already made positive contributions. It's fair to say that in my view, the current board is incredibly diverse and has skills across its members which have already and will continue to add value to the charity. A much more 'hands on' approach was adopted with the implementation of Trustee champion roles for Quality, EDI and Fraud, ALL Trustees dynamically monitoring the work of the charity, and being more visible than ever before. The benefit I saw from visiting services first hand was clear and I continue to be a huge advocate for seeing for myself the good that the charity does.

We reviewed our Older People's Advisory Panel (OPAP) and began the recruitment process to enhance our current group with new members.

Making life better for older people remains the main goal of the charity and the work that we do collectively continues to be vital. Please take time to read the examples spread throughout this year's Annual Report as I can guarantee they will make you smile.

We delivered on last year's plans to offer more in-person advice sessions in the community at Advantage Mobility in the Meadows and our newly opened Re:Store retail shop in Sutton in Ashfield (opened in January 2023). This increased our opportunities to support older people and provided enhanced community services.



FOREWARD CON'T

This Annual Report represents the never ending effort and hard work of everyone involved within the charity over another challenging 12 months. This continued dedication and teamwork allowed older and vulnerable people within our communities to access vital services at a time when they were needed most which almost certainly made a positive difference.

It goes without saying that everyone within the charity is extremely grateful for and proud of long-standing and new volunteers and ALL staff who, once again pulled out all of the stops and faced new and existing challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting the lives of older people all over the city and county over the last 12 months which made life a little easier for them.

We also remain grateful to our wonderful corporate partners and Charitable Trusts who provided much needed funding and support for long-standing and new projects. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would be at risk, making our community a worse place to live.

We were pleased to receive support from individuals and organisations to celebrate our 80th birthday in 2022 and to share some of those celebrations with older people.

At the end of the reporting period, the financial position of the charity was strong although this too presented challenges. A fine balance has to be found between allocating money to immediate issues and retaining money to ensure that the charity remains viable in the coming years. Funding is becoming increasingly difficult to secure, high inflation means that our costs have increased significantly and the cost of living crisis is an added problem which is impacting in some way on all service users, staff and volunteers.

I wish to express gratitude to our joint Chief Executives, Michelle & Di, who once again, with the help of their teams guided us through another period of uncertainty without hesitation. It's clear that adaptability is a key skill required to direct the charity positively in an ever changing and challenging environment.

The future landscape will always be changing and challenging but along with this it brings opportunity for us to help more older people. There is no doubt that every single person representing our charity is making a real difference to those in need and I encourage us all to continue to push forward in meeting the needs of the future.



Chris Dorkes
Chair of Trustees'

OBJECTIVES & KEY MESSAGES

Our Mission

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

Our Vision

To enable older people to flourish within their communities.

We are the largest, local, independent charity providing a wide range of services for older people from all communities and backgrounds within the City and County.



OBJECTIVES & KEY MESSAGES CON'T

Report of the Trustees' for year ended 31st March 2023

In the last year, we wound down the majority of our Covid-19 related activities and restrictions except in services where higher levels of risk management and compliance were required. We continued to work from home and opened up more of our services in the community and returned to home-based visits where appropriate. Social health and wellbeing activities were fully restarted for the benefit of members old and new.

In January 2023 we opened our new Re:Store retail shop and Community Hub in Sutton-in-Ashfield (after a few months of renovation). Revenue built according to expectations during the period and community advice services were launched as part of our Connect service. An Office Hub was included to enable staff in the north and mid-Notts areas to access office-based facilities.

Our Sybil Levin Specialist Dementia Day Service was fully operational during this reporting period and made an incredible difference to its service users. Progression on numbers attending was slower than anticipated and restructures were decided upon to improve recruitment which will pay dividends in the next financial year.

We reviewed and renewed our Values following consultation with staff and these were agreed by the Board of Trustees in March 2023. We will roll out the Values across our charity in the next reporting period. We planned our first Annual Staff Conference in 3 years in June 2023 and continued to host all-staff meetings to maintain positive communication between teams and help build strong social bonds.

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 ended 31st March 2023 (which are 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 for 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.

OBJECTIVES & KEY MESSAGES CON'T

Our Purpose and Activities

The Object of the Charity is:

To promote the relief of older 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 (reviewed and renewed during the reporting period) are:



- **Respect**
- **Integrity**
- **Kindness and Compassion**
- **Inclusion**

These values will be at the heart of everything we do, every relationship we have and everything we stand for.

We believe 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**

OBJECTIVES & KEY MESSAGES CON'T

Our Strategic Aims are:

Aim 1: Working in local communities We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive and sustainable communities in which each individual is valued.	Aim 2: Delivering quality services We will design and deliver high quality, effective and efficient services that are person-centred, give choice and promote independence, and enhance wellbeing and quality of life.
Aim 3: Lobbying and influencing We will lobby and influence for change on the issues that matter to older people.	Aim 4: Raising our profile We will seek to make our charity the 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 Mission, Vision and Values, we will:

For our beneficiaries

- Ensure we are person centred in everything we do
- Develop appropriate partnerships between our organisation and others that benefit older people
- Generate sufficient resources to help fund the work of the Charity
- Focus on local priorities to support local people
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement

For our staff and volunteers

- Encourage and develop high performing, well-motivated, adaptable, and valued staff and volunteers
- Have effective and efficient communication and support systems
- Utilise good planning strategies across all areas of the Charity (based on a continuous improvement cycle)

Our annual activities are predicated in 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 harm to others.

We are part of a larger family of around 130 other local and independent Age UK charities which deliver services to support older people, their families and carers in other geographical areas. We have a Brand Partner agreement and relationship with the charity Age UK and we are also members of the Age England Association.

OBJECTIVES & KEY MESSAGES CON'T

The impact of Covid-19

Covid-19 continued to play a small but important role in the delivery of services. We continued to review government guidance and regularly updated our own guidance and risk management strategies for staff throughout the reporting period. Certain settings (such as hospitals and care homes) required additional measures over and above those expected of the general public and we complied in all cases with those additional requirements. Our Sybil Levin Specialist Dementia Day Service had a number of absences due to Covid-19 from staff and service user cohorts but service interruptions were short-lived. We complied with individual requests for extra precautions when visiting people's homes. In light of the Business Continuity Plan (BCP) activations as a result of the pandemic, we took the opportunity to review and update the BCP in November 2022 ready for the future.

The way we work now

Working from home remained the status quo with opportunities for staff to meet their team colleagues and we ringfenced funding to pay for rooms where required. With the opening of the Sutton Hub in our new Sutton-in-Ashfield retail and community hub, there are now 3 full-service venues where staff can book desks and work from the office.

Our Information, Signposting and Advice Service (ISA) and Connect resumed full face to face delivery during the reporting period. ISA delivered face to face sessions in the TLC Hub in the Meadows and we won funding from Age UK to roll out community-based face to face services in up to 4 further venues in the City and County in the next reporting period.

Connect offered face to face services in the Sutton Hub in the final quarter of the reporting period and numbers are expected to build in the next period.

Impact on service users and older people

Face to face service demand picked up during the reporting period and we were able to return to people's homes to deliver relevant services. Social groups such as Best Foot Forward were able to fully restart group activities and Befriending was able to take place in people's homes. The wellbeing impact of social contact was much appreciated by our service users.

OBJECTIVES & KEY MESSAGES CON'T

Impact on income generation

Volunteering in our West Bridgford charity shop continued to be a challenge in the early part of the reporting period but picked up towards the end with some volunteers returning for the first time post-pandemic. Ongoing Covid cases combined with limited volunteer resources forced the closure of the shop intermittently during the summer of 2022 but unplanned absences ceased in the autumn and new volunteers were recruited which provided relevant cover.

We remain grateful for the commitment of our volunteers.

As mentioned, our new Re:Store retail shop in Sutton in Ashfield opened on 25th January 2023 and takings were in line with expectations.



ACHIEVEMENTS AND PERFORMANCE 2022-23

Worry Catcher Service		Positive change to improve patient experience was accomplished and advocacy support provided across wards.
*MHSOP Support Service		Increase in referrals was achieved.
*MHSOP Carers Support Service		Service delivery began across the City and County.
Patients' Representative - QMC and City Hospital		Services were delivered across all Health Care of Older People wards.
Patients' Representative - LBH Hospital		Full face to face services were reinstated.
Residents' Representative - City Hospital		Worry Catcher services were reinstated New meetings set up and delivered. Working age and mixed age relationships support for financial issues was explored and supported within the limits of guidance and law.
Footcare		Promotion increased but staffing issues meant full promotion across all venues was not possible.
Information, Signposting and Advice		Face to face visiting was reinstated. New revenue streams were introduced.
Safe and Sound		Warm and Wise successfully delivered. Scams Awareness targets hit. Warm Homes on Prescription project successfully delivered. HIA work delayed in this reporting period. Still recruiting for a Housing Manager.
Active Veterans Service		Targets on Falls Prevention classes, camaraderie walks and additional volunteers were met. Additional funding applications were unsuccessful.
Befriending		Overall volunteer numbers did not increase although volunteers came and went during the reporting period.
Walking Football		Local stakeholders supported continuation of the groups once funded activity ceased.

*MHSOP Mental Health Service for Older People

Best Foot Forward		10 additional volunteer walk leaders were recruited and trained. Staff hours funding was sourced from Sport England.
Connect		Referral mechanisms were refined and we were ready to bid into the replacement tender. Drop-in sessions introduced in Sutton Hub.
Social Prescribing		Staff incorporated SystemOne. Strong connections between NHS providers and Social Prescribing. Productive relationships between Social Prescribing and Connect.
IAPT (Improving Access to Psychological Therapies)		Referrals increased throughout the funding period. Evaluation took place at the end of the funding period.
One Step at a Time		Additional activities were delivered as a result of strong networks.
Finance		Training began to enable the Senior Op's Manager to take on submission of VAT returns. Work on gift aid resulted in 65% increase in GA income via retail. Financial reporting for the Board of Trustees was reviewed and agreed. Investment Committee set up and active.
Estates Compliance Resources		H&S profile and compliance now raised, with Health and Safety actions implemented.
Data Protection / ICT		Monitoring to reduce cyber-attacks carried out as agreed, increased intervals.
HR		Pay and Benefits Committee established. Environmental sustainability qualification successfully completed. Annual review carried out on all HR policies and forms. Internal review of team responsibilities bolstered by additional capacity. ADP capabilities, analytics and contribution to 10-year strategy carried forward.
Older People's Advisory Panel		Governance changes actioned. Recruitment of new members took place.
The Lifestyle Centre		Face to face drop-in sessions now available.

Volunteering		<p>Satisfaction Survey issued and analysed.</p> <p>How-To' Volunteer Management Guide created and issued.</p> <p>'How-To' Reward and Recognise a Volunteer Guide produced.</p> <p>Impact assessment carried over.</p>
Charity Retail		<p>Re:Store Sutton shop opened in Jan 23.</p> <p>New stock lines still under review.</p> <p>House Clearance delayed until next reporting period.</p>
Equality, Diversity and Inclusion		<p>Inclusion made a Value.</p> <p>Planned Compassion training rolled over to next period.</p> <p>New links made within the wider community across different services.</p> <p>Staff and volunteer welfare actions introduced.</p> <p>Recruitment data capture postponed to next period.</p> <p>Language review postponed to next period.</p> <p>Data capture protocols to be carried over.</p>
FACT (now separated into Communications and Innovations and Fundraising)		<p>SPECAL training was rolled out internally and externally.</p> <p>80th birthday celebrations took place.</p> <p>More videos were produced and shared online.</p> <p>Comms Co-ordinator worked with teams to develop social media skills and campaigns.</p> <p>Will writing to form part of new Income Gen Co-ordinator post.</p>
Age UK Business Directory (AUBD)		<p>New Manager and Co-ordinator recruited.</p> <p>Marketing strategy redeveloped for London Boroughs Directory.</p> <p>Membership did not increase by 5%.</p> <p>Video action carried over.</p>
Men in Sheds		<p>New members and attendances increased.</p> <p>Mixed sessions were successfully introduced to Daybrook Shed requiring additional sessions.</p> <p>Women-only sessions cancelled – lack of demand.</p> <p>Sales targets were not met in this period.</p>
Sybil Levin Specialist Dementia Day Service		<p>Occupational Therapists placements were successfully delivered.</p> <p>Training sessions for local stakeholders were designed and delivered.</p> <p>Volunteer numbers were maintained.</p> <p>Building Service User numbers carried over to next period.</p>

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW

Housing Services

Our Safe and Sound services received referrals for 719 people which enabled them to stay safe, warm and independent in their own homes through 364 Warm and Wise visits. The Warm & Wise service was delivered in partnership with Age UK Leicester Shire & Rutland and Age UK Lincoln & South Lincolnshire. The service was able to help with heating problems, boiler replacements and repairs.

We provided short-term oil-filled radiator loans to keep people warm while repairs or replacements were made. Service users were encouraged to sign up to the Priority Services Register and 100 Home Energy Checks were made to inform service users how to save energy and reduce bills.

Free low-cost energy savings devices were fitted including radiator foils, LED lightbulbs and draught excluders.

25 Scams Awareness sessions were delivered to audiences comprising 647 people and 106 individuals received a personalised session.

Gas Safe funding was awarded for the 10th year and we participated in the Age UK Warm Homes project for the 12th year.

Warm Homes on Prescription

This reactive service was delivered in the borough of Broxtowe for people in low-income households where someone had a cold-sensitive long-term health condition (such as respiratory, circulatory and/or mobility issues). It provided assistance to improve warmth in the home for less.

2 cases were completed during the reporting period.

Winter Warmth

The Winter Warmth project ran from January to March 2023 and provided local older people with Winter Warmth packs which included blankets, thermos mugs, hot water bottles, thermal hats, socks and gloves. We distributed 350 packs through our existing network of services and the packs sat alongside other activities to improve warmth within homes such as oil-filled radiator loans to those without heating, and the fitting of free energy efficiency measures for eligible households. A 'Save Energy Pay Less' leaflet was included in each pack with hints and tips that, if followed, could save householders up to £97 per annum.

Winter Warmth packs often acted as a gateway to other services and almost all the recipients received a referral for a Warm and Wise and/or Home Energy Check visit.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T Advice Services

Information Signposting and Advice (ISA) services:

Our ISA teams experienced a high volume of enquiries during the reporting period due to exceptional demand from the Covid-19 fallout and cost of living crisis. We returned to face-to-face drop-in sessions and financial advice, utilising premises at the Lifestyle Centre located in the Meadows. We enjoyed reintroducing face to face services following restrictions imposed by Covid-19 protocols.

- **This year we received 31,000 incoming calls (an increase of 78% on last year) and over 5000 emails**
- **Our teams provided over 12,000 contacts supporting 3,884 unique users. The key themes of support provided overwhelmingly reflected the cost-of-living crisis with 2,455 requests for benefit checks including attendance allowance, council tax support and pension credit eligibility**
- **We provided support to 471 people regarding energy advice and cost of living; Over 400 Age UK factsheets and guides were sent out**
- **We facilitated 149 legal advice appointments, 15 financial planning sessions and 127 dispute clinics and private legal matters appointments**
- **Our support for people making benefit claims provided 1129 appointments and realised an annualised benefit gain of £2,107,720**

Our Building Resilience and Warm Home projects met their service targets in addition to committing to extra sessions for the warm home project.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Household Support Fund:

We acted as a distributor for phase 2 and 3 of the Household Support Vouchers scheme, supporting older people living in Nottingham City. We experienced a huge demand for support, generating 1,643 incoming calls in addition to email enquiries.

During phase 2 and 3 we distributed 4,592 energy vouchers and 4,290 supermarket vouchers, with a total value of £439,508 distributed to older people in need residing in the city.

The Age UK Advice Line (provided by the Age UK) also delivered services to people in our charitable area.

2,223 calls were made to the Advice Line covering 110 different topics.

The top 5 were:

Benefits, accessing community care, the range of available Age UK services, residential care, and housing.

62% of calls came from women.

2,685 leaflets and fact sheets were dispatched by Age UK to people in our area.

The top 5 were:

More Money in Your Pocket, Staying Steady, Help with Heating Costs, Attendance Allowance, and How to Get Care and Support.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Advocacy and Community Services

Patient Representative Services delivered a range of support for people in hospital and post-discharge which included signposting to community services, support in meetings, understanding hospital pathways and processes (especially around discharge) benefits and financial information, care planning and support to access specialist services (such as legal advice).

Patients' Representative Service – Nottingham University Hospitals

Based on ward D57, the Patients' Representative Service provided independent non-statutory advocacy, representation, information and support for older people and their carers during their stay on the Health Care of the Older People (HCOP) Wards at Queens Medical Centre and Nottingham City Hospital.

348 people received the service for 464 different issues.

Referral rates were bolstered by improved and positive working relationships following the disruption caused by Covid-19 restrictions and all HCOP wards were covered by the service.

Patients' Representative Service – Lings Bar Hospital

This service provided in-ward and post discharge support (for up to 91 days). The team were also involved in facilitating safe and timely discharges including activities such as organising furniture removal to make room for a downstairs-only existence.

123 referrals covered 1118 issues resulting in 1851 interventions – a significant uplift in all areas compared to the previous year (59.7%, 152% and 62% respectively).

Face to face access on the wards significantly improved referrals following restrictions last year imposed by ongoing Covid-19 protocols. The most frequent topics were befriending, information about community services and carer support.

The service was recommissioned until the end of March 2024.

Claire, our Patients' Representative Service volunteer, was nominated for and won the Room-to-Reward's Outstanding Contribution Award for her support of this service and she enjoyed a two-night hotel break and Afternoon Tea with our 2 Joint Chief Executives as a thank you.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Residents' Representative Service – City Care Homes

Our service offered independent support to residents aged 18+ living in care homes, their families / carers and those who lived outside the City but were registered with a Nottingham City GP.

The Representative provided independent, non-statutory advocacy, support, guidance and representation. They provided information and support around finances, health, funding and assessments plus signposting to relevant specialist services. Listening to worries and concerns and helping people explore their options was an important part of the role. The Representatives were active during 2 care home closures and the team provided support to find new placements, information and guidance on funding and attending meetings to facilitate the process.

Worry Catcher sessions were reinstated in 3 care homes which engaged 17 residents and 6 relatives.

2 care homes enjoyed a small Age UK Notts 80th birthday celebration with cakes provided by Morrisons.

302 care home visits took place and 229 referrals received.

Mental Health Services for Older People (MHSOP)

MHSOP services have been a story of development. We provided 3 services for Nottinghamshire Healthcare NHS Foundation Trust in connection with Mental Health Services for older people. Our Worry Catcher service was established 6 years ago followed by MHSOP Support Service in February 2021, and the MHSOP Carer Support Service in June 2022. This range of services enabled us to provide a portfolio of services across in-patient and community settings to support patients, their relatives and carers.

Worry Catcher Service (MHSOP)

Our independent advocate Worry Catchers 'caught' issues and concerns expressed by ward-based patients and supported them to implement suggestions to improve the patient experience in mental health wards in Highbury and Millbrook Hospitals.

They dealt with a wide range of issues including signposting onto community services, support in meetings, support to understand the hospital pathways, benefits and financial information, information regarding care planning (i.e. going into a care home) and support to access specialist services (such as legal advice and statutory advocacy).

The service was mostly delivered face to face but remote working was used during infection outbreaks. The service benefitted from an administration volunteer recruited during the reporting period.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Worry Catcher Service (MHSOP con't)

80 advocacy cases were supported requiring 1206 direct contacts with patients, relatives or staff members. 173 Worry Catcher sessions were delivered during the reporting period.

MHSOP Support Service

The service provided short term support to people discharged from hospitals as well as to those supported by the Community Mental Health Team (CMHT) and the Intensive Home Treatment Team (IHTT). The majority of service users were supported following discharge with a small number receiving support from the community teams.

The service also provided support and information to the patient's family and carers who often reported feeling overwhelmed and at risk of carer strain.

The team provided a listening ear for patients, their family and carers and an opportunity to explore issues of concern. We provided information, signposting and referrals into a wide range of community services leading to greater engagement with community services and consequent improvements in overall physical and emotional wellbeing.

142 people were helped (92 patients and 50 carers) and 698 welfare calls were made during the reporting period.

The service was recommissioned until March 2024.

Health and Wellbeing Services

MHSOP Carer Support Service

This service provided all-important support to carers of those with moderate to severe dementia and/or mental health issues for those being supported by the DMHT or IHTT. The service was designed to support the carer's physical and mental wellbeing, prevent carer strain and breakdown and possible admissions for the cared for and to prioritise those carers with little or no support through face to face and telephone services for around 3 months. As well as listening, the carer was helped to access services and information to increase independence and resilience.

126 referrals were made to the service covering over 300 issues following a challenging recruitment period.

Assessing carers assessments, help with financial matters (including benefits), identifying suitable day and befriending services and providing emotional support were the main issues. Delivery commenced in mid-July 2022 and numbers of referrals built steadily.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Wellbeing at Home Service

The Wellbeing at Home services delivered short-term support for people aged 18+ in the City and who were referred through local authority routes. Aimed at helping people remain independent at home, citizens were supported to identify and address barriers to independence following a hospital stay or to avoid deterioration in health and wellbeing which could have resulted in a hospital admission or more intensive forms of care. Support was offered for up to 6 weeks covering topics such as shopping and prescription collection, telephone welfare checks, confidence building, accessing community groups and signposting to statutory and non-statutory services to help citizens achieve their goals.

634 referrals were made to the service, supported by a small staff team and around 40 volunteers. On average, referrals exceed 95% of target in each quarter.

We successfully re-tendered for the contract in May 2022 and the new contract will run until September 2025 with a possible extension of 2 years.

Hospital Discharge Service (HDS)

This service ran from January to March 2023 and was commissioned by Nottingham City Local Authority to help facilitate discharge for patients aged 18+ (resident in the City) who needed extra support to be safely discharged from interim beds. It was also designed to support the health and social care system to respond to winter pressures impacting on bed capacity and local authority workforce.

All citizens referred into the service were receiving personal care from a bridging or homecare provider, with the HDS providing additional support for a period of up to 4 weeks. Help provided included shopping and prescription collections, light domestic tasks, ensuring they had heating on, and identifying other elements of support requested or identified by the service user. The service also supported service users to prevent a hospital readmission or deterioration in wellbeing.

14 referrals were received in the operating period.

Our experience provided a valuable insight into how the service could be tailored to meet those citizens in greatest need of support to facilitate discharges especially during the winter periods of intense pressure on health and social care.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Digital Inclusion

Our Digital Inclusion project was funded by Age UK and commenced in June 2022 for 18 months.

It provided those aged 50+ with no to low-level digital skills with the motivation and ability to get online and improve their skills set through a 6-8 week personalised programme. Utilising the skills of staff and Digital Champion volunteers, the project provided one to one support at home or in community-based group sessions. A key element of the project was to introduce people to the Notts NHS App to enable them to better manage their health and wellbeing in the future.

The project operated a Tablet Loan Scheme during their participation (including a SIM card to facilitate internet access) so service users could join the project without first investing in equipment and infrastructure.

In this reporting period:

26 people joined group sessions (including one for our local Nottingham Chinese Welfare Association)

70 people were or are waiting for one-to-one help

25 promotional events were held reaching 1313 people



ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Footcare Service

This service provided a simple nail cutting and footcare service to those aged 50+ with a long-term healthcare condition (for those registered with a Nottingham City GP) across 6 different city health care venues.

259 clinic sessions were delivered and 627 nail cuts provided. A wide range of clients were supported – (for example) non-verbal, those with learning difficulties, those with a dementia diagnosis, and profoundly deaf clients. Extra time was provided for clients with additional needs and good communication ensured an inclusive, positive experience and good outcomes.

417 referrals came into the service with a 32% eligibility rate. Those ineligible for the service were signposted to other relevant providers to meet their individual needs.

There were significant challenges during the reporting period caused by staff changes and absences but feedback from clients remained positive. They both enjoyed both the treatment and the social interaction and signposting provided by the service.

CityCare (who commissioned and part-funded the service) made the business decision to terminate the service at the end of the reporting period and the service will cease in May 2023.

Connect

Connect provided a short-term intervention service to promote independence for adults aged 18+ in the Mid-Nottinghamshire area (Ashfield, Mansfield, Newark and Sherwood).

2186 referrals were received during the year (a 3% increase on the previous reporting period). 35% of referrals came from individuals, families and friends. 512 referrals (23%) came from other Age UK Notts services.

£974,077 was achieved via benefit checks allowing recipients to pay for additional care and equipment and which promoted independent living and supported a better quality of life.

98% of service users were satisfied with the service, 93% felt healthier and happier and 80% felt more independent and more financially secure.

Notice on the contract was received in March 2023 (in line with expectations) and the tender for a replacement service was issued for which we entered a bid. The decision was due in the next reporting period.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Social Prescribing

We offered Social Prescribing in 2 different ways – Primary Care Network Service and Hospital Link Worker Service.

Primary Care Network Service:

This service provided non-clinical and person-centred interventions to patients referred by GPs and Health Professionals in four primary care networks in the Nottingham & Nottinghamshire Integrated Care Board. 1725 referrals were made (an increase of 10% over the previous reporting period) which exceeded the target set by commissioners. Primary referral reasons included mental health and wellbeing, financial and benefit support, practical support, and social isolation.

We adopted NHS SystemOne working during the reporting period which integrated and improved working practices.

Hospital Link worker:

This innovative pilot worked in partnership with Red Thread and Framework to deliver social prescribing in the emergency department of Queens Medical Centre. Age UK Notts supported 221 people with holistic support plans to identify wellbeing, financial and practical needs to reduce repeat visits to the emergency department.

The original pilot was funded for 8 months, and we were successful in obtaining funding for an additional six months, ending in June 2023. The pilot was been a great success, recently winning the “Social Prescribing Partnership of the Year” award.

One Step at a Time (OSAAT):

This project supported local community groups to encourage local residents who were socially isolated and/or living with long term health conditions to become more socially and physically active. Groups were connected into their local communities to enable collaboration to improve life overall. We provided assistance to develop a new walking group, a craft group for Caribbean elders, a knitting group and a variety of taster activity sessions. We were actively involved in the OSAAT Development Group.

Additional funding was received in the reporting period from Nottinghamshire County Council’s Social Recovery Fund to continue this initiative. The project was chosen by Active Notts and Nottinghamshire County Council to feature in a video case study.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Improving Access to Psychological Services - IAPT

We were commissioned by NHS Nottingham and Nottinghamshire mental health group to deliver a 12-month IAPT awareness project which ended in January 2023. It aimed to increase referrals of older people aged 65+ into IAPT services where they were significantly under-represented.

We worked in partnership with the Mid Notts Community & Voluntary services to deliver the service in Mid Notts, combining the strengths and resources of each organisation to increase the awareness by the older population.

Collectively, we facilitated 358 referrals, raised awareness to 1,376 older people and 39 community groups.

In South Notts, we utilised a holistic approach across all Age UK Notts services including our Social Prescribing teams and Information & Advice service to increase awareness and signposting.

We facilitated 146 referrals, raised awareness to 659 older people and 26 community groups.

A final evaluation took place with commissioners who reviewed the activities and results. Although funding was not recurring, the commissioners were happy with outcomes and learning.

Active Veterans Service

This service aimed to engage Armed Forces veterans to be more physically and socially active through direct provision and signposting to other services. The project ceased in March 2023.

The project helped veterans overcome the impact of the Covid-19 pandemic through support to engage more with our and other local services. We created a Falls Prevention Course, offered one-to-one and group walks, provided activity packs and signposted veterans to a range of community services such as Men in Sheds. We made welfare and befriending calls and encouraged socialising after walks and Falls Prevention classes to create legacy social connections.

231 veterans were supported by 30 active volunteers and a small team of staff. 5 veterans trained as walk leaders and 88 of those members attended Men in Sheds sessions. 37 veterans were signed up the Priority Services Register to ensure contact in case of power cuts.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Befriending Service

Our Befriending Service provided much-needed visiting and telephone befriending services for some of the most lonely and isolated older people in the City and County. In addition to social contact, signposting to other relevant services was also offered.

150 people were supported by 149 volunteers who donated 7756 volunteer hours. 3709 befriending calls were made and 1319 home visits took place. 27 new volunteers were recruited during the reporting period.

96% of people using the service reported feeling happier than before the service started, 95% were less lonely and 93% said they felt less anxious. 96% said they would recommend it to others.

Best Foot Forward

8 guided wellbeing walks were provided per week in the reporting period plus a longer monthly walk in open spaces across the City. All walks were aimed at encouraging people to be more physically and socially active.

317 walkers took part in the walks (with a combined 3,403 attendances) and 10 new volunteer walk leaders were recruited and trained. The number of walks increased throughout the reporting period and activity achieved pre-pandemic levels.

92% of participants reported that their physical health had improved and 85% reported improvements to mental health. 75% were more confident about activities overall and 74% felt more connected to their local communities.

Funding for paid staff hours was sourced from Sport England.

Walking Football

This project was funded by Sport England and the FA via Age UK and closed in October 2022. 2 walking football sessions per week had been established in Beechdale and Eastwood, and both groups were supported to successfully sustain their games once the funding period ended. It was a great opportunity to return to or play football for the first time, to become fitter and make new friends.

47 people took part in the matches (with combined 449 attendances) An Age UK Notts 80th birthday celebration match took place between the 2 teams followed by a buffet, quiz and presentations.

77% of players reported improvements in their physical health, 71% felt more socially connected and 100% committed to future attendance.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Sybil Levin Specialist Dementia Day Service

The Sybil Levin Specialist Dementia Day Service is a SPECAL-Informed day service, unique within Nottinghamshire: using this innovative approach quite simply changes the lives of people with dementia. The word SPECAL is used to describe a unique dementia management method that can be learned and used by anyone involved in the care of a person with dementia. The SPECAL method is based on an innovative way of understanding dementia from the point of view of the person with the condition. This unique, person-centred approach underpins everything we have done at the Sybil Levin Day Service. The service is very different from traditional day service provision, and we have witnessed immediate and sustained improved wellbeing from the moment the person arrives at the service.

The Day Service was evaluated during the reporting period and the results were positive. Family carers were overwhelmingly impressed by the Sybil Levin Day Service and the dedication and skill of its staff and volunteers. As a result, they described how they felt a reduction in their own stress and anxiety levels due to their loved ones attending the service.

Knowing that the staff and volunteers were focusing on the individual wellbeing of their loved ones made a big difference to family carers. They reported that users that had been to different day centres were noticeably happier and more contented at the Sybil Levin Specialist Dementia Day Service.

45 places per week were provided to service users by the end of the reporting period.

One visiting healthcare professional described the service as:



ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Men in Sheds

Our Men in Sheds project continued to support older men with an interest in woodworking as novices or experienced practitioners. The members shared social activities and practical skills in our 3 woodworking Sheds in Blidworth, Daybrook and Worksop. The members also provided peer support for each other and our staff and volunteers were able to signpost to Age UK Notts and other community resources, depending on need.

All tools and equipment were provided by the project and volunteers provided extra support for all. Members were encouraged to participate in the day-to-day running of the Sheds and to help decide which activities should be undertaken.

Mixed sessions were successfully introduced to the Blidworth shed which required the introduction of additional sessions. A defibrillator funded by a donation received from the Landlord and associated training was introduced at the Blidworth Shed as a community resource. Successful grant applications made it possible to purchase new signage for the Blidworth Shed, a table saw, lathe and chop saw for the Workshop Shed and drills for all 3 Sheds.

The plan to hold women-only sessions were cancelled due to lack of demand.

Revenue raising projects were undertaken to generate income towards costs for the Sheds such as bench or birdbox building with community partners such as Friends of Gedling Country Park. Other community partners included Woodthorpe Plant Shop, Bilsthorpe Heritage Museum, Blidworth Parish Council and Newark and Sherwood CVS. We continued to receive funding from Nottinghamshire County Council Local Communities Fund.

The Blidworth Shed supported 30 members, Daybrook 70 members and Worksop 30 members.

All Sheds increased the number of sessions and attendees over the reporting period (132%, 174% and 86% respectively).

Men in Sheds CIC (dormant company)

All activities for Men in Sheds were run through the charity in this reporting period. The CIC did not become dormant due to remaining funding period from a lottery grant used to purchase tools and equipment used by the sheds during the reporting period.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Core Services

Finance

Following the announcement of Judith Southall , Finance Co-ordinators retirement for April 2023, it was felt that the tasks carried out by her within the part time hours she worked could be absorbed by the team rather than trying to recruit. Judith completed a full handover to the team giving guidance and training as required. Work pressures within the team following this reduction in capacity will be monitored during 23/24. We thanked Judith for her 26 years of commitment to our charity and wished her well for her retirement.

Payment of expenses was reviewed and we agreed to pay expenses every fortnight to help staff manage cost of living pressures – a move warmly welcomed by those claiming.

Volumes of activity were:

TASK	Number 2022/23	Number 2021/22
Customer/Funder Invoices	2992	3,301
Supplier Invoices Paid	616	492
Accounts Package Transactions Inputted	53560	50650
Direct Debit Income Collections	2652	2,821
Payslips Produced	1207	1,083
Staff Travel Claims	432	417

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Data Protection

We were pleased to again achieve the NHS Data Security and Protection Toolkit self-assessment to demonstrate Age UK Notts continued to practise good data security and that personal information was handled correctly.

We set up a recording log during the reporting period to monitor Data Protection events to help identify any patterns, trends and training needs.

As seen within the statistics below the number of breaches has slightly increased. However they were all low-level internal breaches which were not reportable to the Information Commissioners Office (ICO). Staff awareness raising was carried out around the issues causing the breaches.

Event	2022/23	2021/22
Number of ICO reportable data breaches	0	0
Number of data breaches not reportable	5	3
Number of Data Erasure requests	1	0
Number of Data Subject Access requests	0	0

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Human Resources (HR)

The HR department provided the charity with support and consultancy related to employment law, best practice, people management, learning and development, performance management and recruitment and retention during the reporting period.

New Terms and Conditions were rolled out to all staff in this period. Several employee matters were resolved internally prior to any formal action.

Recruitment was exceptionally busy during this reporting period.

63 vacancies were filled from 2400 application requests.

264 completed applications were processed, and 47 interview days took place covering over 100 separate interviews (mostly done virtually).

50 new starters joined the charity (the highest number for 10 years and double the figure from the previous reporting period).

34 leavers were processed, 65 Contract changes actioned and 48 DBS checks for new and existing staff were carried out.

Our Employee Council remit was reviewed, and new format and purpose agreed ready to be rolled out in the next reporting period. A Pay and Benefits Committee was convened to review our recruitment practice, implement improvements and to review our full package of pay and benefits within our local market. Although recruitment was challenging, most of our vacancies were filled as expected.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

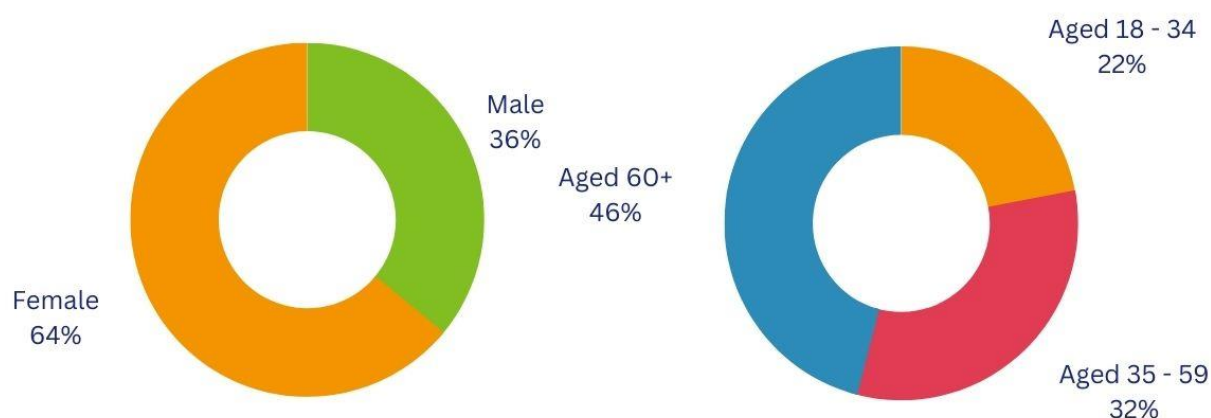
Volunteering

The volunteering team (as part of the HR function) provided the charity with support relating to best practice for recruitment and retention, guidance, support and reward and recognition of volunteers. We also supported the charity with DBS checks for volunteers. We aimed to deliver an excellent and all-encompassing service and environment in which volunteers can thrive and are part of the delivery of Age UK goals and strategy.

Volunteer training was reviewed and a 'lighter touch' but relevant paper-based training suite was produced. The Volunteer Survey was issued, and results analysed to pick up on further continuous improvement suggestions.

The Volunteer Reward and Recognition Scheme was successfully launched – 2 volunteers received awards for Outstanding and Longstanding Volunteers at an afternoon tea event hosted by the Joint Chief Executives.

61 new volunteers were recruited into the charity. Overall, volunteer numbers dropped by 3% (261 to 269 in the previous reporting period). Gender and ages split as follows:



We calculated that volunteers donated the National Adult Minimum Wage equivalent of £479,196 worth of hours (not recognised in the accounts.)

We remain ever grateful for the commitment and dedication of our volunteers, old and new, who make such a difference to the lives of local older people and who do so much to support the work of our charity.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Estates, Compliance and Resources (ECR)

Health and Safety audits were completed across all sites during the reporting period and site-based staff assumed responsibility for monthly property and stock checks.

Our ECR Manager oversaw renovation works to the Sutton Hub space (in conjunction with the Income Generation Manager) and ensured new windows and guttering were installed in the Sybil Levin Centre. Further building works will be required in the next reporting period.

Our Environmental Impact Statement was reviewed and goals set for achievement in the new reporting period. Practical energy saving measures were implemented through the installation of sensor lighting and taps and bins for organic waste were provided.

Equality, Diversity and Inclusion (EDI)

Our EDI group considered our data capture systems and ways in which they could be improved to ensure representation our local cohorts. Development and implementation plans will be drawn up in the next reporting period.

Our Dementia Strategy progressed with the roll-out of regular staff and volunteer training on the method and the delivery of SPECAL awareness sessions within the wider community.

Our Sybil Levin Specialist Dementia Day Service hosted Occupational Therapy students from Lincoln University and invited key local and national stakeholders in to see the centre in operation first-hand.

We reviewed our Values in this reporting period and created the Inclusion Value to embed EDI values across the whole charity in the next reporting period. We planned our Staff Conference in the next reporting period around Compassion for the benefit of all those involved with the charity and our service users.

There was a particular focus on staff and volunteer welfare for better physical and mental health during the reporting period. We created a Social Committee (led by staff members) to encourage staff to do things together outside of work to reinforce our social bonds and our first event took place towards the end of the reporting period with a walk in Wollaton Park. We allowed time for a social activity (usually a quiz) at the end of each all-staff Zoom-based meeting and planned plenty of social time into our Staff Conference due to be held in June 2023.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Communications and Innovations (previously FACT)

Following a reassessment of the role and review of resources, we welcomed a new 30-hour Communications Co-ordinator Sarah in June 2022 who oversaw improvements in our website and social media engagement.

Across all platforms, engagement, reach and numbers of followers were up:

Platform	Increase
 Website Views	25%
 Facebook Engagement	166%
 Instagram Reach	126%
 Twitter Impressions	9%

Sarah also set up regular surgery sessions with teams across the charity to better meet their marketing needs.

We redesigned the Loop e-newsletters and switched away from Mailchimp to a direct email (with necessary options to unsubscribe) at the end of the reporting period to further boost opening rates.

We created more videos and shared them online, ran the 12 Stories of Christmas campaign again and created a private YouTube channel for volunteers to use. Work on transitioning our new website (under Age UK's auspices) continued during the period.

Our 80th birthday was annotated on all publications and tea parties were planned during the reporting period in a couple of care homes and our Men in Sheds venues and we were grateful to Morrisons for providing the cakes. Two volunteers (Mark and Michael) worked diligently throughout the period to produce 'Through the Decades' stories for our Loop e-newsletters.

The charity achieved press coverage from Notts TV – Scams, Feel Good for a Fiver fundraising campaign, and Men in Sheds. Kemmet Radio covered claiming pensions and Radio Nottingham covered Best Foot Forward.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Older People's Advisory Panel (OPAP)

We took the opportunity to reconstitute the panel and its members during the reporting period. We thanked previous members who decided to step down and were successful in recruiting one additional new member (and the opportunity will remain open into the next reporting period).

Following a vote in June 2022, OPAP was split from the non-Trustee member role (a reversal of our 2018 action). This allowed us to refocus the role into one of community-based communication and understanding of the wider needs of older people.

Compliments and Complaints

49 compliments and 6 complaints were received during the reporting period.

Compliments were received for Volunteering, Safe and Sound, MHSOP Support, MHSOP Carer's Support, Footcare, Residents' Representative Service, Worry Catcher Service, Lings Bar Patient Representative Service, Core and Finance services.

We received 6 complaints, 4 informal and 2 formal. The formal complaints were dealt with appropriately and to the complainant's satisfaction and no further action was required. The remaining 4 complainants received an explanation and apology and were not escalated any further.

Work on reviewing the compliments and complaints system began and will be completed in the next reporting period. We continued to share compliments to encourage wider adoption of positive behaviours. In light of complaints, we reviewed the issues and adapted processes and protocols where necessary to prevent reoccurrence.

INCOME GENERATION & FUNDRAISING

Fundraising (previously part of FACT)

The cost of living crisis made fundraising challenging over the reporting period. Our Income Generation Manager delayed his planned retirement to focus on finding and opening our new charity shop (reported below) so other activities were minimised to deliver on that goal. He retired in February 2023 and a revised post will be filled in the next reporting period. We thank Tony for all his hard work and commitment over the years.

Legacies continued to outperform expectations with over £172,812 received in the period and we remain deeply grateful to those who wished to support us at the end of their lives. We extend our thanks to those who attended funerals and donated to us in lieu of flowers, and to the bereaved families who chose our charity as a recipient. This support raised just over £2000.

Our social media platforms provided opportunities for people to donate and we used Just Giving (text and web), Amazon Smile (discontinued in February 2023), Paypal, Easyfundraising and Facebook to raise just over £2000. Donors opted in to supporting our charity.

Local Trusts and solicitors' donations from dormant accounts came to just under £5000. Gift Aid donations, Friends and Supporters and Weather Lottery (now closed) players contributed just under £1400.

We ran or participated in the following fundraising campaigns – Feel Good for A Fiver, Big Knit and our internal Advent Raffle (for which all relevant licences were in place) which raised just over £4505.

We received a very welcome donation from Capital One totalling £21,000 towards unrestricted funding and we thank them also for their donations in kind when hosting training and strategy events.

Individuals donated just under £4500 and we are grateful for their consideration. Some individuals went above and beyond – Margaret Gaskell (one of our volunteers) donated 90% of the prizes used in our internal Advent Raffle. She entered competitions throughout the year and donated the prizes to us! What an inventive way of enjoying a competition and supporting our charity.

The fundraising landscape will remain challenging and we hope to develop sustainable relationships once our new Income Generation Co-ordinator is in place.

INCOME GENERATION & FUNDRAISING CON'T

Fundraising governance:

We did not issue any direct fundraising appeals to individuals outside of services during the reporting period. Existing Friends and Supporters continued their donations as per their original agreement. We used our social media platforms, websites and operational sites to seek donations for campaigns (such as Feel Good for a Fiver) by displaying posters and leaflets. We were happy to publish the names of donors except where anonymity was requested.

We were chosen as joint Charity of the Year by a local Inner Wheel Group during the reporting period and this was overseen by one of their members who was also an employee of the charity. We supplied sealed collection goblets and the final total will be announced in the next reporting period. We had no direct control over the fundraising activities but were kept informed via our staff member. The same staff member completed a sponsored activity which she ran through her own online donation page which named us as the recipient of funds raised. We did not participate directly in or have any control over the activity itself but did share information about the opportunity to allow others to donate if they wished.

Service departments within the Charity sent out information about their services and invited beneficiaries to make donations if they felt able. It was made clear that donations were not required to guarantee access to future services and that any donation was purely voluntary. Any service which required payment was clearly identified before a beneficiary engaged with it.

INCOME GENERATION & FUNDRAISING CON'T

Charity Retail

Good progress was made on finding a replacement for our Mansfield shop which closed in February 2022. We chose a site in Sutton-in-Ashfield and renovated the shop into a Community Hub with space let to Advantage Mobility, an Advice Room used by Connect and Information, Signposting and Advice teams as well as individual teams for meetings. Although finding the premises and renovating them took longer than expected, the Re:Store retail shop opened on 25th January 2023 and revenue was slowly building towards the end of the reporting period. Overall, the performance against budget target was -95%. Plans for starting the House Clearance service were delayed until at least the next reporting period due to property delays.

The West Bridgford shop held steady and the number of volunteers increased over the reporting period. The summer of 2022 was challenging with reduced staff availability leading to the closure of the shop on occasions because of insufficient staff or volunteers to open. Costs increased because we transferred the Mansfield staff to West Bridgford for the property search and renovation period. All staff and volunteers returned to the mid-Notts area when the Sutton Hub opened. Overall, performance against budget target was -32%.

Charity retail across the sector was challenging in this period with the slow return of volunteers after the pandemic, online challengers such as Depop and Vinted likely reduced the potential for and quality of donations, and the cost of living challenges over the winter period made trading difficult.

Gift Aid across both shops performed extremely well over the reporting period and made significant improvements on past performance.

In the financial year 2021-22, a total of 90 new donors were signed up and we raised a total of £1339. In this reporting period 198 people were signed up and a total of £2444 was raised – 82% more revenue over the year from Gift Aid than the previous year and 109 more donors (a 120% increase).

INCOME GENERATION & FUNDRAISING CON'T

Age UK Business Directory

The Age UK Business Directory has been running in Nottingham and Nottinghamshire since 2008. It was designed to protect older people from rogue traders by connecting them with local reputable traders and businesses that have been checked by local Age UK Business Directory staff. The Directory can be accessed online or via our Freephone telephone line.

Feedback indicated that member traders on the Business Directories had a positive experience and it confirmed they were receiving enquiries because of their membership. Due to staffing changes and a refocus of activities, we secured an increase in enquiries to conversion into members of between 30-40%.

Analytics evidence showed that customers repeatedly used the Directory to meet their needs.

Facebook reach increased by 311% over the reporting period and we had 6,974 website users. Internal Age UK Notts services made 388 referrals to the Directory and 735 calls were made to the Freephone number.

Training (formerly within FACT)

Training sat within the HR function and supported new staff and relevant volunteers to complete online training specific to their roles and the wider charity. Administration support was also provided to other Age UK Brand Partners who purchase their online training from us.

A new paper-based volunteer training programme was drawn up and piloted ready to go live in April 2023.

Sales targets to other local Brand Partners were achieved.

2021 individual online training courses were completed by Age UK Notts staff and volunteers during the reporting period.

External training was also accessed by staff, and delivered by other providers. 108 people completed 'Friends Against Scams' courses, 25 people completed Carers Awareness courses, 35 people attended a SPECAL-method awareness session and 14 people completed Emergency First Aid at Work courses.

INCOME GENERATION & FUNDRAISING CON'T

The Lifestyle Centre

The Lifestyle Centre continued to host our Southern Office Hub and remained the home of Advantage Mobility which provided mobility and living aids to help its customers enjoy a better quality of life.

Age UK Notts continued to support Advantage Mobility CIC through referrals for products and services and Advantage Mobility hosted our Information, Signposting and Advice outreach sessions every Monday.

It was a challenging year for mobility specialists but Advantage Mobility CIC were able to make a surplus donation of £15,000 to Age UK Notts in the reporting period.

Thanks go to the Advantage Mobility team for their work to support our service users and other older people in this period.



PLANS FOR THE FUTURE 2023 – 2024

Patients' Representative Service - Nottingham University Hospitals	To increase referral rates and build up service presence again now new staff are in place
Patients' Representative Service - Lings Bar Hospital	Deliver more support for patients and their carers through increased ward presence and promotion of services through a range of hospital teams
Residents' Representative Service	<ul style="list-style-type: none"> • Further reinstate Worry Catcher provision in targeted number of care homes identified with CityCare partners • Build on relationships with learning disability homes to ensure good access for residents • Focus promotional work on care homes where referrals are lower
Worry Catcher (*MHSOP)	Develop a special focus on relatives of those on dementia wards
MHSOP Support Service	<ul style="list-style-type: none"> • Increase carer referral rates from MHSOP dementia wards • Increase overall numbers of referrals from patients and carers
MHSOP Carers Support Service	<ul style="list-style-type: none"> • Embed the service in mid-Notts and Bassetlaw • Encourage referrals from the Broxtowe mental health teams.
Wellbeing at Home	Maintain volunteer numbers to continue to deliver in-person services to support Nottingham and Nottinghamshire's Integrated Care System's mental health and social care strategy
Digital Inclusion	<ul style="list-style-type: none"> • Reach 300 project participants • Provide 60 Tablet loans • Deliver outreach to 2400 people • Recruit additional volunteers
Befriending	Complete a strategic review of the service to establish future sustainability
Best Foot Forward	<ul style="list-style-type: none"> • Launch wellbeing walks in April 2023 by partnering with local GP practices for people below current levels of recommended activity • Re-establish City Parks walks • Increase numbers attending Veterans Camaraderie Walks • Develop a sustainability plan for the BFF service
One Step at a Time (OSAAT)	The development of at least 5 new OSAAT groups through active involvement with the OSAAT Development Group

Men in Sheds	<ul style="list-style-type: none"> • Increase member attendance • Increase number of sessions offered and therefore shed opening hours • Further develop/ roll out mixed sessions • Meet all planned sales targets
Social Prescribing	Continue to develop partnership working with Primary Care Networks to enhance integrated working practices and data sharing.
Information, Signposting and Advice	<ul style="list-style-type: none"> • Deliver 1600 Warm Homes project sessions • Deliver phase 4 of Household Support Fund on behalf of Nottingham City Council from May 2023 • Deliver benefit and signposting support for frail older people as part of a 12 month pilot project within the multi-disciplinary teams in the Bestwood and Sherwood primary care network
Safe and Sound	<ul style="list-style-type: none"> • Increase the number of people referred to schemes for boiler, heating and insulation support by 50% • Continue to deliver personalised in-home support to save money and stay warm and well via Home Energy Checks and Warm & Wise • Increase the number of individuals supported through funding streams such as Gas Safe, Skeritt and other charitable funds by at least 25% • Establish a Home Improvement Service within the city
Sybil Levin Day Service	Continue to recruit new service users to fill 85 places per week.
Finance	<ul style="list-style-type: none"> • Senior Management to take on the submission of VAT returns • Carry out Banking review to efficiently minimise costs and maximise income
Data Protection/ICT	Continue to monitor and raise staff awareness of ICT issues.
HR	<ul style="list-style-type: none"> • Embed new Charity Values of RIKI into recruitment and induction • Explore ADP capabilities with new recruitment and performance module and reports • Review recruitment and induction process in its entirety • Complete annual review of all policies and forms, including compliance with upcoming employment law legislation • Participate in Age UK Quality Audit • Identify and implement Manager Training • Review Employee Benefits & Welfare Employee benefits • Produce HR and Volunteering analytics • Develop 10-year strategy, CSR, Environmental sustainability, & bank staff • Implement 360-degree reviews • Explore bank staff for short-term contracts

Volunteering	<ul style="list-style-type: none"> • Research the cost and viability of using an automated SMS messaging service for volunteers to improve communication • Develop a volunteer support training module to induct new members of staff who will be looking after volunteers • Implement volunteer meet-ups (following feedback from Volunteer Survey) • Establish Age UK Notts volunteer Social Media pages as a participative platform to boost communication and enable volunteers to build a peer support community • Develop and implement a volunteer impact survey across all aspects – charity, service users and volunteers
Communications	<ul style="list-style-type: none"> • Complete website transition (subject to Age UK) • Grow social media followers and improve engagement • Expand YouTube channel to support recruitment and awareness of services
Age UK Business Directory	<ul style="list-style-type: none"> • Ensure that key trades are represented on the Directory with a good geographical coverage for all areas of Nottinghamshire • Increase membership by 1% • Increase the use of Newsletters to communicate with members and begin to build a list for customers so a Newsletter could be sent to them too • Develop engaging social content, through media types such as video, to get more service users and members engaging with our channel • Explore new ways to communicate with members to seek feedback about their membership and ways we can improve our service • Produce 'Introducing the Team' issue now all staff are in place
Training	<ul style="list-style-type: none"> • Evaluate online training prior to Essential Skillz contract renewal decision in March 2025 • Undertake a training needs analysis with all staff to identify training gaps/gaps in knowledge • Research a range of training providers prior to decision over Essential Skillz • Review practicalities of designing and delivering more in-house staff training
Fundraising / Income Generation	<ul style="list-style-type: none"> • Recruit Income Generation Co-ordinator • Re-run Feel Good for a Fiver
Charity Retail	<ul style="list-style-type: none"> • Launch collection and delivery service • Develop plans to extend Re:Store trading days • Introduce smaller furniture to West Bridgford shop

Equality, Diversity and Inclusion	<ul style="list-style-type: none"> • Roll out data capture processes • Deliver Staff Conference Compassion training
OPAP - Older Peoples Advisory Panel	Recruit new members.
Estates, Compliance and Resources	<ul style="list-style-type: none"> • Implement Environmental Impact actions • Install new signage at sites to increase efficiency • Continue to oversee improvement works at Sybil Levin Centre
Men in Sheds CIC	Become dormant in the next reporting period.

*MHSOP Mental Health Service for Older People

STRUCTURE, GOVERNANCE and MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the trustees

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

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2023 was 12 (2022:12). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T

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.

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

Pay Policy for Staff

The pay of all senior staff is reviewed annually along with pay for all staff.

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 expenses and related party transactions are disclosed in notes 7 and 9 to the accounts.

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company during the reporting period.

Risk Management

We considered all risks to the charity during the reporting period in line with our Risk Management protocols. We looked at each risk for probability and impact and graded the risks from 1 (very unlikely, low impact) to 5 (very likely, high impact) for each of those elements. Multiplying the results gave us the agreed risk rating. For example, we graded Government Policy and Economic Climate as very likely to influence the charity (5) and very likely to have a significant impact (5) giving a total risk rating of 25 (our highest rated risk).

Individual risks were allocated to specific members of the Senior Management Team and reviewed and amended (where necessary) throughout the year and the full management team reviewed the whole Risk Register annually as per protocol.

The Risk Register addressed 9 different categories of risk which created 18 high rated risks in the following areas:

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T

Category	Number of highest risks
Policy and Economic Climate	3
Information Technology and Data Protection	4
Staffing and Resources	1
Epidemics and Pandemics	2
Funding and Fundraising	3
Health and Safety	1
External factors	1
Sector Challenges	1
Compliance and Quality	2

Against each risk, we identified mitigations to reduce or eliminate it and allocated lead responsibility and timeframes for actions which included:

- Monitoring data to track or identify issues
- Building relationships with relevant stakeholders
- Developing and implementing specific protocols
- Creating and empowering working groups to identify and implement solutions
- Delivering training to relevant cohorts
- Communications and awareness raising activities
- Creating system guardrails
- Participating in external and internal audits, accreditations and quality assurance processes.

The Board of Trustees reviewed the risk register at quarterly intervals and concentrated their discussions on the 18 highest risk areas (those with a risk score of 12 and above). Over the reporting period our main concerns centred on the economic climate, the impact of the war in Ukraine, and cyber/data protection risks. Other risks were prevalent in society and had an impact on the charity. Recruitment and retention was one such issue.

Case Study – HR Recruitment and Retention

In Autumn 2022 we began to see widely circulating reports on labour shortages which did impact on our ability to recruit at times.

We set up (and will continue with) a Pay and Benefits Committee to look at our recruitment and retention practices, overall pay and benefits packages to see where they could be improved to appeal to a wider pool of potential candidates.

We looked at the reasons why people were leaving and discovered that pay was rarely a reason. We looked at our recruitment style and rebalanced technical, task based requirements with problem-solving and attitudinal skills to attract people from different backgrounds and with different skill sets.

We widened our range of outlets in which roles were advertised and began the process of creating more dynamic content for our social media pages which will come to fruition in the next reporting period.

The number of overall risks reduced from the previous reporting period (127 down to 121) as risks diminished or were fully resolved.

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T

Fraud

During the year the Senior Leadership Team carried out a fraud risk assessment which was agreed by the Board of Trustees. Fraud risks were assessed relating to the following areas:

- Corruption
- Income – shops, Fundraising, legacies, grants
- Expenditure
- Accounts
- IT
- Payroll
- Recruitment

A total 82 fraud risks were identified with a description & assessment of controls in place to help reduce, prevent or deter the fraud taking place. After taking into account the controls in place each risk was given a residual risk score out of 25.

Of the 82 risks identified the highest residual risk related to potential Cyber attacks and possible internal & external theft of cash/stock with residual risk scores of 10 & 11 respectively.

Once residual risks had been calculated the Board of Trustees agreed one or more of the following actions for each fraud risk:

- Tolerate (accept the risk as it's within the risk tolerance)
- Treat (plan for additional controls to reduce fraud risk exposures)
- Transfer (use contractual terms to transfer some or all of the impact of the risk)
- Terminate (re-design system / process to eliminate or reduce a specific fraud risk)

The main action points resulting from the assessment were as follows:

- Make sure Age UK Notts' Zero Tolerance to fraud is made public via the website and social media and to take part in national fraud awareness week
- Shop processes to be regularly reviewed to ensure the risk of theft is minimised. Issues with poor till discipline result in volunteer not being allowed on the till and staff would be subject to an investigation

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T

Key Governance Actions – Review & Update

1	Organisational purpose	<p>The Strategic Plan review started with a new values statement being agreed:</p> <p>“Everything we do we do to make a positive difference to everybody that we interact with. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community.”</p> <ul style="list-style-type: none"> • The new values are as follows: <ul style="list-style-type: none"> • R – Respect • I – integrity • K –Kindness & Compassion • I – inclusion • We will start the process of embedding the new values during 2023/24 • A new 10 year Strategy is being developed with operational strategies across all areas being in place by April 2024
2	Leadership	<ul style="list-style-type: none"> • Rather than have link Trustees the Board decided that all Trustees should aim to make contact with all areas of the charity during their time on the Board. Trustee Champion roles were created for Fraud, Quality and EDI
3	Integrity	<ul style="list-style-type: none"> • N/A
4	Decision-making, risk and control	<ul style="list-style-type: none"> • The Finance Trustee vacancy was filled with the appointment of Brian Dinsmore as Finance Trustee and Steve Hambleton as Vice Finance Trustee
5	Board effectiveness	<ul style="list-style-type: none"> • Quarterly Trustee review meetings started again from September 2022. A new method of reviewing Trustee performance and a formal process for reviewing Trustee tenures to be established during 2023/24
6	Equality, Diversity & Inclusion	<ul style="list-style-type: none"> • Objectives set as part of the EDI plan
7	Openness and accountability	<ul style="list-style-type: none"> • New members are to be recruited for OPAP to ensure representation for beneficiaries from different sectors of the community • The New 10-year strategic plan will include a consultation with stakeholders. • Photos of the Trustees were added to the website

RECURRING FINANCIAL POLICIES AND PROCEDURES

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that charges for certain services are appropriate and that any charges should be related to the ability of an individual to pay them. 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. The total £1,198,354 held within the Flagstone platform has been invested in 14 banks each giving £85,000 protection, during the year total interest of £16,782 was received via these accounts as the Charity benefited from increased interest rates within the UK.

An Investments Committee was established and an investment management tender released. This resulted in an investment of £450,000 with RBC Brewin Dolphin investment management company within their lower medium risk portfolio (which is in line with Age UK Notts' investment policy).

RECURRING FINANCIAL POLICIES AND PROCEDURES CON'T

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 3 & 5 months' running costs**

(The 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, reduced income generation activity 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 2023-24 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- **3 months' running costs = £732,155**
- **5 months' running costs = £1,220,258**

Free reserves are calculated as follows:

Total Funds → Less Restricted & Endowment Funds → Less Fixed Assets → Less Designated Funds = Free Reserves

Free reserves at 31st March 2023 = £1,123,405 which are within the reserve policy parameters identified above.

The Trustees 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.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office:



The Sybil Levin Centre
577a Nuthall Road
Cinderhill
Nottingham
NG8 6AD



www.ageuknotts.org.uk



info@ageuknotts.org.uk



[Twitter.com/ageuknotts](https://twitter.com/ageuknotts)



0115 8440011



[Instagram.com/ageuknotts](https://www.instagram.com/ageuknotts)



0115 841 4460



[Facebook.com/ageuknotts](https://www.facebook.com/ageuknotts)

Age UK Nottingham & Nottinghamshire is a registered charity number 1067881, registered in England & Wales and a Company limited by guarantee incorporated in the United Kingdom (registered company number 3455485).

Our Advisors

Group auditor

Sayer Vincent LLP, Invicta House, 108-114 Golden Lane, London. EC1Y 0TL

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 King Charles III KG KT GCB

President

Commander Peter Moore RD, RNR, DL

Life Vice-Presidents

Eric Edwards (until 06.09.2022)

Joyce Hackett (until 04.01.2023)

Sandra Warzynska

Terry Brown

Len Simmonds

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:

Chris Dorkes (Chair)	Brian Burdus
Graham Cox (Vice Chair)	Diane Deacon
Brian Dinsmore (Finance Trustee)	Malgorzata Faras
Steve Hambleton (Vice Finance Trustee)	Gemma Hopper

In Attendance

Michelle Elliott – Joint Chief Executive

Di Trinder – Joint Chief Executive & Company Secretary

Non-Trustee Members

Commander Peter Moore RD, RNR, DL

John Cockcroft (until 06.01.2023)

Anil Ghelani

Marge Morris (until 09.01.2023)

Maxine Robinson

Sandra Warzynska (until 09.01.2023)

Len Simmonds

Finance and Audit Committee

Brian Dinsmore (Trustee & Chair)

Steve Hambleton (Trustee)

Chris Dorkes - Trustee

Michelle Elliott – Joint Chief Executive

Di Trinder – Joint Chief Executive

Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies

AUBD Limited (Age UK Business Directory)

A company limited by shares (Registration Number 06393966)

Board of Directors:

Kat Coggan

Maria Cooke

Company Secretary

Maria Cooke

OUR DIRECTORS, TRUSTEES' AND OFFICERS CON'T
Age UK Notts Men in Sheds C.I.C.

A company limited by guarantee (Registration Number 11722728)

Board of Directors

M Cooke
M Elliott
D E Trinder

Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

Board of Directors

Maria Cooke
Michelle Elliott
Di Trinder

The George Henry Francis Payling's Charity

Trustees' and Directors

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

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
Di Trinder Joint Chief Executive					
Michelle Elliott Joint Chief Executive					
Maria Cooke Strategic Director (Innovation and Communications)					
Vicky Gutteridge Senior Strategic Director (Services)					

FINANCIAL REVIEW

The Consolidated Statement of Financial Activities (SOFA) shows that income was lower this year with total incoming resources for the year of £2.6 m compared with £2.88 m for the previous year, a decrease of 11%. The prior year included a one-off £641k profit on the sale of a building. The underlying year on year showed an improvement of £334k, 15%. The change from last year can be broken down as follows:

- Donations increased by £9k, 3%
- Grants and Service Agreements increased by £306k, 20%– due to new services starting within Housing, Advice and Health & Wellbeing.
- Fee income increased by £88k, 67% – due to the SPECAL day service running for a full year.
- Fundraising, Shops and Trading income being £46k, 19% lower mainly due to the closure of the furniture shop in early 2022 and its replacement in Sutton in Ashfield not opening until January 2023.
- Other income decreased by £663k – this was mainly due to the £640,649 profit on disposal of Bradbury House during the previous year.

Within resources expended charitable expenditure increased from £2.2 m in 2021/22 to £2.5 m in 2022/23 mainly due to the new services started during 2022/23 which included Digital Inclusion, Carers Support, Household Support Voucher provision plus the provision of some services for a full year which started late during 2021/22. The number of full-time equivalent employees employed by the charity increased from 86 to 92 during the year also related to the new services provision. Income for the Trading Subsidiaries decreased by 13% from £139k to £122k. Despite this downturn in sales AUBD Ltd made a profit of £21k which enabled a further repayment of £18.7k to the Charity of part of the long-term loan.

Of the £1.3 m designated funds at the start of the year £284k were spent as planned. A new designated fund to be used to help enforce our “inclusion” value was set up as well as a further £65k of unrestricted funds designated to cover planned future expenditure. See note 20a for full details of all the designated funds which total £1.1 m at 31st March 2023.

The deficit for 2022/23 was £191k with an increase in free reserves to £1.1 m see note 19a of the accounts which is in line with our reserves policy. Cash & investments remain very healthy at £2 m versus £2.1 m last year.

FINANCIAL REVIEW CON'T

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009 and it can be seen that the total net assets on 31st March 2023 were £52.4k of which £52.4k were permanent endowments and £4 were expendable endowments. The charity received £0.5k in the form of bank and dividend interest during the year and made 50 (70 last year) grants to individuals who were resident in the District of Mansfield costing £1.3k (£1.8k during 2021/22).

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. We would like to thank the following for their support:

Actons Solicitors	Lloyds Group (The)
Active Partners Trust	Morrisons (Bulwell)
Advantage Social Enterprise C.I.C.	M&G Securities
Age England Association	National Grid Community Matters Fund
Age UK	Newark & Sherwood District Council
Age UK Leicester Shire & Rutland – Warm & Wise	NHS Bassetlaw CCG
Age UK Lincoln & South Lincolnshire- Warm & Wise	NHS Mansfield & Ashfield CCG
Altitude Access	NHS Newark & Sherwood CCG
Anonymous	Nelsons Solicitors
Armed Forces Covenant Trust	NHS Nottingham City CCG
Birkett J	NHS Nottingham North & East CCG
Boots UK Ltd	NHS Nottingham West CC
Broxtowe Borough Council	NHS Rushcliffe CCG
Business in the Community	Nottingham CityCare Partnership
Capital One	Nottingham City Council
Department of Health	Nottingham Energy Partnership
E.ON	Nottingham Trent University
Energy Savings Trust (The)	Nottingham University Hospitals NHS Trust
Experian	Nottinghamshire County Council
Football Association (The)	Nottinghamshire Healthcare NHS Trust
Freeths	PAPET (The Forman Hardy Holdings)
Gaskell M	Rotheras
Gas Safe Foundations Independent Living Trust	Santander UK
Gedling Borough Council	Screwfix Foundation (The)
Geoff Ball (Stationary suppliers)	Skerritt Trust (The)
George Henry Francis Payling's	Smart Energy GB in Communities
George Square Financial Management	Sport England
Gray Trust (The)	St. James's Place Foundation
Hudson Wealth Management Ltd	St. James's Place Wealth Management Ltd
Indian Community Association	Tropic Skincare
J N Derbyshire Trust (The)	Veolia Group

We also benefit from individuals who make donations & legacy income to the Charity and we have 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.

Brain Dinsmore
Finance Trustee



Steve Hambleton, Vice Finance Trustee, pp Brian Dinsmore

Thank You

In concluding the 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 reporting period. We would not have achieved the outcomes listed in this report without that support. We send our particular thanks to our staff and volunteers (existing and new) who helped us deliver the services that meant so much to older people as they recovered from the Covid experience and learned to manage the changes in society as a result of the pandemic. Whether directly supporting older people or working in a back-office capacity, everyone made an enormous contribution to our overall effectiveness.

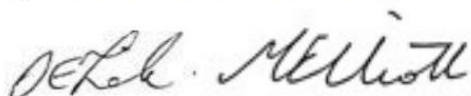
We thank the Charity's Trustees for their time, the expertise and knowledge they brought to the governance of the Charity. Thank you to the OPAP Board members (our non-Trustee Members) who not only supported our governance and our work but also provided links with groups and bodies external to the Charity that also support older people.

Thank you to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Strategic Directors continued to work tirelessly to effectively manage the Charity which ensured our resources were deployed to their best advantage to enhance the quality of life, health and wellbeing of older people across the City and County. Maintaining our home-working functions as well as opening our 2 additional office hubs required the patience and goodwill of our staff as well as the hard work of our IT teams to make it a success.

Our Senior Team's careful husbandry of resources and ability to build effective networks and relationships with commissioners and corporate partners continued to be an important part of our management philosophy. We anticipate future challenges with a willingness to continue to work hard to deliver high quality services that meet the needs of local older people and their families.

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 provisions applicable to companies entitled to smaller companies' exemptions.

By order of the Board of Trustees



Di Trinder and Michelle Elliott
Joint Chief Executives



Chris Dorkes
Chair of Trustees

21 September 2023

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2023 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

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 group financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age UK Nottingham & Nottinghamshire's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the group 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. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the group financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the group financial statements themselves. 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' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

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

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent 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 group's and the parent charitable company'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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

A handwritten signature in dark ink that reads "Sayer Vincent LLP". The signature is written in a cursive, flowing style.

Fleur Holden (Senior statutory auditor)

24 October 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

					2023	2022
				George Henry Francis Payling's Charity Endowment		
	Note	Unrestricted £	Designated £	Restricted £	Total £	Total £
Income from:						
Donations and legacies	3	216,521	–	58,191	–	265,853
Charitable activities						
Housing Services	4a	9,700	–	263,159	–	230,246
Advice	4b	73,324	–	82,385	–	63,760
Advocacy	4c	205,496	–	–	–	173,233
Health & Wellbeing	4d	1,014,236	–	96,797	–	965,095
Core Services	4e	106,021	–	1,430	–	107,451
Shops	4f	–	–	–	–	6,905
Other trading activities						
Merchandising Income		54,364	–	–	–	89,813
Fundraising Income		17,323	–	1,647	–	12,416
Sale of Business Directory listings		121,695	–	–	–	139,160
Fees and Contributions		219,333	–	–	–	131,067
Investments		24,814	–	–	519	5,450
Other		2,843	–	–	–	685,922
Total income		2,065,670	–	503,609	519	2,876,371
Expenditure on:						
Cost of raising funds:	7					
Merchandising Costs		80,517	46,841	–	–	144,814
Fundraising Costs		12,086	–	10	–	12,191
Business Directory Costs		98,949	–	–	–	99,679
Charitable activities:						
Housing Services		17,614	–	304,495	–	282,745
Advice	5	105,799	45,544	86,542	1,282	180,959
Advocacy	5	191,525	–	160	–	145,812
Health & Wellbeing	5	1,180,423	100,421	117,346	–	1,139,035
Core Services	5	275,362	91,404	3,655	(289)	484,113
Total expenditure		1,962,276	284,210	512,208	994	2,489,348
Net income / (expenditure) before net gains / (losses) on investments		103,394	(284,210)	(8,599)	(474)	387,023
Net gains / (losses) on investments		1,628	–	–	(761)	(493)
Net income / (expenditure) for the year	9	105,022	(284,210)	(8,599)	(1,235)	386,530
Transfers between funds		(75,422)	75,422	–	–	–
Minority Interest		(1,872)	–	–	–	(2,753)
Net income / (expenditure) before other recognised gains and losses		27,728	(208,788)	(8,599)	(1,235)	383,777
Net movement in funds		27,728	(208,788)	(8,599)	(1,235)	383,777
Reconciliation of funds:						
Total funds brought forward		1,283,279	1,337,942	65,792	53,663	2,356,899
Total funds carried forward		1,311,007	1,129,154	57,193	52,428	2,740,676

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 29a to the financial statements.

As at 31 March 2023

	Note	The group 2023 £	2022 £	The charity 2023 £	2022 £
Fixed assets:					
Age UK Nottingham & Nottinghamshire					
Tangible assets	11	202,978	208,305	202,866	205,048
Investments	12	451,628	–	451,720	92
George Henry Francis Payling's Charity					
Investments	12	9,831	10,592	9,831	10,592
		664,436	218,897	664,416	215,732
Current assets:					
Age UK Nottingham & Nottinghamshire					
Stock		23,987	23,259	23,987	23,259
Debtors (including due after one year)	15	453,121	552,653	596,752	701,872
Cash at bank and in hand		1,640,064	2,302,032	1,615,026	2,287,257
George Henry Francis Payling's Charity					
Cash at bank and in hand		41,773	44,117	41,773	44,117
		2,158,944	2,922,061	2,277,537	3,056,505
Creditors: amounts falling due within one year					
Age UK Nottingham & Nottinghamshire					
	16	(286,567)	(415,122)	(270,371)	(388,328)
George Henry Francis Payling's Charity					
		(500)	(500)	(500)	(500)
Net current assets		1,871,877	2,506,439	2,006,666	2,667,677
Total assets less current liabilities		2,536,314	2,725,336	2,671,082	2,883,409
Total net assets		2,536,314	2,725,336	2,671,082	2,883,409
Funds:					
Age UK Nottingham & Nottinghamshire					
Restricted income funds	28a	57,193	65,792	57,193	65,792
Unrestricted income funds:					
Designated funds		1,129,154	1,337,942	1,129,154	1,337,942
General funds		1,311,007	1,283,279	1,432,308	1,426,012
George Henry Francis Payling's Charity					
Permanent Endowment		52,424	52,424	52,424	52,424
Expendable Endowment		4	1,239	4	1,239
Funds of the Charity		2,549,782	2,740,676	2,671,082	2,883,409
Minority Interest		(13,468)	(15,340)		
Total funds		2,536,314	2,725,336	2,671,082	2,883,409

Approved by the trustees on 21 September 2023 and signed on their behalf by


Chris Dorkes
Director

Steve Hambleton
Director

Consolidated statement of cash flows

For the year ended 31 March 2023

	Note	2023 £	£	2022 £	£
Cash flows from operating activities					
Net Income/(expenditure) for the year (as per the SOFA)		(189,022)		386,530	
Adjustments for:					
Deduct Interest Income and Rent		(25,778)		(5,450)	
Depreciation charges		58,285		86,690	
(Gains)/losses on investments		(867)		493	
Loss/(profit) on sale of fixed assets		(2,417)		(644,480)	
(Increase)/Decrease in stocks		(728)		655	
(Increase)/decrease in debtors		104,697		(62,196)	
Increase/(decrease) in creditors		(133,720)		244,762	
Net cash provided by (used in) operating activities		(189,549)		7,004	
Cash flows from investing activities:					
Dividends, interest and rents from investments		25,778		5,450	
Proceeds from the sale of property, plant and equipment		5,517		900,001	
Purchase of property, plant and equipment		(56,058)		(24,859)	
Purchase of investments		(450,000)		–	
Net cash provided by / (used in) investing activities		(474,763)		880,592	
Change in cash and cash equivalents in the year		(664,312)		887,596	
Cash and cash equivalents at the beginning of the year		2,346,149		1,458,553	
Cash and cash equivalents at the end of the year		1,681,837		2,346,149	
Analysis of cash and cash equivalents and of net debt					
	At 1 April 2022 £	Cash flows £	Other non- cash changes £	At 31 March 2023 £	
Cash at bank and in hand	2,346,149	(664,312)	–	1,681,837	
Total	2,346,149	(664,312)	–	1,681,837	

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies

a) Statutory information

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee.

The registered office address is Age UK Nottingham & Nottinghamshire, The Sybil Levin Centre, 577a Nuthall Road, Nottingham, Nottinghamshire, NG8 6AD.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its subsidiary undertakings AUBD Limited and Age UK Notts Men in Sheds CIC. A separate statement of financial activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006. A summary of the result for the year is disclosed in the notes to the accounts.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's or group's ability to continue as a going concern. The group had free reserves of £1,123,405 at 31st March 2023 which is within the reserve policy parameter of between 3 and 5 months running costs. The trustees have budgeted for a £227,892 deficit for the year to 31st March 2024 with a plan to use £157,934 designated funds to partly cover this deficit with the rest covered by free reserves.

e) 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. 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.

f) Grant Income

The total income from government grants is £45,600 (2022: £25,060). These grants and performance related service agreement income is included in the financial statements as entitlement arises. Note 4 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 2023, there are no unfulfilled conditions attached to grants or service level agreements.

g) Deferred income

Any income received during the current financial year that relates to funding due for the next financial year as specified by the funder is included as deferred income.

h) Fixed Assets

Expenditure on fixed assets has been capitalised when over £200 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	20% (straight line)
Fixtures and Other Equipment	10% (straight line)
Motor Vehicles:	
Vans & Minibuses	25% (straight line)
Cars	16.67% (straight line)
Leasehold Improvements	10% (straight line)

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

i) Investment Income

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

j) 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.

1 Accounting policies (continued)

k) 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 accrual's 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.

l) Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 20.

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.

m) 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 261 volunteers (2022:269) supported the Charity in a variety of roles, more detail can be found throughout this report.

n) 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.

o) Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

p) Allocation of Funds within Note 5

Support 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 5.

q) 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.

r) 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 parent company holds fund within an Investment portfolios managed by Brewin Dolphin Ltd. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

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 12 for further detail.

s) Stock

Stock is shown at the lower of cost and net realisable value.

t) Outstanding paid Annual Leave and Sick Leave

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

u) 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.

1 Accounting policies (continued)

v) 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.

w) 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.

x) 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.

See note e) for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. 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

2 Detailed comparatives for the statement of financial activities

				George Henry Francis Payling's Charity Endowment	2022
	Unrestricted £	Designated £	Restricted £	£	Total £
Income from:					
Donations and legacies	141,614	–	124,239	–	265,853
Charitable activities					
Grants and Service Agreements:					
Housing Services	9,000	–	221,246	–	230,246
Advice	31,000	–	32,760	–	63,760
Advocacy	173,233	–	–	–	173,233
Health & Wellbeing	856,032	–	109,063	–	965,095
Core Services	106,021	–	1,430	–	107,451
Shops	6,905	–	–	–	6,905
Other trading activities					
Merchandising Income	89,813	–	–	–	89,813
Fundraising Income	12,110	–	306	–	12,416
Trading Subsidiaries	139,160	–	–	–	139,160
Fees and Contributions	126,394	–	4,673	–	131,067
Investments	5,229	–	–	221	5,450
Other (sale of head office in 2021/22)	685,922	–	–	–	685,922
Total income	2,382,433	–	493,717	221	2,876,371
Expenditure on:					
Cost of raising funds:					
Merchandising Costs	142,878	1,936	–	–	144,814
Fundraising Costs	12,191	–	–	–	12,191
Trading Subsidiary Costs	99,679	–	–	–	99,679
Charitable activities:					
Housing Services	4,940	–	277,805	–	282,745
Advice	113,117	–	66,057	1,785	180,959
Advocacy	145,362	–	450	–	145,812
Health & Wellbeing	960,937	20,654	157,444	–	1,139,035
Core Services	256,599	103,051	123,823	640	484,113
Total expenditure	1,735,703	125,641	625,579	2,425	2,489,348
Net income / expenditure before gains / (losses) on investments	646,730	(125,641)	(131,862)	(2,204)	387,023
Net gains / (losses) on investments	–	–	–	(493)	(493)
Net income / expenditure	646,730	(125,641)	(131,862)	(2,697)	386,530
Transfers between funds	(604,815)	604,815	–	–	–
Minority Interest	(2,753)	–	–	–	(2,753)
Net movement in funds	39,162	479,174	(131,862)	(2,697)	383,777
Total funds brought forward	1,244,117	858,768	197,654	56,360	2,356,899
Total funds carried forward	1,283,279	1,337,942	65,792	53,663	2,740,676

3 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Advantage Social Enterprise CIC	15,000	–	15,000	30,000	–	30,000
Anonymous Trust	–	–	–	1,000	–	1,000
Capital One	21,000	–	21,000	–	–	–
L Ball	–	–	–	300	–	300
J Birkett	400	–	400	–	–	–
J Fahey	–	–	–	300	–	300
The Gray Trust	2,000	–	2,000	–	–	–
The J N Derbyshire Trust	–	–	–	2,300	–	2,300
The Sir John Eastwood Foundation	–	–	–	2,000	–	2,000
The White Foundation Charitable Trust	–	–	–	15,000	–	15,000
Others <£250	2,390	–	2,390	2,660	–	2,660
Legacies	172,812	–	172,812	82,467	–	82,467
Housing Services						
The Skerritt Trust	–	36,000	36,000	–	44,000	44,000
Foundations Independent Living Trust						
– Gas Safe	–	1,600	1,600	–	1,600	1,600
Individuals	–	35	35	–	215	215
National Grid Community Matters Fund	–	6,300	6,300	–	–	–
Advice						
Anonymous	–	1,000	1,000	–	–	–
Capital One – Resilience	–	–	–	–	5,000	5,000
Capital One – Click Silver	–	–	–	–	2,000	2,000
The Jones 1986 Charitable Trust	–	–	–	–	22,500	22,500
The Jessie Spencer Trust	–	–	–	–	1,000	1,000
The George Payling's Charity	–	1,282	1,282	–	1,785	1,785
The PAPET Trust	–	2000	2,000	–	2,000	2,000
Advocacy						
J Birkett	–	–	–	–	400	400
Individuals	–	160	160	–	50	50
Health & Wellbeing						
<i>Covid-19 Welfare Service:</i>						
The Boots Charitable Trust – Dementia Support	–	–	–	–	2,500	2,500
<i>Best Foot Forward</i>						
Individuals	–	101	101	–	–	–
<i>Volunteer Prevention:</i>						
Individuals	–	1,034	1,034	–	45	45
CS Court	–	–	–	–	5,000	5,000
Arnold Clark Automobiles Ltd	–	–	–	–	1,000	1,000
Capital One – Christmas & Beyond	–	–	–	–	25,000	25,000
<i>Connect:</i>						
Individuals	–	100	100	–	161	161
<i>Men in Sheds:</i>						
Individuals	–	573	573	–	83	83
Councillors	–	1,100	1,100	–	–	–
P Brammer – Worksop	–	–	–	–	6,500	6,500
Asda Stores Ltd	–	–	–	–	200	200
Veolia Group	–	1,000	1,000	–	–	–
Altitude Access – Defibrillator	–	1,000	1,000	–	–	–
<i>The Sybil Levin Centre:</i>						
Individuals	–	305	305	–	200	200
Screwfix Foundation	–	4,600	4,600	–	–	–
Warburtons Community Fund	–	–	–	–	3,000	3,000
Shops	2,919	–	2,919	5,587	–	5,587
	216,521	58,191	274,712	141,614	124,239	265,853

4 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Housing Services						
Nottingham City Council – Warm Homes Hub	–	–	–	–	40,260	40,260
E.ON – Warm Homes Hub	–	–	–	–	130,367	130,367
Age UK/E.ON – Energy Checks	9,700	–	9,700	9,000	–	9,000
Age UK/Lloyds – Scams	–	40,000	40,000	–	10,000	10,000
Smart Energy GB in Communities – Safe & Sound	–	–	–	–	19,990	19,990
Police & Crime Commissioner – Scams Project	–	–	–	–	15,898	15,898
Energy Savings Trust – Warm & Wise	–	223,159	223,159	–	4,731	4,731
Sub-total for Housing Services	9,700	263,159	272,859	9,000	221,246	230,246
Advice						
Age UK /Company :						
Building Resilience – M&G Securities	–	32,760	32,760	–	32,760	32,760
Benefits Checks –E-On	39,530	–	39,530	31,000	–	31,000
Digital Inclusion	–	36,000	36,000	–	–	–
Nottingham City Council – Household Support Vouchers	33,794	–	33,794	–	–	–
Nottinghamshire County Council – Grant Aid (Government Grant)	–	13,625	13,625	–	–	–
Sub-total for Advice	73,324	82,385	155,709	31,000	32,760	63,760
Advocacy						
Nottingham City Care Partnership – City Care Home Advocacy	56,331	–	56,331	56,331	–	56,331
Nottingham University Hospitals NHS Trust – QMC Advocacy	36,813	–	36,813	11,991	–	11,991
Nottinghamshire Healthcare NHS Foundation Trust –Lings Bar Advocacy	26,814	–	26,814	24,097	–	24,097
Nottinghamshire Healthcare Trust:						
Worry Catcher	35,538	–	35,538	34,944	–	34,944
MHSOP Hospital Discharge	50,000	–	50,000	45,870	–	45,870
Sub-total for Advocacy	205,496	–	205,496	173,233	–	173,233

Notes to the financial statements

For the year ended 31 March 2023

4 Income from charitable activities (continued)

Health & Wellbeing

Nottinghamshire Country Council:

Visiting Scheme – Grant Aid

(Government Grant)

-	21,800	21,800	-	16,870	16,870
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Men in Sheds – Grant Aid

(Government Grant)

-	10,175	10,175	-	8,190	8,190
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Connect

490,669	-	490,669	474,772	-	474,772
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One Step at a Time

-	24,621	24,621	-	26,124	26,124
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Newark & Sherwood District Council –

Grant Men in Sheds Bildworth

-	-	-	-	200	200
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Bassetlaw District Council – Grant

Men in Sheds Worktop

-	-	-	-	300	300
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NHS Nottingham & Nottinghamshire CCG:

Social Prescribing Service

194,189	-	194,189	204,566	-	204,566
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IAPT

34,896	-	34,896	11,437	-	11,437
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Support Worker in Emergency Department

35,941	-	35,941	2,681	-	2,681
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UCR – Home Response

9,347	-	9,347	-	-	-
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Nottinghamshire Healthcare NHS

Foundation Trust – Carers Support

64,602	-	64,602	1,762	-	1,762
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Nottingham City Council:

Wellbeing at Home

121,091	-	121,091	118,000	-	118,000
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Hospital Discharge

27,439	-	27,439	-	-	-
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COVID Testing Grant

-	-	-	6,752	-	6,752
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Active Partners Trust – Best Foot Forward

-	8,345	8,345	-	6,130	6,130
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Age UK:

Walking Football (Football Association)

-	1,667	1,667	-	833	833
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Walking Football (Sport England)

-	5,747	5,747	-	3,333	3,333
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Walking Programme

-	6,067	6,067	-	-	-
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Big Lottery/Awards for All – COVID 19

Emotional Support

-	-	-	-	3,333	3,333
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Nottingham CityCare Partnership –

Footcare Service

36,062	-	36,062	36,062	-	36,062
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The Veterans Foundation – Visiting

Service

-	-	-	-	8,750	8,750
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Armed Forces Covenant Fund Trust –

Active Veterans Project

-	18,375	18,375	-	35,000	35,000
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Sub-total for Health & Wellbeing

1,014,236	96,797	1,111,033	856,032	109,063	965,095
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Core Services

Age UK:

Supporting Friends of Age UK

1,500	-	1,500	1,500	-	1,500
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Retainer

10,000	-	10,000	10,000	-	10,000
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Core Grant

94,521	-	94,521	94,521	-	94,521
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Age England Association – Meetings

in the East Midlands

-	1,430	1,430	-	1,430	1,430
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Sub-total for Core Services

106,021	1,430	107,451	106,021	1,430	107,451
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Shops – Grant Income

-	-	-	6,905	-	6,905
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Total income from charitable activities

1,408,778	443,771	1,852,549	1,182,191	364,499	1,546,690
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5a Analysis of expenditure (current year)

	Charitable activities									
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	2023 Total £	2022 Total £
Staff costs (Note 7)	143,194	131,733	185,022	147,745	892,110	185,255	23,778	285,326	1,994,162	1,800,101
Depreciation	1,102	278	181	–	17,008	39,624	92	–	58,285	86,689
Advertising & Recruitment	277	3,803	5,464	1,252	14,863	432	–	–	26,092	23,411
Audit & Tax Work Fees	–	–	–	–	–	1,682	13,848	–	15,531	12,943
Donated Stock	425	–	–	–	–	–	–	–	425	3,945
Grants – repair works for individuals	–	38,689	–	–	–	–	–	–	38,689	7,929
Legal & Professional	4,759	97,430	8,011	–	53,777	12,601	13	–	176,592	93,663
Miscellaneous (728)	(728)	6,800	–	–	8,501	11,763	–	–	26,337	32,498
Office Expenditure	9,095	7,552	10,380	2,903	57,033	86,677	1,044	–	174,683	145,791
Property Costs	15,357	6,976	7,680	–	43,795	13,152	–	–	86,959	148,401
Training	307	941	801	440	3,899	5,712	–	–	12,100	19,325
Transport/Shed Costs	3,825	–	–	–	26,014	1,098	–	–	30,937	16,489
Travel and Volunteer Expenses	3,910	3,047	4,652	5,820	64,577	7,545	173	–	89,723	58,629
Business Directory non-staff costs	29,172	–	–	–	–	–	–	–	29,172	39,535
	210,696	297,250	222,190	158,160	1,181,577	365,542	38,947	285,326	2,759,688	2,489,348
Support costs	24,379	21,873	14,939	29,498	190,596	4,040	–	(285,326)		–
Governance costs	3,328	2,986	2,039	4,027	26,017	551	(38,947)	–		–
Total expenditure 2023	238,403	322,109	239,168	191,685	1,398,190	370,133	–	–	2,759,688	
Total expenditure 2022	269,865	277,414	176,159	145,811	1,136,722	483,376	–	–		2,489,348

5b Analysis of expenditure (prior year)

	Charitable activities							Support costs £	2022 Total £
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £		
Staff costs (Note 7)	133,738	186,798	137,144	108,329	749,173	222,731	20,223	241,966	1,800,101
Depreciation	3,754	638	187	–	29,470	52,373	267	–	86,689
Advertising & Recruitment	1,226	9,336	479	1,117	10,896	(107)	465	–	23,411
Audit & Tax Work Fees	–	–	–	–	–	861	12,082	–	12,943
Donated Stock	3,945	–	–	–	–	–	–	–	3,945
Grants – repair works for	–	7,929	–	–	–	–	–	–	7,929
Legal & Professional	235	4,630	1,785	–	49,410	37,577	26	–	93,663
Miscellaneous	6,852	–	39	–	22,417	3,190	–	–	32,498
Office Expenditure	8,701	8,823	6,788	3,360	36,584	80,557	978	–	145,791
Property Costs	34,788	27,139	2,303	–	16,374	67,609	187	–	148,401
Training	281	2,684	1,582	192	10,470	4,116	–	–	19,325
Transport/Shed Costs	5,990	–	–	–	10,248	251	–	–	16,489
Travel and Volunteer Expenses	2,351	2,759	1,553	1,137	43,251	7,379	199	–	58,629
Business Directory non-staff costs	39,535	–	–	–	–	–	–	–	39,535
	241,396	250,736	151,859	114,134	978,294	476,536	34,426	241,966	2,489,348
Support costs	24,923	23,355	21,273	27,731	138,695	5,988	–	(241,966)	
Governance costs	3,546	3,323	3,027	3,946	19,733	852	(34,426)	–	
Total expenditure 2022	269,865	277,414	176,159	145,811	1,136,722	483,376	–	–	2,489,348

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2023 £	2022 £
Depreciation <i>add in trading</i>	58,285	86,690
Profit on disposal of fixed assets	(2,417)	(644,479)
Interest payable	–	–
Operating lease rentals:		
Property	37,876	49,320
Other	46,914	41,051
Auditor's remuneration (excluding VAT):	–	–
Audit	9,905	9,780
Other services	–	628
Foreign exchange gains or losses	–	–

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	1,804,089	1,623,922
Redundancy and termination costs	–	–
Social security costs	133,037	119,406
Employer's contribution to defined contribution pension schemes	57,036	56,773
	1,994,162	1,800,101

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023 No.	2022 No.
£60,000 – £69,999	1	–
£70,000 – £79,999	–	–
£80,000 – £89,999	–	–
£90,000 – £99,999	–	–

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £219,846 (2022: £184,346).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2022: £149) incurred by 0 (2022: 2) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 92 (2022: 86).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2023 No.	2022 No.
Direct Charitable Services	49.0	46.0
Fundraising and Publicity	3.0	3.0
Management and Administration of the Charity	16.0	14.0
	68.0	63.0

Notes to the financial statements

For the year ended 31 March 2023

9 Related party transactions

During the year the charity recharged management charges totalling £7,667 (2022: £7,688), rent £1,800 (2022: £1,800), salaries of £55,511 (2022: £59,668), loan interest of £6,376 (2022: £2,002) and other recharges of £6,106 (2022: £4,068) to AUBD Limited and received commission from AUBD Limited of £2,671 (2022: £2,866).

During the year the charity recharged management charges totalling £nil (2022: £nil) and other recharges of £nil (2022: £nil) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2022: £nil). Included within amounts due from subsidiary undertakings and owed to the charity at year end was £137,753 (2022: £141,404) due from AUBD Limited and £9,392 (2022: £10,035) from Age UK Notts Men in Sheds C.I.C.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiaries AUBD Limited & Age UK Notts Men in Shed C.I.C. distributes under Gift Aid available profits to the parent charity. Its charge to corporation tax in the year was:

	2023 £	2022 £
UK corporation tax at 19%	-	-

11 Tangible fixed assets

The group	Leasehold Improvements £	Freehold property £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
Cost						
At the start of the year	83,695	458,845	115,254	237,287	51,367	946,449
Additions in year	18,235	-	15,150	22,473	200	56,058
Disposals in year	-	-	(4,218)	-	(8,990)	(13,208)
At the end of the year	101,930	458,845	126,187	259,760	42,577	989,299
Depreciation						
At the start of the year	34,543	375,328	77,902	209,599	40,772	738,144
Charge for the year	10,199	12,242	8,076	17,123	10,645	58,285
Eliminated on disposal	-	-	(1,118)	-	(8,990)	(10,108)
At the end of the year	44,742	387,570	84,861	226,722	42,427	786,322
Net book value						
At the end of the year	57,188	71,276	41,326	33,038	150	202,978
At the start of the year	49,152	83,518	37,352	27,688	10,595	208,305
The charity						
Cost						
At the start of the year	83,695	458,845	110,498	215,371	51,367	919,777
Additions in year	18,235	-	15,150	22,473	200	56,058
Disposals in year	-	-	-	-	(8,990)	(8,990)
At the end of the year	101,930	458,845	125,648	237,844	42,577	966,845
Depreciation						
At the start of the year	34,543	375,328	76,403	187,683	40,772	714,729
Charge for the year	10,199	12,242	8,031	17,123	10,645	58,240
Eliminated on disposal	-	-	-	-	(8,990)	(8,990)
At the end of the year	44,742	387,570	84,434	204,806	42,427	763,979
Net book value						
At the end of the year	57,188	71,276	41,214	33,038	150	202,866
At the start of the year	49,152	83,518	34,095	27,688	10,595	205,048

12 Investments

	The group		The charity		George Henry Francis Payling's Charity	
	2023	2022	2023	2022	2023	2022
	£		£		£	
Cost and net book value	-	-	-	-	-	-
At 1 April 2022	10,592	11,084	92	92	10,592	11,084
Additions	450,000	-	450,000	-	-	-
Disposals	-	-	-	-	-	-
Gain/(loss) on investments	867	(492)	1,628	-	(761)	(492)
At 31 March 2023	<u>461,459</u>	<u>10,592</u>	<u>451,720</u>	<u>92</u>	<u>9,831</u>	<u>10,592</u>
Group investments comprise:						
	2023	2022				
	£	£				
UK Common investment funds	450,116	10,592				
Cash	11,343					
	<u>461,459</u>	<u>10,592</u>				

Notes to the financial statements

For the year ended 31 March 2023

13 Subsidiary Companies

	2023	2022
Investments	£	£
Age UK Local Trading Limited	2	2
AUBD Limited	90	90
Total	92	92

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 from the Charity is 0.73% above base rate.

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

A summary of the results of the subsidiary is shown below:

	2023 £	2022 £
Turnover	116,332	126,299
Cost of sales	(6,684)	(7,121)
Gross profit	109,648	119,178
Administrative expenses	(88,986)	(88,713)
Profit on ordinary activities before interest and taxation	20,662	30,465
Profit for the financial year	20,662	30,465
Retained earnings		
Total retained earnings brought forward	(153,502)	(181,034)
Profit for the financial year	20,662	30,465
Distribution under profit share to VISAV Ltd	(1,937)	(2,933)
Distribution under Gift Aid to parent charity	-	-
Total retained earnings carried forward	(134,777)	(153,502)
The aggregate of the assets, liabilities and reserves was:		
Assets	19,600	5,852
Liabilities	(154,277)	(159,254)
Reserves	(134,677)	(153,402)

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds CIC, 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 the subsidiary is shown below:

	2023 £	2022 £
Turnover	5,363	12,861
Gross profit	5,363	12,861
Administrative expenses	(784)	(14,209)
Profit / (loss) for the financial year	4,579	(1,348)
Retained earnings		
Total retained earnings brought forward	(4,579)	(3,231)
Profit / (loss) for the financial year	4,579	(1,348)
Distribution under Gift Aid to parent charity	-	-
Total retained earnings carried forward	-	(4,579)
The aggregate of the assets, liabilities and reserves was:		
Assets	9,392	13,646
Liabilities	(9,392)	(18,225)
Reserves	-	(4,579)

As the principal activity of the Age UK Notts Men in Sheds C.I.C. ceased on 31st December 2022 their financial statements have not been prepared on a going concern basis but on the basis that the company is to become dormant during 2023/24.

Notes to the financial statements

For the year ended 31 March 2023

14 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2023 £	2022 £
Gross income	2,463,301	2,750,287
Result for the year	(211,091)	363,043

15 Debtors

	The group		The charity	
	2023 £	2022 £	2023 £	2022 £
Other debtors due after one year	54,484	68,057	54,484	68,057
Grants receivable	182,955	359,663	182,955	359,663
Prepayments	17,138	28,208	16,500	27,368
Other debtors due within one year	66,478	29,918	63,276	28,126
Amounts due from subsidiary undertakings	–	–	147,471	151,851
Donations receivable	132,066	66,807	132,066	66,807
	453,121	552,653	596,752	701,872

16 Creditors: amounts falling due within one year

	The group		The charity	
	2023 £	2022 £	2023 £	2022 £
Age UK Nottingham & Nottinghamshire				
Accruals and deferred income	280,122	401,931	263,926	375,137
Taxation and social security	6,445	13,191	6,445	13,191
Other creditors	–	–	–	–
George Henry Francis Payling's Charity				
Accruals and deferred income	500	500	500	500
	287,067	415,622	270,871	388,828

17 Deferred income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for activities and services due to start on or after 1 April 2023. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31 March 2023.

	The group		The charity	
	2023 £	2022 £	2023 £	2022 £
Balance at the beginning of the year	298,819	107,980	282,741	96,595
Amount released to income in the year	(298,819)	(107,980)	(282,741)	(96,595)
Amount deferred in the year	161,780	298,819	154,152	282,741
Balance at the end of the year	161,780	298,819	154,152	282,741

18 Pension scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £57,036 (2022: £56,733)

19a Analysis of group net assets between funds (current year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	187,602	–	15,376	202,978
Investment properties	–	–	–	–
Investments	451,628	–	9,831	461,459
Net current assets	671,777	1,129,154	84,414	1,885,345
Net assets at 31 March 2023	1,311,007	1,129,154	109,621	2,549,782

19b Analysis of group net assets between funds (prior year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	185,140	–	23,165	208,305
Investment properties	–	–	–	–
Investments	–	–	10,592	10,592
Net current assets	1,098,139	1,337,942	85,698	2,521,779
Net assets at 31 March 2022	1,283,279	1,337,942	119,455	2,740,676

20a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	Minority Interest £	At 31 March 2023 £
Restricted funds:						
Housing	16,091	307,679	(304,495)	-	-	19,276
Advice	1,144	86,667	(86,542)	-	-	1,269
Advocacy		160	(160)	-	-	-
Health & Wellbeing	31,904	107,672	(117,356)	-	-	22,221
Core Services	16,653	1,430	(3,655)	-	-	14,428
Total restricted funds	65,792	503,609	(512,208)	-	-	57,193
George Henry Francis Payling's Charity	53,663	519	(1,754)	-	-	52,428
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	-	(14,238)	14,238	-	40,000
Additional Staff Time Contingency	34,528	-	(8,037)	14,693	-	41,184
Management Restructure Training & Staff Conference	10,000	-	(2,640)	2,640	-	10,000
EDI – Communications	-	-	-	10,000	-	10,000
Health & Safety	3,000	-	(639)	639	-	3,000
Eric Hallam Services Investment Fund	532,913	-	(90,733)	-	-	442,180
Dementia Strategy – SPECAL Evaluation & Development	35,000	-	(35,000)	-	-	-
Men In Sheds	16,962	-	(12,195)	-	-	4,767
AUBD – Website Development	25,000	-	-	-	-	25,000
Lease for City Centre Site – 10 years rent	420,000	-	(33,184)	-	-	386,816
Income Generation Initiatives – House Clearance	39,607	-	(39,607)	-	-	-
Asset reinvestment funds:						
Information Technology	32,480	-	(11,007)	16,667	-	38,140
Building	56,452	-	(13,968)	13,583	-	56,067
Vehicles	52,000	-	-	-	-	52,000
Property Refurbishment	40,000	-	(22,962)	2,962	-	20,000
Total designated funds	1,337,942	-	(284,210)	75,422	-	1,129,154
Fair value reserve	-	-	-	-	-	-
Revaluation reserve	-	-	-	-	-	-
General funds	1,283,279	2,067,298	(1,962,276)	(75,422)	(1,872)	1,311,007
Total unrestricted funds	2,621,221	2,067,298	(2,246,486)	-	(1,872)	2,440,161
Minority Interest	(15,340)	-	-	-	1,872	(13,468)
Total funds	2,725,336	2,570,907	(2,758,694)	-	-	2,536,314

The narrative to explain the purpose of each fund is given at the foot of the note below.

Notes to the financial statements

For the year ended 31 March 2023

20b Movements in funds (prior year)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	Minority Interest	At 31 March 2022
	£	£	£	£		£
Restricted funds:						
Housing	22,162	271,734	(277,805)	-	-	16,091
Advice	106	67,095	(66,057)	-	-	1,144
Advocacy		450	(450)	-	-	-
Health & Wellbeing	36,340	153,008	(157,444)	-	-	31,904
Core Services	139,046	1,430	(123,823)	-	-	16,653
Total restricted funds	197,654	493,717	(625,579)	-	-	65,792
George Henry Francis Payling's Charity	56,360	221	(2,918)	-	-	53,663
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	-	(1,936)	1,936	-	40,000
Additional Staff Time Contingency	34,528	-	(5,628)	5,628	-	34,528
Management Restructure Training & Staff Conference	10,000	-	-	-	-	10,000
Health & Safety	3,000	-	(1,487)	1,487	-	3,000
Eric Hallam Services Investment Fund	532,913	-	-	-	-	532,913
Dementia Strategy – SPECAL Evaluation & Development	-	-	(8,640)	43,640	-	35,000
Men In Sheds	28,976	-	(12,014)	-	-	16,962
AUBD – Website Development	-	-	-	25,000	-	25,000
Lease for City Centre Site – 10 years rent	-	-	-	420,000	-	420,000
Income Generation Initiatives – House Clearance	-	-	-	39,607	-	39,607
Asset reinvestment funds:						
Information Technology	25,592	-	(16,779)	23,667	-	32,480
Building	100,159	-	(68,873)	25,166	-	56,452
Vehicles	43,600	-	-	8,400	-	52,000
Property Refurbishment	40,000	-	(10,284)	10,284	-	40,000
Total designated funds	858,768	-	(125,641)	604,815		1,337,942
General funds	1,244,117	2,382,433	(1,735,703)	(604,815)	(2,753)	1,283,279
Total unrestricted funds	2,102,885	2,382,433	(1,861,344)	-	(2,753)	2,621,221
Minority Interest	(18,093)				2,753	(15,340)
Total funds	2,338,806	2,876,150	(2,486,923)	-	-	2,725,336

Purposes of restricted funds

Housing – restricted funding is used to provide services including the Warm & Wise project where advice and measures are put in to help keep older people and their homes warm, support with minor repairs to enable people to remain in their own homes and to give advice regarding avoiding being victims of scams. During the year we also provided winter warmth packs to help those struggling to keep warm during the energy crisis.

Advice – restricted funds awarded are used to provide benefits advice to older people to ensure they are receiving all the funds which they are entitled to. Funding was also received to set up a digital inclusion service to support older people to make use of technology available to them.

Advocacy – any restricted donations received from people using the advocacy services are used to provide advocacy within hospitals.

Health & Wellbeing – restricted funds are used to provide services to prevent and reduce social isolation & loneliness. With services such as volunteer befriending schemes where older people are visited in their own homes or receive telephone calls, Men in Sheds where both men & women get together to socialise & carry out metal/wood working crafts, there are also some physical activity services for older people to take part in including walking and walking football. Some restricted funds are used to provide the SPECAL day service at our Sybil Levin centre.

Core Services – funds are received to support communications between other Age UK's around the East and West Midlands to share good practice and ideas for supporting older people.

Purposes of designated funds

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget. We will hold a staff conference during the next year.

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment, covering shortfalls in income.

To support implementing the new inclusion value an "EDI" fund to be set up with £10,000 to cover costs required to ensure as far as possible we are accessible to service users, staff & volunteers.

The business directory website run by AUBD Ltd requires a refresh with the allocated designated funds to be used for this purpose.

As the Charity no longer has a City centre site, funds have been set aside to cover 10 years rent for a new City centre location for older people to access signposting and advice services.

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

21 Operating lease commitments payable as a lessee

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Land and buildings		Other	
	2023	2022	2023	2022
	£	£	£	£
Less than one year	41,313	22,788	36,854	37,272
One to five years	33,000	27,000	21,185	42,323
Over five years	–	–	–	–
	74,313	49,788	58,040	79,595

22 Legal 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.