



Annual Report 2020 - 2021

Published September 2021

Company no. 3455485
Registered charity no. 1067881



Contents

Foreword	4
Our Key Messages	5
Purpose and Activities	6
Report of the Trustees	4
Our Purpose and Activities	6
The Impact of Covid-19	8
Annual Services Review	11
Advocacy	11
Information, Signposting and Advice	14
Safe & Sound Housing Services	15
Health & Wellbeing Services	16
Core Services	21
Finance	21
HR	22
Volunteering	23
FACT	24
ICT Services	26
Data Protection	26
Estates, Compliance and Resources (ECR)	27
Older People's Advisory Group (OPAG)	28
Income Generation Activities	29
Fundraising	29
Charity Shops	29
Age UK Business Directory	30
Sybil's Homemade	31
Men in Sheds	31
The Lifestyle Centre	31
Our Impact	32
Review of Key Aims	34
Action Plan Summary	36
Structure, Governance and Management	38
Trustees Responsibilities in Relation to the Financial Statements	42
Thank you	43
Recurring Financial Policies and Procedures	44
Our Charging Policy	44
Investment Powers and Policy	44
Reserves Policy and Going Concern	45
Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire	46
Financial Statements	50
How Services Are Funded	83
Supporters	84
Honorary Financial Advisor's Report	86
George Henry Francis Payling's Charity	86
Financial Review	86
Reference and Administrative Details	87
Our Advisors	87
Honorary Offices	87
Our Directors, Trustees and Officers	88

Foreword

Charity /'tʃɑːrɪti/

Love of fellow humans, kindness, affection, beneficence, liberality to those in need or distress, alms-giving.'

The pandemic created the conditions for every definition of 'charity' to come alive. There was a surge of support for those who were shielding, those who needed additional help with the practicalities of daily living, and those who were missing social opportunities. Communities all over the City and County united to provide support and we are proud to have played our part in that response.

We are grateful for the commitment shown by our long-standing and new volunteers, who helped people during a time of desperate anxiety, and made much of our work over the past year possible. We are grateful to our corporate partners who stepped in to provide much-needed funding and goods to enable us to run our Welfare Support and other services – their generosity made those services possible. We are grateful to the community fundraisers who found ways to donate to us despite facing their own challenges, to the individuals who made donations and to those who very kindly left us a legacy.

This Annual Report represents the hard work and incredible effort of all our staff and volunteers over the past 12 months. In unprecedented circumstances, the teams pulled together to ensure that we looked after older people who needed our help, many of them with no one else to turn to. Our staff played their part in keeping those services going – from the front line to the back office, everyone managed the transition to working from home with minimal disruption to our service users.

During this demanding pandemic, we continued to run the business of our charity. Some services were restructured, new income generation ideas were developed and implemented and the economic impact of the Covid-19 restrictions had to be managed. We had to make the difficult decision to close down some services, resulting in redundancies. Almost all of our remaining services were adapted so that we could continue to deliver them under government restrictions.

Mick Tinkler, our long-standing Chief Executive, stood down after 25 years and we thank him for his dedicated service which helped to grow the charity to the size and strength it is today. We put in interim measures to ensure continuity throughout more lockdowns and the charity continued to thrive under the new Executive Team, comprised of the Finance and Resources Assistant Chief Executive, the Services Assistant Chief Executive, and the Communications Director.

Now we must look at the opportunities presented by the changes wrought over the last year and strive to understand how we can best utilise them to meet the challenges of the future.

I have been proud to Chair the Board of Trustees through this turbulent period and thank my fellow members for their commitment and support. I hope this report represents a balanced view of Age UK Nottingham & Nottinghamshire's performance over the reporting period as well as an opportunity to celebrate the commitment of our staff and volunteer teams.

Sheila Wright, Chair of the Board of Trustees

Our Key Messages

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

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

Last year we helped over 40,000 people.

Report of the Trustees (for year ending 31st March 2021)

The past year was the most incredible challenge. We had to make changes in every single service. This affected all of our service users, and every staff member had to quickly adapt to working from home. Despite this, **we still helped many thousands of people** with support, ranging from simple, quick solutions to long and complex cases. We used technology to adapt services wherever possible and to keep our staff and volunteers connected. This was essential in maintaining our commitment to excellence during this difficult time. We invested in supporting the mental health of our teams to enable them to manage the competing demands on their time, and we involved them in decisions about working practices through regular surveys. Overall, the charity made a surplus, thanks to the hard work of our teams and the generosity of our donors and supporters.

The Trustees are pleased to present their annual Trustee/Director's report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31st March 2021 (which are also prepared to meet the requirements for a Directors report and accounts for Companies Act purposes).

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association of the Charity. The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FRS102)) and the applicable accounting policies.



Our 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 are:

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

These values are the foundation of everything we stand for.

Our Beliefs are that:

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



Our Purpose and Activities (continued)

Our strategic aims are

Aim 1: Working in local communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and wellbeing, tackle disadvantage 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, promote independence, and enhance wellbeing and quality of life.

Aim 3: Campaigning and influencing

We will campaign and lobby for change on the issues that matter to older people.

Aim 4: Raising our profile

We will seek to make our 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 Vision, Mission and Aims, we will:

- Ensure we are person-centred in everything we do (for our beneficiaries)
- Develop appropriate partnerships that benefit older people (for our organisation)
- Generate sufficient resources to help fund the work of the Charity
- Focus on local priorities
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement (for our staff and volunteers)
- Encourage and develop high-performing, well-motivated, adaptable and valued volunteers and members of staff
- Have efficient and effective communications and support systems
- Utilise good planning strategies across all areas of the Charity, based on a plan-do-review continuous improvement cycle

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

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

In support of our Values and Beliefs, we operate a Charging Policy which ensures that no older person is excluded from a service they need because they cannot afford to pay for it. This Policy is explained in greater detail on page 44. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.

The Impact of Covid-19

This year has been like no other. The Covid-19 pandemic has forced organisations and individuals the world over to adapt to the threat of the virus. Our organisation has been no different. The pandemic triggered the Business Continuity Plan and this was in place for the whole of the reporting period.

Impact on older people and service users

Our buildings were closed but our phone lines remained open. Services became telephone-based where possible. Services that needed to be delivered face to face were risk assessed and specifically authorised by senior managers. This was difficult for some staff and volunteers because they knew the impact that this would have on older people, but government guidance was quite clear on how services could minimise the risk of infection.

Our Sybil Levin Specialist Day Care Service was closed and we made the difficult decision to make some staff redundant. Those most at risk and it was important to continue supporting them in the community. Therefore, we developed a community support service which provided ongoing support throughout the remainder of the year. By the end of the reporting period, we were beginning to develop plans for re-opening the centre. These were subject to restrictions being lifted, and the relevant risk assessments.



Impact on income generation

Like all charities, we were very anxious about the impact of the pandemic on fundraising. We had developed strong relationships with corporate partners, made regular applications to grant-making trusts, and sought commissioned contracts from local authorities, government, and health bodies. We did not know when - or if - those opportunities would be available to us as everyone raced to respond to the sudden change in circumstances.

Whilst community fundraising stopped almost completely, some individuals made small donations to us to enable us to continue our work. There were also a small number of sponsored events which resulted in valuable contributions. Our online donations from a variety of sources increased by 334%. The Welfare Service resulted in large donations from our corporate partners (which include Capital One and Severn Trent Water) and local organisations such as Muslim Hands. This enabled us to devote immediate time and energy to that service. Other successful applications were made to Awards for All and the Big Lottery. We benefitted from business support grants and furlough payments for shops and their staff (fully and flexibly, depending on the lockdown conditions), and continued to make trust applications where we could. Some local authority contracts were opened as a direct consequence of the pandemic and we successfully applied to some of those.

The Impact of Covid-19 (continued)

Welfare and social needs

There was an almost immediate order for older people in the most at-risk groups to shield. Our response was equally as immediate.

Our local communities were amazing. They came forward to volunteer, to offer donations and grants, and to support their neighbours. At least 848 older people accessed the Welfare Service that was set up in late March 2020, as did many of their family members and carers. The service offered food shopping, medication collection, and social welfare telephone calls. Welfare Calls requests remained steady indicating one of the potentially long-lasting psychological impacts of the pandemic and shielding.

Over 600 local community members also participated in our 'Dear Friend' and 'Dear Christmas Friend' schemes in conjunction with Lings Bar Hospital, both of which received local press coverage. The projects enabled isolated people in hospital to receive letters, pictures, and cards to cheer them up.

The Welfare Service also had a big impact on our finance team who were required to process thousands of expense claims from staff and volunteers.

To provide a safe service, we allowed volunteers and staff to shop for older people and then to claim the money back via expenses. Older people were able to pay their bills either by cheque or by calling up and paying over the telephone. This service helped people feel safe, as they didn't have to disclose any financial details to a stranger. Removing the need to use cash also minimised the risk of infection and made it easy for those who couldn't access online shopping services to obtain their groceries. The service was a lifeline.

All relevant services maintained contact with their service users in some way, with staff and volunteers working tirelessly to ensure older people who needed support could access it.

How we worked

Covid-19 transformed the way that our office-based staff worked. We transitioned to working from home before the end of March 2020. We opened our Bradbury House building once a week with appropriate Covid-19 protocols in place. Managers rotated in and out to be responsible for this building and everything was risk assessed to minimise the chances of spreading infection.

In the reporting period, we carried out 2 staff surveys to check on the practicalities and emotions attached to working from home. The overall results of the first survey indicated a positive response. Staff adapted quickly, were able to access the help they needed, and managed well with restricted access to Bradbury House. Our second survey in December 2020 looked at potential options for the 'new normal' way of working. The results indicated that staff would be happy to remain at home and to rotate in and out of a fixed office on a flexible basis. Responses to staff consultations will be factored into development plans for the new financial reporting period.



The Impact of Covid-19 (continued)

As a result of the success of Work From Home practices, we decided to sell our Bradbury House and Peachey Street campus in the next reporting period and make Work From Home a permanent feature of employment.

Communication

As a staff and volunteer team, we completely revised the way we work. Recruitment and induction processes were conducted by Microsoft Teams. There was a degree of trepidation about how this would work but it proved very effective.

With staff teams dispersed throughout the county, we were anxious about communication. In practice, the use of Teams and Zoom was a revelation. These platforms enabled us to hold all-staff meetings and maintain regular connections between different groups of staff.

In the final quarter of the reporting period, we began to develop plans for using technology to redesign our staff and volunteer induction programme. We considered how the use of video could add a new dimension to our social media and online presence. The staff surveys confirmed that staff were happy to continue to work remotely but also wanted the opportunity to meet up occasionally. This feedback will be factored into discussions about how we use our estate going forward.



Impact on costs

Some of our expenditure over the past year was new. This included bulk purchase of personal protective equipment (PPE) and some additional equipment to facilitate all staff working from home. Some expenditure, such as cleaning costs and energy costs for our buildings, has been reduced.

Keeping a careful eye on costs, capitalising on our positive fundraising relationships, as well as benefiting from several generous legacies, and responding to emerging contract opportunities left us with a surplus at the end of the reporting period. This was a very welcome position after a year of turmoil.

The Covid-19 pandemic was the biggest challenge that we have faced, both personally and within the charity. But it also presented us with opportunities, and our work in the next reporting period will be about building resilience against future lockdowns or restrictions and transforming those opportunities into beneficial services for older people.

Annual services review

Advocacy

Worry Catcher Service (MHSOP wards)

The Worry Catcher Service provided help to people admitted to the mental health wards under section (Mental Health Act) and those admitted voluntarily, and their families and carers and ward staff. Issues were varied – experiences on the ward (such as hospital food and noise), access to information, managing or finding personal effects, and signposting to other services. **928 direct contacts** took place throughout the reporting period, with 268 of those carried out over the telephone or via Zoom or Teams.

We were also involved in the consultation around the redesign of Millbrook Mental Health hospital.

“ You’ve done more for me than any other person in all the time I’ve been here. I’m very grateful to you. ”

Patient

“ Thank you very much for the support you gave me last week. I felt much better for having your help. ”

Patient

Plans for 2021-22:

- Continue to embed services within the Multi-Disciplinary Team
- Continue to facilitate access to services to improve patient experience



Advocacy (continued)

Residents' Representative Service (City Care Homes)

This service helps people living in residential care and their families to ensure their voices are heard, their wishes and choices respected and their rights upheld. The service played a pivotal role during a care home closure which was made much more complex by Covid-19 restrictions. Each of the issues was unique to the individual and required respectful and careful solutions to be found.

Other presenting issues included financial planning (Lasting Power of Attorney, deputyship, funding for care), and long-term care plans such as residential care and supported living. We also helped those we supported to access legal advice, fulfil end-of-life wishes and issues, and housing support. In total, the service dealt with **224 referrals** during the reporting period.

I thank you from the bottom of my heart for your help and knowledge and supporting me at the lowest point of my life. I truly believe without your help my life would have taken a different turn. You made me feel like a human being, listening to my feelings was always at the forefront of your mind. Thank you and I will never forget your kindness.

Relative

Throughout the pandemic, the RRS service has been a lifeline to many of our residents and relatives. Especially for those who are new to our home and their families simply do not know where to turn or who to speak to. The feedback from families we refer to the service is always positive and says how caring you are as well as amazed at the knowledge and information you provide them with. Thank you for all you do, keep up the good work.

Care Home Manager

Patients' Representative Services

This service was offered in Kings Mill Hospital, Queens Medical Centre, Lings Bar Hospital, and the Short Stay Reablement Unit (SSRU) at The Grand. The service supported patients to help them address any issues affecting their experience of in-patient care and discharge and ensuring access to support them post-discharge. Services at Kings Mill closed on 31st March 2021 after a successful 8 years and the service at Queens Medical Centre ceased on 30th October 2020. Due to Covid-19 restrictions, there were no referrals to the QMC service during that period.

Covid-19 restricted our options for providing services and also greatly reduced the number of patients in hospital. As a result, patient numbers were heavily impacted by the first lockdown.

Kings Mill Hospital – **274 referrals dealing with 840 issues**

Lings Bar Hospital and SSRU – **61 referrals dealing with 792 interventions**

The Patients Representative has been truly amazing and so supportive, providing useful guidance and offering to help at every turn. They always made me feel that nothing was too much trouble. The PR also gave me the confidence not to accept second best from the carers and the best way to approach things.

Relative

Advocacy (continued)

“...cannot thank you enough for the time, information and support you have given to mum. It has been such a hard time for us as a family with having to place dad in care and we did not know where to start. Your support has been invaluable.”

Relative

Plans for 2021-2022:

- Lings Bar Hospital service to continue for another year
- Continue to embed remotely delivered services within the ward teams to support patient experience

Sybil Levin Community Dementia Support Service

Covid-19 restrictions compelled us to close our day centre and transition services in to the community. We made the difficult decision to make some staff redundant.

46 people received services which included regular telephone calls, doorstep visits and activity packs (including dementia-friendly jigsaws, colouring books and memory books). The service provided emotional support to carers and family members, and signposting to other specialist services.

“Thank you so much for the visits and activities. My wife and I are playing the dominoes with Mum and she is remembering exactly how to play.”

Relative

The activity packs helped to stimulate memories and provided opportunities for conversation, which relatives reported helped to fill some of the long days spent at home. We supported two service users who really benefitted from listening to music. One person listened to a 1970s CD every day, which he really enjoyed. Another, who used to play the violin, was thrilled to receive a classical music CD which prompted lots of conversations with his family and helped him to reminisce and celebrate his achievements. This level of personalised service was so important during the long months spent at home and helped to alleviate some of the strains of the pandemic.

Learning and development has taken place to re-open the centre as a Specialised Early Care for Alzheimer's (SPECAL) centre later in the next reporting period.

We built links with local universities to ensure ongoing professional development and the implementation of best practice. We carried out a dementia friendly lighting audit to enhance service user experience when the centre reopens. We reviewed delivery of carers' support meetings and agreed on a future provider.

Plan for 2021-2022:

- Re-open the centre as a specialist SPECAL centre

Information, Signposting and Advice

We closed our buildings from day one of the first lockdown but our lines remained open. Our ISA teams remained as busy as ever.

Information and Signposting

We dealt with **over 15,600 incoming calls** made by **over 6,100 clients**. **Call volumes were up by 25%**. Topics were varied – 40% called about benefits and money, 20% wanted information about our services, housing questions accounted for 14%, and 8% of calls were for community and residential care queries. The remainder of the calls included queries about health services, legal, travel, and managing long-term health conditions. It is true to say that some of the calls were very hard to listen to. At times, our service users were very distressed about issues including shielding, loss of social contact, and the psychological impact of pandemic restrictions.

Over 8,800 calls were made by the team to clients.

Advice

Benefits claims continued to be an important part of our work and **we helped clients claim a fraction under £1,867,000** in annualised benefits (with a 99% first attempt pass rate). In total, the Advice team delivered **5,593 specialist benefits advice interventions** to 1,112 clients. We decided to expand the age eligibility criteria to support people on working-age benefits during the pandemic.

Legal

286 sessions delivered to 203 clients by our legal colleagues from Rothera Sharp and Actons.

Financial

31 sessions delivered to 12 clients by George Square Financial Management and St James's Place in partnership with Age UK Notts.

Plans for 2021-22:

- Expand our advice provision to a more holistic consideration of needs, including benefits, housing, social care, and local activities
- Widen our reach to reflect better the demographics of the community and needs of our clients by considering outreach activities at suitable venues
- Establish a new presence within the city centre as a drop-in service for clients who would otherwise be excluded from our services

Safe and Sound Housing Services

Our Safe and Sound team are dedicated to enhancing the lives of older people through enabling people to keep their homes affordably warm, energy efficient, give support with minor repairs and prevent older people becoming a victim of crime through scams awareness sessions. As well as helping with the Welfare Service when the pandemic hit, the team also supported over 600 older people with information, advice and directly supported through a variety of projects including:

- Warm Homes Hub, a partnership project with Nottingham City & Nottinghamshire County Councils, E.ON and NEP
- Be Smart, providing details of the benefits of having a smart meter
- Close the Door on Crime (Scams awareness) as supported by the Nottinghamshire Police Crime Commissioner

The team worked hard and the achievements of one member, Bob Stephenson, were recognised with a **Caseworker of the Year award** from Foundations National Healthy Housing Awards 2020. Congratulations, Bob!

Keeping people safe and warm at home are the departments top priorities and with the support of a variety of trusts and grant programmes, the project delivered many benefits to older people including:

- Approximately **£100,000 in savings** for energy efficiency measures including new, energy efficient gas boilers & tariff switches
- **156 Home Energy Checks**, with 40+ fitted with free energy saving products to give savings on energy bills
- **47 heater loans** to keep people warm whilst their heating issue was addressed
- 652 people were signed up for the Priority Services Register giving them help in the event of a power cut, which is especially important for people needing electrical equipment eg hoists, stair lifts

Age UK research found that every 40 seconds an older person is the victim of fraud* and the amount of scams is increasing at a phenomenal rate. Close the Door on Crime tackles this through providing awareness raising sessions, educating older people on how to be 'scam savvy' including how to prevent unexpected callers at the door, unwanted telephone calls and simple tips about how to stay safe online.



“ I didn't have the money to pay for the boiler so many, many thanks to you. I wake up now and the house is warm. Before, I was running into the bathroom to wash and running out again because it was like a fridge! This has really boosted my morale and makes me feel good.

Client Feedback

This successful project supported over 612 older people and received impressive survey results:

- 100% of clients stated that they found the scams advice to be useful and explained clearly
- 92% of clients said they feel more confident identifying and dealing with scams
- 92% of clients felt safer following the information and advice
- 23% of clients had used the advice given to directly avoid what they believed to be a scam

Safe and Sound Housing Services (continued)

Plans 2021-22:

- Continue to deliver Scams Awareness sessions to prevent older people becoming a victim of crime in this area of growing concern
- Seek to work with new partners and funders to maintain and increase housing services

Health & Wellbeing Service

Wellbeing at Home Service

126 volunteers supported our small Wellbeing at Home Team and **370 people benefitted** from services that helped them to remain independent at home for as long as possible. The types of support needed included shopping, confidence building, emotional support, pet care, and signposting to other relevant specialist services.

Footcare Service

Restrictions imposed during lockdown meant that we were unable to fully run this service throughout the reporting period. We kept in regular contact with customers to make sure they knew about relevant services available to them and to update them on when the service could open again. In-person services were resumed in September 2020. This offered a valuable opportunity for those whose mobility and wellbeing had been affected due to footcare issues.

We received **211 referrals** into the service. **We were able to help 118 people** who met our eligibility criteria with nail cutting, with the remaining referrals signposted to more appropriate services.

We opened **3 new venues** in the reporting period – Top Valley, Sherwood Health Centre and Old Basford Health Centre; a total of 6 venues now host this service. Discussions took place to reduce the age range to from 60+ to 50+ and this will take effect in the next reporting period.

“You’ve cut my nails beautifully, thank you!”

Client feedback

“It feels like I’m walking on a cushion.”

Client feedback

Plans for 2021-22:

- To positively promote the new age criteria
- To resume meet and greet services to provide additional social opportunities to alleviate loneliness and social isolation

Health & Wellbeing Service (continued)

Our Health and Wellbeing teams run a variety of contracts and services funded by grants and donations to help people remain independent and enjoy the best possible quality of life. All of these services were impacted by Covid-19 restrictions and associated service adaptations.

Connect (Early Intervention Service within Notts County Council Adult Social Care)

In the year ending 31st March across mid-Notts, the Connect Service dealt with **1567 referrals**. This figure was 40% lower than the previous year, due to the pandemic. The team provided support for our in-house Welfare Service, which was set up in response to the first lockdown. They also worked with commissioners to complete welfare checks for members of the public identified as clinically vulnerable or extremely vulnerable.

364 welfare calls were made to 59 clients and 37 clients were helped with shopping during the lockdown. We continued to support people that were eligible for benefits, and annualised weekly gains were £227,561.36. One-off gains were £12,720.87 making a total of £240,282.23 in the year. These gains help the individuals to access the care and support they require, improving their wellbeing and quality of life. **Feedback from clients rated the service as 9.9 out of 10.**

“ Looking after my disabled husband, who also suffered a stroke, left me feeling very tired and I found it difficult to concentrate on form filling and telephone calls. With her understanding, the support worker from Connect kept me calm and gave me sound advice and direction. I think I may not have been able to cope without this support, also at this time with Covid too. ”

Service user

Plans for 2021-22:

- Nottinghamshire County Council confirmed an extension to the contract to July 2022
- Nottinghamshire County Council has requested our participation in developing a strength-based approach to providing support, ensuring a listening ear is provided early on to identify need and to build on the service user's strengths and community network to ensure support is provided

Social Prescribing

Our Social Prescribing service is commissioned by the four Primary Care Network (PCN) areas, within Nottingham North & East employing a minimum of six full-time equivalent Link Workers. The programme is designed to help patients improve their health and wellbeing through connections to local community groups for practical and emotional support.

Age UK Notts began the journey into Social Prescribing in January 2020, just 3 months before the Covid-19 pandemic hit. Faced with this new challenge, the team remained passionately dedicated to supporting people through this difficult time.

From April 2020 to March 2021 the team handled **1145 referrals** in addition to the hundreds of calls made to people shielding as a result of Covid restrictions, and supporting access to Covid vaccinations. The service was recommissioned by the PCN's for 3 further years commencing 1st Jan 2021.

Social Prescribing (continued)

“ I am feeling happier and for the first time in a long time, I feel that life is moving in the right direction. I am looking forward to 2021 and applying for work again. ”

Patient feedback

“ I keep in close contact with the social prescribers that cover my area so we can identify if there are any care gaps that health can fill. Anecdotally I am confident that the people I refer to our social prescribers will be looked after and I have had only positive feedback from the contact they have had. ”

Care Co-ordinator

“ The Link Worker rang me every week, which was great. She helped me sort out contacting people about my health problems and encouraged me to think positive. She was a lifeline for me. I could go on and on. Thank you so much. ”

Patient feedback

Plan for 2021-22:

- Continue to increase referrals to drive expansion and recruitment of additional link workers.

Befriending

Almost 9000 calls were made during the reporting period to make sure that older people who were shielding or isolating had a friendly voice to talk to.

284 benefitted from the dedicated service of 189 volunteers.

“ I really look forward to 3pm every Monday when Jxxx rings me, she listens to me. I appreciate it so much; I would hate not to have it. ”

Plan for 2021-22:

- Explore and establish paid-for options within the service

Services for Veterans

131 veterans were supported, with **over 700 welfare calls** made during the Covid restrictions. 649 activity packs relieved the boredom of lockdown and reminded our veterans that they had been remembered. The packs were themed around celebrations such as Christmas and Easter, spring-time bulbs for the garden, and a very special Afternoon Tea delivery for Remembrance weekend (with support from Morrisons).

“ Normally I don't get any Christmas cards, I now have three and I have put them on the shelf over the fireplace and I keep looking at them knowing someone cares about me. I have put the present away to open on Christmas Day. ”

Recipient

Health and Wellbeing services (continued)

Services for Veterans (continued)

The setting up of the Vets in Sheds service was postponed as the Sheds were closed to all service users.

During the third lockdown, some veterans were supported to access their Covid-19 vaccinations and a trial of virtual coffee mornings was begun.

“ I felt so loved, it made me feel very blessed and special. It really meant so much that people had thought to do it. ”

Remembrance Day recipient

“ I feel so lucky, I was only thinking the other day that I will not get an Easter egg this year as I have no one to buy me one. It would have been the first time in my eighty-odd years. You have made my day. ”

Easter gift recipient

Plans for 2021-22:

- Set up a veterans specific walking group when government restrictions allow
- Set up the Vets in Sheds service when government restrictions allow

Best Foot Forward

Covid-19 restrictions meant that our popular Best Foot Forward walks were suspended for the whole reporting period.

We secured funding from the Sport England Tackling Inequalities Fund through Active Partners Trust to restart the walks in the second half of 2020 but the second lockdown and local tier restrictions halted the restart. With the agreement of the funders, this funding was used to pilot the One Step at a Time project. A further application to Sport England through the Return to Play small grants scheme, supported by Active Partners Trust, was successful and walks will be restarted in the next reporting period as soon as government restrictions allow.

Plans for 2021-22:

- Restart walks as soon as government restrictions allow



Falls Prevention Classes

Funding was secured from Sport England (Tackling Inequalities Fund) to expand the provision of our weekly Falls Prevention classes. These classes are for those over 65 who are unsteady on their feet and have either fallen or are worried that they are going to fall. Scheduled classes were cancelled and 23 participants switched to a weekly exercise video. This was supplemented with emails, text messages and regular phone calls, which served to ensure that participants still felt part of the group. A monthly list of suggested activities was sent to everyone, including those without internet access, to help with their mental and physical wellbeing. Funding allowed us to purchase 5 tablets, to encourage some participants to become more digitally included. Sport England were so impressed with the outcomes of the project that they requested our participation in a promotional video to highlight the impact of their funding programmes.

“After a garden mishap I wanted to say how I put to use your teaching on a controlled and steady crawl over rocky areas and steps with added strength and was able to get up on my own. I know it really helped.”

Participant

One unexpected outcome was a 72-year old participant who used his new tablet and technological experience to fast forward his plans to start his own business via Zoom.

One Step at a Time

Active Notts approached us to be the lead organisation in this pilot project, designed to help people who had become anxious, frail and/or afraid to leave their house as a result of Covid-19 restrictions within the Beechdale suburb.

The project connected the voluntary and statutory sector and supported some of the most isolated and vulnerable residents in the City and County with a person-centred, coordinated programme of walks and talks right from their front door. Funding ultimately came from City Care via the Sport England Tackling Inequalities Fund. Other community partners included Evolve.

Plan for 2021-22:

- Continue to establish the scheme in the south Notts area – Gedling, Broxtowe and Rushcliffe

Community Volunteering Project

With 12 months' funding from Notts County Council, we piloted a new approach to volunteering. We created a team of volunteers offering skills, time or resources on a regular, occasional or one-off basis within a defined geographical area, such as a rural village or urban location. This meant that older people who needed support could tap into it in a very local way. The pandemic and the first lockdown delayed the start of the project but eventually, two community support groups were established. These were in Balderton and North Muskham and had a web-based presence on the Help My Street platform.

www.helpmystreet.org/balderton
<https://www.helpmystreet.org/north-muskham>

Community Volunteering Project (continued)

The Covid-19 community response mirrored our intended project in many ways and created unique challenges for us to overcome. It was hard to engage with local communities to find the right location but the incredible and organic community response generated confidence in the premise.

41 volunteers joined the scheme and completed 57 different tasks.

The scheme was evaluated externally, and results will be available within the next reporting period.

“

I've benefited from volunteering as I have a sense of purpose, another focus and am doing something important reasonably well. It's rewarding. I enjoy it. It's important to help give something back.

”

Plans for 2021-22:

- This project concluded at the end of the reporting period.

Silver Pride

Our active group of older gay and bisexual men was unable to meet during the reporting period due to Covid-19 restrictions but we expect that to change as government regulations change.

Plans for 2021-22:

- Re-establish Silver Pride opportunities to meet and re-open the group when government restrictions allow

Core services

Finance

During the reporting period, all of the finance functions were carried out remotely. Thanks must go to the finance team who not only kept the day to day finances and payroll for the Charity running but also continued with processing shopping receipt payments and income related to the Welfare Service (set up in response to the pandemic). There were an average of 200 shopping receipts processed per week for the first four months.

Judith Southall stepped down as Payroll Adviser and we successfully recruited Sarah Banks to the role. The online payroll system was upgraded to the latest version with additional functionality to improve efficiencies.

Finance (continued)

Task	Number
Customer /Funder Invoices	3921
Supplier Invoices Paid	2667
Accounts Package Transactions Inputted	51694
Welfare Shopping Receipts Processed	5203
Direct Debit Income Collections	2787
Payslips Produced	1164
Staff Travel Claims	233

The planned review of Gift Aid was completed, and processes were streamlined so that the team could successfully work from home.

Plans for 2021-22:

- Training amongst the team needs to be implemented to ensure all tasks can be completed during periods of absence and to enable delegation of tasks by the Finance Lead
- Finance Lead to take on the submission of VAT returns
- A more efficient system for invoice/purchase order authorisation to be implemented

“...all the staff at finance are wonderful people and that they are always so polite, friendly, and kind when I call up to pay my bill.”

HR

As ever, the HR department remained busy with various and often complex issues. Although the Covid pandemic changed the way we worked, we still created **21 job vacancies** which had to be filled. This activity resulted in **150 applications**, 143 applications through shortlisting and 55 people interviewed over 14 days. Interviews were supported by staff teams from the wider charity and almost all interviews were conducted remotely. During the reporting period, **21 new starters and 35 leavers were processed**, 68 contracts were changed and 149 DBS checks or rechecks carried out.

Furlough was a big part of the department’s activities this year with 22 staff affected. 322 weeks of full furlough and 22.5 weeks of flexible furlough were processed and staff were kept up to date with ever-changing Covid restrictions for their own wellbeing and that of our service users. The team facilitated the organisations of vaccinations for over 30 staff members working in front line roles.

Our staff payment system was upgraded during the reporting period and this will pay dividends in the future in terms of efficiency and reporting mechanisms. Complex processes such as redundancy were also managed and supported during this period as well as providing advice and guidance to managers throughout the charity.

Support for our local Age Concern Friends sits within the HR team but there was less activity in this area during the reporting period due to the closure of most services.

The team ran their traditional Christmas Advent Raffle with donated gifts from Boots and it raised a creditable £400 for the charity. Given that all tickets were sold remotely and we did not have our usual outlets available, this was a great achievement.

“ Thank to each one of you for the professional, sensitive and thorough way in which you have handled this process. ”
Senior Manager

“ Thank you for all your help whilst I've been here, from setting up my interview and all the way through my time with Age UK Notts you've been lovely and incredibly helpful. ”
Staff member



During the reporting period, the Charity was awarded the Armed Forces Covenant Employer Recognition Scheme Bronze Award 2020.

Plans for 2021-22:

- Fully utilise new ADP reporting options, recruitment and performance modules
- Update contracts of employment to reflect new working conditions post-pandemic
- Review Health and Safety compliance and implement improvement actions
- Complete Managers Training and associated handbook
- Improve use of HR and volunteering analytics to improve future business and operational plans

Volunteering

At the beginning of the first lockdown, volunteering became a national opportunity for people to support their local communities. We benefited from the commitment of local people, both existing volunteers and new ones, throughout the reporting period. This year, more than ever, our volunteers proved to be the backbone of our organisation, enabling us to support local people and we are grateful for their commitment. Our existing work also continued – recruiting permanent volunteers, refining our communications, and sharing best practice across the region.

Key achievements:

- Recruiting and onboarding of **400 temporary volunteers** to support the Covid Welfare Service, contributing around **15,000 hours** (worth £133,659 if paid at minimum wage)
- We transitioned **150 COVID response volunteers** to permanently support the charity
- Conducting 150 DBS ID checks and reference checks on the temporary volunteers who transitioned to become permanent volunteers
- Signing up **120 volunteers** to the Oracle (our in-house resource platform)
- Trialling the introduction of volunteer service induction by 'video'
- Continuing to lead the volunteering network of East Midlands local Age UKs, representing the East Midlands region at a national level and working with national to inform best practice in volunteering
- In 2020 Age UK national adopted the use of pin badges, developed at Age UK Notts to reward volunteers' length of service

Key achievements (continued):

- At the end of the reporting period, **427 volunteers remained committed to the charity** as permanent volunteers. These volunteers donated **57,500 hours** to the charity **worth £512,400** if paid at minimum wage. All volunteers in service at Christmas received a small box of locally made fine chocolates as a small token of our gratitude for their commitment.

Plans for 2021-22:

Due to the pandemic, much of what was planned for the 2020-21 year had to be put on hold and has been rolled over for delivery in 2021-22.

This includes:

- Develop and test a mechanism to assess the impact of volunteering on the service users, charity and the volunteer themselves
- Develop a feedback form to 'temperature check' feelings and experiences post-pandemic, in preparation for a full Volunteer Satisfaction Survey in 2022
- Review and implement the planned Volunteer Reward and Recognition scheme in January 2022

“ I just wanted to say thank you for your letter and the 2 year certificate and pin badge - a lovely surprise when I opened it and such a nice thing to receive :-) ”

Volunteer

“ You do realise that I see you as being The Oracle within Age UK Notts for your encyclopaedic knowledge. Thanks for all your support and energy. ”

Colleague



FACT – Fundraising, Communications and Training

Fundraising – see Income Generation Activities (page 29)

Communications

Without face-to-face communication, **our digital platforms have proved more important than ever**, and we made full use of them with some very encouraging results. Our staff resource was reduced, and we had some staff changes. This was both a challenge and an opportunity to review our processes and to explore how we could work more effectively. A busy recruitment round in September 2020 brought a new dynamic to the team and opened up some exciting new means of communicating with each other and the outside world. We also developed user-friendly Social Media Guidance for staff to use. This empowers them to have a voice on our social media platforms, **which will increase the volume of posts**.

We were conscious of our responsibility to help people cope with the restrictions imposed by lockdowns. We shared messages about mental health, activities, and services, both on offer from the wider community and us. We shared messages about the virus itself and signposted people to trusted sources of information and advice. We also shared impact stories and celebrated our successes.

Many of our engagement statistics showed impressive increases in this increasingly digital world and we are looking at ways in which we can capitalise on this to increase our reach within our current resources in the next reporting period.

Our content on social media and website platforms was more engaging and this brought more users and better click-through rates.

- 30% increase in users from social media
- 11% increase in website users
- 97% increase in Instagram followers
- Increased readership for Local and Inside Loop e-newsletters
- Increased click-through rates for e-newsletter articles

We used our social media platforms and website to run a Trustee recruitment campaign in March 2021. We were successful in recruiting 5 new Trustees from a pool of 9 applicants (subject to acceptance at the AGM in September 2021). This was the first time that we had used an open recruitment method for attracting new Trustees and it was the basis of a case study for a local solicitor's blog (to be published in May 2021).

Online Training

Online training continued to be the bedrock of induction and ongoing development. **709 courses were completed** during the reporting period.

We continued to generate some income from the sale of licenses to other brand partners.

The online training platform also enabled us to add updates to policies and check on compliance and we continued to develop online courses looking at a variety of topics such as Effective Time Management and Communication.

Online Training (continued)

Staff undertook a variety of specialist training (delivered externally to the organisation) relevant to their roles including Physical Activity for Cardiac Prevention and Rehabilitation, Certificate of recognition for LD & Autism Awareness Training, and Level 3 - Fuel Poverty and Paying for Fuel (3 credits).

Other Training

'Mental Health For You' training was open to all staff (but not mandatory) and 56 staff took advantage of this opportunity. The half-day course was delivered by Zoom and covered ways in which staff could manage their mental health in light of all the challenges we faced during the reporting period. We also planned a shortened version of the training for volunteers to be delivered in 2021.

Zoom was also used to host all-staff team meetings as there was no opportunity to hold our usual staff conference during this reporting period.

Our skills improved a lot and staff were pleased to have the chance to see their colleagues.

Plans for 2021-22:

- Develop a more video-based approach to raising awareness and promoting services
- Redesign the staff/volunteer induction into a web-based modular programme
- Continue to host all-staff meetings quarterly via Zoom

ICT Services

Cybercrime remained a challenge throughout the reporting period and effective maintenance of our systems was a high priority, especially with the move to Working From Home. We purchased more equipment to enable staff to work more effectively from home and informed everyone regularly on the importance of maintaining updates and preventing viruses in their new working environment.

We implemented additional changes to scan internet traffic without affecting anyone's privacy (to comply with GDPR rules) and implemented yet more new features that Microsoft released in Microsoft 365 to help us monitor and protect our resources.

Teams became incredibly important in keeping people connected and enabling team and all-staff meetings and this proved successful. It wasn't as good as meeting face to face but it helped all staff to feel part of the wider team.

Cybersecurity training was undertaken by all staff and we will expand that training in the new reporting period.

Towards the end of the reporting period, we began to make plans to move the servers from Bradbury House as part of our exit strategy to the Sybil Levin Centre.

Data Protection

Data Protection and Information Security policies were reviewed and redrafted to accommodate new Working From Home protocols. Staff completed online training on these policy changes. Development was deferred until the next reporting period due to the assumption of Chief Executive Officer duties by the Data Protection Officer. This will include managers' training on data protection processes and data protection audits.

Plans for 2021-22:

- Review of all data protection policies and procedures (especially in light of the transition to home working)
- Cyber training to be completed by all staff and volunteers with an '@ageuknotts.org.uk' account
- Managers training on data protection processes
- Data protection audits to be carried out across all departments
- Ensure transition to new server location is safely completed

Estates, Compliance and Resources (ECR)

As part of our Covid-19 response, all our buildings were closed to the public. Managers opened the building for one day per week to allow staff to access office-based services but, otherwise, all staff worked from home throughout the reporting period. Risk assessments were carried out for the use of buildings and each space was provided with a supply of PPE and sanitiser. The office layouts were changed where relevant to encourage social distancing and access controlled by the key-holding manager to prevent overcrowding.

At the end of the reporting period, the Board of Trustees decided to sell the Bradbury House and Peachey Street campus and to make working from home the norm. Alternative city centre premises with public access will be found in the next financial year.

Plans for 2020-21 included the development of a schedule of works for a newly appointed Handyperson. This was initially successful but there was no need for a handyperson when the buildings were closed. The Handyperson left and was not replaced.

Refurbishment of the Bradbury House reception area was progressed to some degree. This was put on hold once the buildings closed and no further work took place.

Significant exploration and remedial work took place towards the refurbishment of meeting room 4 but this was cancelled once the building was closed.

Plans for 2021-22:

- Carry out essential repairs and improvements at the Sybil Levin Centre before it reopens for daycare
- To oversee the sale/vacating of Bradbury House and Peachey Street as remote working becomes the new normal, and to establish a smaller city centre site which will offer services to older people

Older People's Advisory Group (OPAG)

The pandemic response required us to cancel the majority of meetings we had planned for OPAG during the reporting period. In September 2020, we spent some time discussing the future of the group and devised a relaunch plan. Over the subsequent months, we drew up a recruitment plan, developed an application pack to broaden our membership and identified places to advertise the vacancies.

The recruitment plan will be launched early in the next reporting period. We aim to have a group of around 12 members which will ensure we continue to represent the voices of older people across the City and County.

Plan for 2021-22:

- Complete recruitment round to refresh membership and revitalise action plans



Income Generation Activities

Fundraising

The total raised across the fundraising department was £354,046. We are deeply grateful to everyone who left us a legacy, made a regular or one-off donation, or chose us as their Charity of the Year (thanks, Notts County Football Club!).

Community fundraising was impacted by the pandemic and our communities still kept us close to their hearts and raised funds for us. This included £653 from Lings Bar Hospital as a result of an 84-mile stationary bike ride. Donations also came from grateful clients in the Welfare Service and other individuals to help us support local people. We were unable to carry out any community talks in this reporting period but there are extant invitations for the next reporting period. Online giving dramatically improved and we raised over £5,000 through the various platforms (a 334% increase on the previous year).

It was a very productive year for corporate relationships. As well as financial donations to support the Welfare and wider services, we also had staff on furlough offer their support plus donations in kind – hygiene packs, toiletries, sweet treats and hamper contents. All of this support truly helped older people to feel that they weren't forgotten at this most challenging of times.

The Fundraising Director was not replaced upon retirement but the responsibilities were added into the Innovations and Communications role. Our teams continued to do their best to raise funds and our HR team raised creditable £400 from a staff raffle. Our communities donated items to our shops, even during the lockdown periods and our thanks go to them for the future income generation this will support.

We are grateful to the following organisations for their Covid-19 related donations: Muslim Hands, Awards for All, Experian, Capital One, Severn Trent Water, Siebel Charity, Age UK, Boots Charitable Trust, Mary Potter Trust, Jessie Spencer Trust, Persimmon Homes, Nottingham Forest Football Club, Mary Robertson Trust, and the Big Lottery.

Charity Shops

Like all non-essential shops, we were required to close our doors in late March 2020 and we did not open them again until June. Two further lockdowns and tier restrictions necessitated further closures. We accessed the furlough schemes for affected staff and we also applied for the business support grants which contributed £62,919 to the overall income.

We developed a contact-free donation system and were able to continue collecting items in our West Bridgford shop. This proved very popular even throughout lockdown 3, ensuring a good supply of stock for the shop into the next reporting period.

We made more use of auction houses for extraordinary or quirky donations and we collected a net total of £503 as a result of that activity until Covid-19 restrictions forced the closure of the auction houses again.

During the latter months of the reporting period, we allocated some staff time to set up an ebay shop. This was more challenging than expected but we achieved our first sale and full roll-out will take place early in the next reporting period.

Plans for 2021-22:

- Develop new marketing messages based on sustainability and individuality to capture an increasingly competitive market
- Launch house clearance service in September 2021 to build another income stream and bring additional stock into shops
- Continue to develop our eBay shop to expand sales and build revenue stream to at least cover staffing costs

Age UK Business Directory Ltd

During the reporting period, we continued to run our own Business Directory for Nottinghamshire traders and those in other areas (Birmingham, Leicestershire, Derbyshire, and Northamptonshire). We took over the London Directory following negotiations in the previous period.

Across the range of directories, there was a small drop in numbers of companies (12) but the AUBD team worked hard on recruitment and retention to minimise those losses. The budget forecast was reduced slightly in the year but we were close to achieving the goal which is a testament to the hard work of the team. Several obstacles were faced, including confusion over lockdown rules, changes in activity levels for different trades depending on Covid-19 restrictions, and materials shortages to name but a few. The team achieved a **15% conversion rate** from enquiry to sign up and retained almost all our existing businesses. A full-time administrator was appointed in August 2020.

We created a package of measures to support traders such as reduced membership fees and admin charges and free periods to accommodate lockdown restrictions. We added a Covid-19 guidance section to our website to provide another source of information to traders.

Social media activity was stepped up across all platforms and stories from Nottinghamshire traders were included in our e-newsletters to help promote awareness of the Directory. The planned sales pack was introduced and proved useful.

The people who used our Business Directories continued to be impressed by the service offered by tradespeople:

“ Very good friendly, fast service. Came out same day to do repairs. Felt safe and would call again if any more jobs need doing. ”

Client feedback

“ I cannot praise this company enough. They were prompt, professional and did an amazing job. They were kind with my mum and we could not be happier with the work. Highly recommend. ”

Client feedback

Plans for 2021-22:

- Implement enhanced marketing plans – to include 2 e-newsletters per year, a team video to share with members and additional upgrades to the sales pack
- Grow membership by 10% (19 companies)

Sybil's Homemade

With the closure of our Sybil Levin Day Care Centre and government instructions related to reducing the spread of Covid, we decided to close down the Sybil's Homemade service and no trading took place during the reporting period.

Men in Sheds

Men in Sheds was compelled to close its doors during the reporting period and no sessions were delivered. We recognised the impact this was likely to have on members and set up a 'buddy system' to provide regular contacts from the Directors and co-opted Shed managers to provide some support.

The Sheds benefitted from Covid-19 business support grants which kept them viable during the year of lockdown.

Plans for 2021-22:

- Re-open the Sheds as soon as government restrictions allow
- Review the CIC structure with Directors and members and implement any improvement actions identified

The Lifestyle Centre

Based in the Meadows, and partnered by the Advantage CIC, the Lifestyle Centre operated throughout the reporting period as an essential business, but by appointment only. It continued to offer a vast range of products and services to help with the tasks of daily living, combined with expert assessments, trusted advice, and person-centred solutions to enhance quality of life.

Covid-19 restrictions made it impossible for us to offer rooms for occupational therapy, legal advice surgeries or advice and information sessions.

The Safe and Sound Housing team continued to be based at The Lifestyle Centre but home working greatly reduced the physical presence of staff.

Plans were made to extend the sale of pre-loved donated items into the Mansfield shop but this was put on hold during lockdown 3 and will be activated during the next reporting period.

Plans for 2021-22:

- Build sales opportunities via social media
- Recruitment of an additional director

Our impact

Our Residents' Representative Service (City Care Homes) supported the closure of St Augustine's Court Care Home which provided help to those with very high needs and issues around mental capacity. This was an enforced closure made even more difficult by Covid-19 restrictions. Our support systems were adapted to take place online or via phone meetings to help reach relatives involved in supporting their loved ones. The Residents' Representatives attended a weekly operations meeting with statutory partners to share the views of the families and raise queries promptly. Issues dealt with included safeguarding concerns, understanding different options available, and help to challenge decisions. This support was vital given that almost all visits were prevented by Covid-19 rules.

Support extended beyond closure to provide a vital follow-up service that helped relatives track down missing items or money, and to help people settle into their new homes. A Lessons Learned review particularly recognised the Residents' Representative Service for their work with the residents and relatives at St Augustine's Court Care Home.

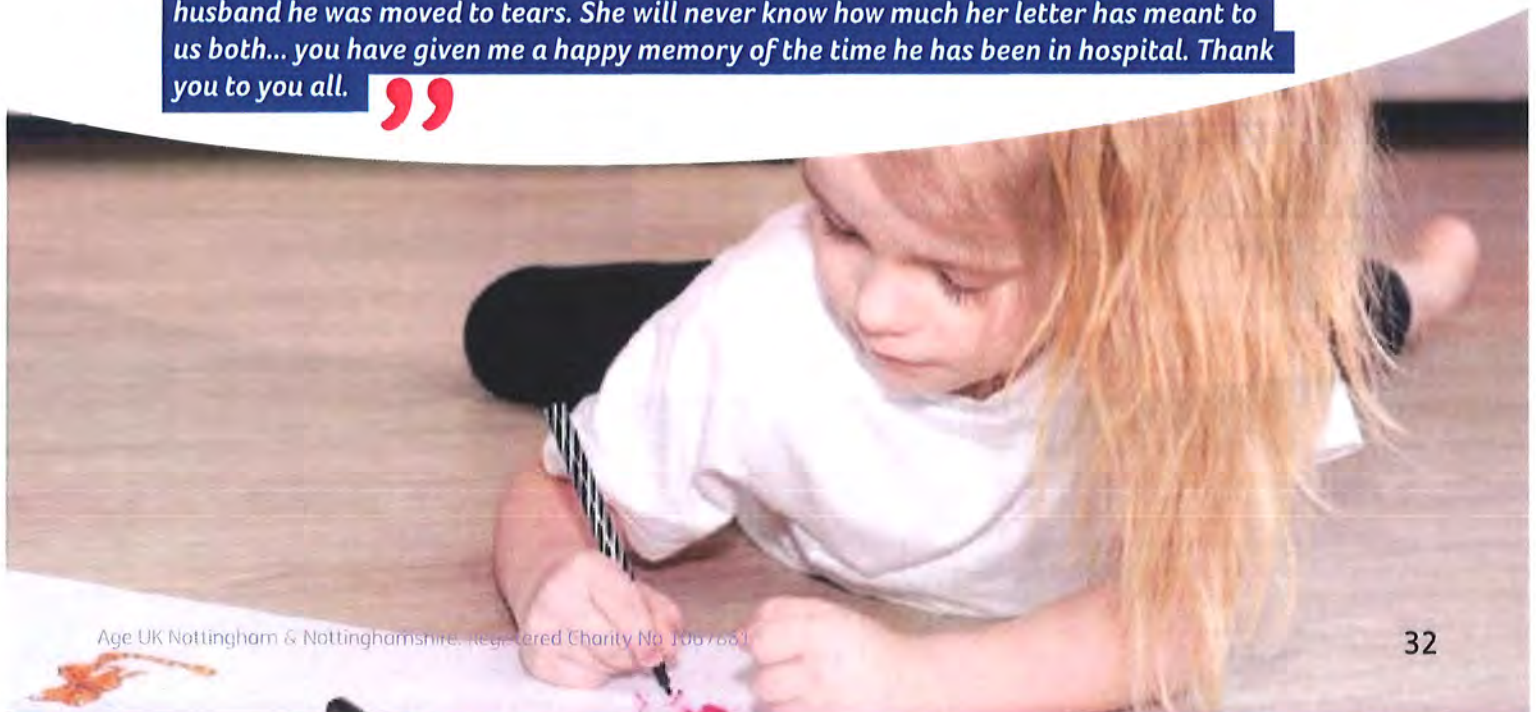
Mrs H was impressed with the information she gained from our 'Closing the Door on Crime' scams awareness project. Her confidence in dealing with telephone-based attempts at scams greatly increased.

She has successfully dealt with scams purporting to be about Amazon deliveries and she set up a screening system on her home phone line to reduce the problem. She installed 'No Uninvited Callers' stickers on her door and has seen a decrease in the number of people knocking on her door and posting junk mail.

Mrs H was very pleased with the service and said it was an 'honour' to allow her story to inspire others.

Our services for Veterans did a lot to alleviate the loneliness brought about by Covid-19 restrictions. One recipient told us:

“ I want to thank your volunteer for delivering the Easter pack and Egg. I took them to the hospital and we sat and did the crossword and word search together. It was lovely for us to be able to do something together. I read the letter from the little girl to my husband he was moved to tears. She will never know how much her letter has meant to us both... you have given me a happy memory of the time he has been in hospital. Thank you to you all. ”



Case study

Mr B was in his eighties and lived at home with his poorly wife on a low income. Like many people, he was the main carer for his wife but also had long term conditions of his own. The layout of their home was causing problems especially as the bathroom was downstairs. Mrs B could only have a bath twice a week with support from a carer. Our Connect team ensured the couple had a care assessment and a lifeline service fitted in case of emergency.

Following a comprehensive benefits review, the couple was awarded Attendance Allowance of £60 per week. A Council Tax exemption was also granted and a further carers' grant of £150 was made. A Carers Emergency card was provided together with information about carers respite. **The couple were delighted** and the additional income and care services made a huge difference to their quality of life.

Case study

Our Social Prescribing team helped Mrs X who lives with multiple health conditions which affect her ability to carry out the activities of daily living.

Mrs X needed help with her physical health, mobility, practical support and self-care, and financial support. In addition to those problems she was also burgled. Referrals were made for a mobility assessment and she was helped to make a claim for Attendance Allowance, Pension Credit, Housing benefit and Council Tax Benefit. A Blue Badge parking permit was awarded.

The Age UK Notts Warm Homes Hub provided advice about cheaper utility suppliers and added Mrs X to the Priority Services Register. The team also provided advice about home safety and she now has a suitable security system installed, together with new locks on all of her windows.

Mrs X is now much more financially secure and feels safe and secure in her home again. She knows we are here to help in the future, if she needs it.



Review of Key Aims 2020-21

Area and actions	Achieved?	Outcome
<ul style="list-style-type: none"> • Fully implement Rewards and Recognition scheme • Roll out work placements for year 10 students • Develop Volunteer Impact Measures Survey • Create new task-based home visiting volunteer opportunity 	Volunteering	Not completed due to implementation of Covid volunteering systems and other government restrictions
<ul style="list-style-type: none"> • Identify and secure new venues for our footcare service • Expand volunteer footcare 'meet and greet' role 	Health and Wellbeing	Now have 6 venues and meet and greet planned for re-start when restrictions allow
<ul style="list-style-type: none"> • Seek extension or replacement contract from commissioners 	Connect	Service extended to July 2022
<ul style="list-style-type: none"> • Retail Gift Aid to be reviewed • Continue to streamline processes to enable more home working in the future 	Finance	Home working successfully implemented within finance team (Gift Aid to be reviewed once shops are open again)
<ul style="list-style-type: none"> • Review all contracts to ensure accuracy and compliance • Complete work on Manager's training and induction 	HR	Some contracts reviewed for accuracy and compliance Some work carried out around Managers training and induction
<ul style="list-style-type: none"> • Additional manager-level training on data protection processes and procedures • Complete data protection audits across the whole charity 	Data protection	Not completed due to Covid working practices
<ul style="list-style-type: none"> • Recruit volunteer Handyperson • Complete revamp of Bradbury House Reception Area • Refurbish Meeting Room 4 	Estates, Compliance and Resources	Handyperson recruited but no longer needed during lockdown restrictions Revamps and refurbishments cancelled due to lockdowns and work from home

Review of Key Aims 2020-21 (continued)

Area and actions	Achieved?	Outcome
<ul style="list-style-type: none"> Embed skills and service within all GP practices Continue to provide staff development opportunities to support new cohorts of service users Seek confirmed extension of services in remaining 3 PCNs beyond December 2020 	Social prescribing	We retained 4 out of 6 PCN areas and the service was embedded within all surgeries. Contracts were extended in all 4 PCNs for a further 3 years. We worked with the PCNs to improve referral rates for younger people.
<ul style="list-style-type: none"> Increase the value of online giving by 20% Redefine the fundraising function Establish more regular placements for news items and free advertising 	FACT	Fundraising function was incorporated into the Innovations and Comms role 2 regular editorial opportunities found (Keyworth and Cotgrave) Online giving improved by 334%
<ul style="list-style-type: none"> Increase membership numbers by 10% Review and expand AUBD website Expand geographical areas of operation 	AUBD Ltd	Membership was not increased by 10%. The areas of operation were expanded to include London and the website revamped as far as possible
<ul style="list-style-type: none"> Implement the Dementia Strategy 	Charity wide	To train identified staff to SPECAL coach and practitioner level. Reviewed the delivery of carers support meetings at the Sybil Levin Centre and agreed on future provider. Ensured a high level of dementia expertise within the charity. Carried out a dementia friendly lighting audit at the Sybil Levin centre and invested in Dementia friendly lighting

Action plan summary 2021 - 2022

Worry Catcher Services	Embed the service within the Multi-Disciplinary Teams Continue to facilitate access to services to improve patient experience
Footcare Service	Positively promote new age criteria eligibility Resume 'meet and greet' service to improve social aspects of the service
Patients' Representative Services	Continue to deliver the service extension at Lings Bar Hospital Continue to embed remotely delivered services within the ward teams to improve patient experience
Sybil Levin Specialist Day Care Centre	Reopen as a specialist SPECAL day centre in September 2021
Information, Signposting and Advice Services	Expand advice provision into new and appropriate venues to reach more of the different population demographics Expand advice provision across a holistic range of needs Establish ISA services within new City Centre premises
Safe and Sound Services	Continue to deliver Scams Awareness using Police and Crime Commissioner funding Focus on maximising registration to the Priority Services Register
Connect	Continue to run the service within the extended contract period Participate in the development of the Strength Based Approach pilot with Nottinghamshire County Council
Social Prescribing	Increase referrals to achieve targets and expand the team
Befriending	Explore and implement paid-for service options
Veterans Services	Set up a veterans specific walking group Re-establish the Vets in Sheds provision
Best Foot Forward	Restart the full range of walks
One Step at a Time	Expand the project into the South Notts area
Silver Pride	Re-establish the group and re-open meetings
Finance	Complete job shadowing training to provide cover for absences and holidays Finance Lead to assume responsibility for VAT returns Implement more efficient system for invoice/PO authorisation
HR	Fully utilise ADP reporting systems Update employment contracts to reflect working from home requirements Review Health and Safety compliance and implement improvement actions Complete managers training and associated handbook Improve use of HR and Volunteering analytics to inform business and operational plans

Action plan summary 2021 - 2022 (continued)

Volunteering	<p>Develop impact assessments for volunteers, service users and the Charity</p> <p>Produce and roll-out a feedback mechanism to assess volunteer Covid experience</p> <p>Review and implement the Volunteer Reward and Recognition scheme in January 2022</p>
FACT	<p>Expand the use of videos to promote and raise awareness of services</p> <p>Redesign induction to become a modular online course</p>
ICT / Data Protection	<p>Review all Data Protection policies</p> <p>Roll-out cyber training to all staff and volunteers with an '@ageuknotts' email address</p> <p>Roll out training for managers on Data Protection processes</p> <p>Data Protection audits to be carried out across all departments</p> <p>Ensure transition to new server site is completed</p>
Estates, Compliance and Resources	<p>Oversee repairs and improvements to Sybil Levin Centre prior to opening</p> <p>Oversee exit from Bradbury House and Peachey Street and establish new City Centre premises</p> <p>Create office hubs across the estate to facilitate hot desking and staff meeting spaces</p>
OPAG	<p>Recruit new members and refresh Terms of Reference</p>
Income generation	<p>Launch House Clearance service in third quarter</p> <p>Develop new marketing messages for shops to bring in more customers</p> <p>Continue to build ebay shop and other online opportunities to expand income generation sources</p>
AUBD Ltd	<p>Implement enhanced marketing options to at least maintain retention rates</p> <p>Boost membership by 10%</p>
The Lifestyle Centre	<p>Recruit an additional Director</p> <p>Explore online sales opportunities to boost revenue</p> <p>Explore opportunities to provide other community-based services</p>
Men in Sheds CIC	<p>Complete review of governance structure prior to reopening the Sheds when restrictions allow</p>

Structure, Governance and Management

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

Our governing document is the Memorandum and Articles of Association. These were adopted when the Charity incorporated on 27th October 1997.

These were last reviewed in September 2019. We have 3 subsidiary companies:

- Age UK Local Trading Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 2nd March 1995. Age UK Local Trading Ltd did not trade in this reporting period and will be made dormant in the next one
- AUBD Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 9th October 2007
- Age UK Notts Men in Sheds CIC – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 11th December 2018

There is a United Direction order in place which means the **George Henry Francis Payling's Charity** continues to hold its charity status (in line with the order made by the Charity Commission dated 26th June 2009). Age UK Nottingham & Nottinghamshire is the Trustee of the Payling's Charity.

Appointment of Trustees

The Charity is governed by a Board of Trustees, which normally has 9 members. Trustees are elected by Members of the Charity and serve a 3-year term of office.

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

5 new Trustees were recruited at the end of this period following our first open recruitment process. We used our recruitment channels, including our website and social media and received 9 applications from which we interviewed 7 people and appointed 5 new Trustees. This was so successful that a firm of local solicitors asked if the activity could be profiled in his blog as a positive example of open recruitment.

Induction and Training

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

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

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

Structure, Governance and Management (continued)

- GDPR
- Conflict of Interest
- Confidentiality and Consent
- Equality and Diversity
- Disciplinary and Grievance
- Financial management (for Trustees' action and signatures on bank accounts)

Strategic Direction and organisation

The Board of Trustees administers the Charity and sets the strategic direction. The Board meets at least every other month. It delegates day-to-day operations to the Senior Leadership Team within the Charity, as defined within various policies, procedures and the Scheme of Delegation approved by the Board. Information flows between the Board of Trustees and the Senior Leadership Team and is augmented by the Finance Committee which began to meet regularly following agreement of the Terms of Reference during January 2018. The Customer Focus Committee was disbanded following a review during the reporting period because of system improvements elsewhere across the Charity.

Related Parties and Co-operation with Other Organisations

None of the Trustees received any remuneration or other benefit from their work with the Charity. Any personal interest of a Trustee, member of staff or volunteer (financial or otherwise) must be recorded in the Register of Interests where they could reasonably be deemed to potentially conflict with any work undertaken. The Senior Leadership Team are asked to disclose any such conflicts at the beginning of each management meeting.

The Charity's relationship with Age UK (the national brand partner) is governed by a legal agreement setting out how we work together. Age UK and all brand partners undertook a review of that legal agreement during the reporting period, but no date was set for any potential changes to be made.

We are a member of the Age England Association (AEA) which supports around 130 local Age UKs across the country. We also participate in the East Midlands regional Network of local Age UK brand partners which meets quarterly. Themed working groups such as Income Generation also meet outside of these quarterly meetings and participation in regional work gives other managers opportunities for training and development. The Regional Network is currently Chaired by Andrew Storer, a Chief Executive from the East Midlands Network. We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

The Charity's wholly-owned subsidiary, Age UK Local Trading Ltd, did not trade during the reporting period. The 90%-owned AUBD Ltd made a surplus which was used to reduce the loan made by Age UK Notts when the company was first set up. The invoice from VISAV was fully paid and they will now receive a share of the profits in future reporting periods.

These two subsidiary companies were established to undertake non-charitable trading and work outside the Charity's area of benefit. Age UK Notts Men in Sheds CIC will donate 100% of their profits to the Charity.

Structure, Governance and Management (continued)

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. Its object is the relief of elderly persons resident in the area of benefit, which is the area falling under the authority of Mansfield District Council.

Pay policy for staff

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

The Board of Trustees (who are also the Charity Directors) and 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 23 and 25 to the accounts (page 82).

No Director of Age UK Local Trading Ltd or AUBD Ltd received any remuneration from the companies in the reporting period.

Risk Management

At the end of the reporting period, we had 121 risks on the register (124 in the previous period).

We continued to take a robust approach to the identification, minimisation, and elimination of risks across a range of areas. Each risk was given an Impact and Probability rating and actions identified to mitigate or eliminate risks.

A Risk Management Schedule was drawn up and each manager allocated an area to consider at monthly risk meetings with the Chief Executive attending every meeting to ensure continuity. The Senior Leadership Team reviews risks at their monthly meetings. The Board reviews existing and new risks at each meeting. We test our responses through our Business Continuity Plan and work through consequences to identify areas for improvement.

We managed internal and external risks. Internal risks come from funding contracts beginning and ending, staff, volunteers, operations, and reputation. External risks come from national and local policies, economic downturns, and political uncertainty. 2020 also brought the pandemic which cut across both internal and external areas and affected every aspect of our working lives – see pages 8 to 10 for our Covid Response Statement.

- We activated our Business Continuity Plan for the whole of the period in response to the changes wrought by Covid-19.
- We regularly reviewed our Emergency Preparedness Plan (as part of the wider local authority response)
- Great Britain left the EU at the end of December 2020 but there has been little impact on rules and regulation so far and the economic impact is intertwined with the impact of Brexit. In the wider community, older people were affected by labour shortages in health and social care and the absence of plans from government which increased their need for support from local authorities and organisations like ours – we saw a 25% increase in the number of people calling to seek help from our Information, Signposting and Advice teams, for example
- Our Covid-19 response is summarised on pages 8 to 10

Structure, Governance and Management (continued)

We continued to monitor issues around low-interest rates and low returns on investment, reputational risks, ICT threats, and the impact of issues within other organisations which can impact the wider charity sector.

Clarification of the compensation package from Age UK upon the closure of the trading arm was received.

Trustees Responsibilities in Relation to the Financial Statements

The Charity Trustees (who are also Directors of Age UK Nottingham & Nottinghamshire, for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Trustees are required to prepare financial statements for each year which gave a true and fair view of the state of the charitable company and the Group, and of the incoming resources and application of those resources (including income and expenditure) of the charitable group for that period. In preparing the financial statements, the Trustees are required to:

- Select suitable accounting methods and apply them consistently
- Observe the method and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed (subject to any material departures discussed and explained in the financial statements)
- Prepare the financial statements on the going concern basis (unless it's appropriate to presume the charity will continue in business)

The Trustees are responsible for keeping proper accounting records that disclose (with reasonable accuracy) at any time the financial position of the Charity and Group, and hence taking reasonable steps for prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included in the charitable company's website.

Statement as to Disclose to our Auditors

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

- There is no relevant information (being information needed) by the auditor in connection to preparing their report, of which the group is unaware, and
- The Trustees, having made enquiries of fellow Directors and the Group's auditor that they ought to have individually taken, have each taken all steps that s/he, they is/are obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of the information.

Charity Governance Code

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity. We enhanced our Trustee recruitment protocols to ensure we had the range of skills needed to meet good governance requirements, now and into the future.

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

Trustees Responsibilities in Relation to the Financial Statements (continued)

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 this last and most unprecedented year. We could not have achieved the outcomes and impact listed in this report without that support.

We send particular thanks to our staff and volunteers (existing and new) who stepped up so quickly and with such commitment to enable us to play our part in the magnificent response to the Covid-19 lockdowns. Whether in a back-office support role or directly supporting older people, everyone made an enormous contribution to our overall effectiveness.

We thank the Charity's Trustees for the time, expertise, and knowledge they bring to the governance of the Charity. Thank you to the OPAG Board members (our non-Trustee members) who not only oversee our work but also provide links with groups and bodies external to the Charity that also support older people. Our particular thanks go to Neil Williamson who sadly passed away during the reporting period. A non-Trustee member, he gave countless hours over many years to support our Charity. Thank you also to the Directors of our subsidiary companies who volunteer to oversee this area of our work.

Our Senior Managers continued to work tirelessly to effectively manage the Charity, ensuring our resources were deployed to the best effect to enhance the quality of life, health, and wellbeing of older people across the City and County. The year was particularly challenging in managing the sudden transition to home-working and the additional strains this placed on the management team, as well as the staff themselves. Social Care still did not receive the attention it needed and the impact of the lockdowns and Covid-19 restrictions was powerfully felt by older people. The 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 are proud of our achievements during the reporting period but we know that the impact of the past 12 months on older people and our wider society cannot be underestimated. 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 the provisions applicable to companies entitled to smaller companies exemption.

By order of the Board of Trustees



Di Trinder & Michelle Elliott
Joint Chief Executives



Sheila Wright
Chair of Trustees

Recurring Financial Policies and Procedures

Our Charging Policy

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

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

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

Investment Powers and Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any investment which the Board sees fit, provided the Board shall seek (where appropriate) proper professional advice. During the year a further £434,000 was invested within the banking platform which enables funds to be spread between different banks to maximise the income and to ensure protection under the FSCS scheme. The total £680,00 within the platform has been invested in 8 banks each giving £85,000 protection. The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future.

Review of plans for 2020-21:

- The Finance and Audit Committee will review investment options, considering all available products - The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future

Plans for 2021-22

- The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return.

Recurring Financial Policies and Procedures (continued)

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 & 6 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 as was experienced during COVID-19 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 2021-22 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 = £634,164
- 6 months' running costs = £1,268,327

Free reserves are calculated as follows:

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

Free reserves as at 31st March 2021 = £875,754 which are within the reserve policy parameters identified above.

Resources of the Charity and the group have been reviewed in light of the Covid-19 pandemic, contract and grant funding will continue at the expected levels, the shops have re-opened and other income generation initiatives will be developed.

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.

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

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire ('the parent charity') and its subsidiaries ('the group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated and Charity Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and the parent charity's affairs as at 31 March 2021 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 the group's or the parent charity'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 Report of the Trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express

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

Other information (continued)

any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 42, the trustees (who are also the directors of the parent charity 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.

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

Responsibilities of Trustees (continued)

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the 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. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the group and the parent charity which were contrary to applicable laws and regulations, including fraud.

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

Auditor's responsibilities for the audit of the financial statements (continued)

Our audit procedures in relation to fraud included but were not limited to:

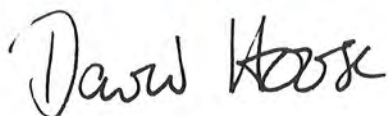
- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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

Use of the audit report

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



David Hoose (Senior Statutory Auditor)

for and on behalf of Mazars LLP

Chartered Accountants and Statutory Auditor

Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Date: 20 OCTOBER 2021

Financial Statements

Consolidated Statement of Financial Activities
(Including Summary Income and Expenditure
Account) for the Year Ended 31st March 2021

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	George Henry Francis Payling's Charity Endowment Fund £	Total 2021 £	Total 2020 £
Income and Endowments from:							
Donations and Legacies							
	3						
Housing Services		11,987	-	53,625	-	65,612	57,624
Advice		15,199	-	5,366	-	20,565	51,474
Advocacy		4,208	-	85	-	4,293	19,114
Health & Wellbeing		6,509	-	80,057	-	86,566	25,014
Core Services		382,845	-	-	-	382,845	139,901
Shops	5	3,035	-	-	-	3,035	17,863
Charitable Activities							
Grants and Service Agreements							
Housing Services	2a	9,985	-	215,752	-	225,737	67,960
Advice	2b	22,630	-	66,948	-	89,578	44,736
Advocacy	2c	247,274	-	-	-	247,274	251,443
Health & Wellbeing	2d	1,015,312	-	205,566	-	1,220,878	1,133,025
Core Services	2e	178,324	-	1,430	-	179,754	92,034
Shops	5	78,829	-	-	-	78,829	-
Rent Receivable		-	-	-	-	-	600
Other Trading Activities							
Merchandising Income	5	48,459	-	-	-	48,459	118,283
Fundraising Income	6	28,919	-	2,647	-	31,566	47,121
Trading Subsidiaries		142,618	-	-	-	142,618	414,452
Fees and Contributions		316,523	-	5,050	-	321,573	413,094
Investments		7,773	-	-	303	8,076	5,698
Other		3,233	-	-	-	3,233	23,347
Total		2,523,662	-	636,526	303	3,160,491	2,922,783
Expenditure on:							
Cost of Raising Funds							
Merchandising Costs	5	130,664	-	-	-	130,664	181,582
Fundraising Costs	6	18,832	-	-	-	18,832	29,377
Trading Subsidiary Costs		106,171	-	-	-	106,171	355,807
Expenditure on Charitable Activities							
Charitable Expenditure	8						
Housing Services		-	-	273,344	-	273,344	155,734
Advice		88,801	-	72,651	2,116	163,568	247,302
Advocacy		186,361	-	113	-	186,474	234,258
Health & Wellbeing		1,251,424	29,858	303,785	-	1,585,067	1,369,292
Core Activities		180,171	36,016	20,607	597	237,391	432,719
Total		1,962,424	65,874	670,500	2,713	2,701,511	3,006,071
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	29	29	(13)
Net Income/Expenditure		561,238	(65,874)	(33,974)	(2,381)	459,009	(83,301)
Transfer between Funds	17	(243,979)	243,979	-	-	-	-
Minority Interest	1	(1,617)	-	-	-	(1,617)	(787)
Net Movement in Funds		315,642	178,105	(33,974)	(2,381)	457,392	(84,088)
Transfer of Trading Subsidiary Funds							
Total Funds brought forward		928,477	680,663	231,628	58,741	1,899,509	1,983,596
Total Funds carried forward		1,244,119	858,768	197,654	56,360	2,356,901	1,899,508

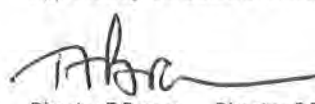

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities except Age UK Local Trading Ltd which ceased to trade on 31st January 2020 (see note 21, page 79)

Balance Sheet as at 31st March 2021 Company No.03455485



	Notes	The Group 2021 £	2020 £	The Charity 2021 £	2020 £
Fixed Assets					
Age UK Nottingham & Nottinghamshire					
Investments	10	-	-	90	92
Tangible Assets	9	525,659	593,931	521,926	591,203
George Henry Francis Payling's Charity					
Investments	10	11,084	11,055	11,084	11,055
Tangible Assets	9	-	-	-	-
		<u>536,743</u>	<u>604,986</u>	<u>533,100</u>	<u>602,350</u>
Current Assets					
Age UK Nottingham & Nottinghamshire					
Stock		23,914	24,786	23,914	24,786
Debtors	11	490,457	514,188	669,276	707,932
Cash at Bank and in Hand		1,412,485	869,614	1,399,430	827,034
George Henry Francis Payling's Charity					
Debtors	11	-	-	-	-
Cash at Bank and in Hand		46,068	47,967	46,068	47,967
		<u>1,972,924</u>	<u>1,456,555</u>	<u>2,138,688</u>	<u>1,607,719</u>
Creditors: amounts falling due within one year					
Age UK Nottingham & Nottinghamshire					
		170,359	180,527	148,225	146,452
George Henry Francis Payling's Charity	12	500	773	500	773
		<u>170,859</u>	<u>181,300</u>	<u>148,725</u>	<u>147,225</u>
Net Current Assets					
		1,802,065	1,275,255	1,989,963	1,460,494
Total Assets less Current Liabilities					
		<u>2,338,808</u>	<u>1,880,241</u>	<u>2,523,063</u>	<u>2,062,844</u>
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans	14	-	443	-	-
Net Assets					
		<u>2,338,808</u>	<u>1,879,798</u>	<u>2,523,063</u>	<u>2,062,844</u>
Funds					
Age UK Nottingham & Nottinghamshire					
Restricted	15	197,654	231,628	197,654	231,628
Designated	17	858,768	680,663	858,768	680,663
Unrestricted		1,244,119	928,476	1,410,281	1,091,812
George Henry Francis Payling's Charity					
Permanent Endowment	15	52,424	52,424	52,424	52,424
Expendable Endowment	15	3,936	6,317	3,936	6,317
Funds of the Charity					
	16	2,356,901	1,899,508	2,523,063	2,062,844
Minority Interest		(18,093)	(19,710)	-	-
TOTAL FUNDS		<u>2,338,808</u>	<u>1,879,798</u>	<u>2,523,063</u>	<u>2,062,844</u>

Approved by the Board of Trustees and authorised for issue on 16th September 2021 and signed on its behalf by:



 Director T Brown Director C Dorkes

As permitted by S408 of the Companies Act 2006, the company has not presented its own Financial Activities and related notes as it prepared group accounts. The Charitable Company's surplus/ (loss) was £446,070 (2020: (£87,250)) The financial statements have been prepared in accordance with the provisions applicable to companies' subject to the small companies' regime under the Companies Act 2006 and with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The notes on pages 53 - 82 form part of these financial statements.

Statement of Cash Flows and Consolidated Statement of Cash Flows as at 31st March 2021

Company No. 03455485

	Notes	The group		The charity	
		2021	2020	2021	2020
		£	£	£	£
Cash flows from operating activities:					
Net cash provided by (used in) operating activities	18o)	<u>551,773</u>	<u>385,765</u>	<u>568,165</u>	<u>375,118</u>
Cash flows from investing activities:					
Dividends, interest and rents from investments		12,408	12,075	9,472	7,844
Proceeds from the sale of property, plant and equipment		6,500	78,627	6,500	64,000
Purchase of property, plant and equipment		(29,266)	(134,147)	(27,789)	(131,407)
Proceeds from sale of investments		-	-	-	-
Purchase of investments		-	-	-	-
Net cash (used in) investing activities		<u>(10,358)</u>	<u>(43,445)</u>	<u>(11,817)</u>	<u>(59,563)</u>
Cash flows from financing activities:					
Repayments of borrowing		(443)	(1,968)	-	-
Net cash provided by (used in) financing activities		<u>(443)</u>	<u>(1,968)</u>	<u>-</u>	<u>-</u>
Increase (decrease) in cash and cash equivalents in the year	18b)	<u>540,972</u>	<u>340,352</u>	<u>556,348</u>	<u>315,555</u>
Cash and cash equivalents at the beginning of the year		<u>917,581</u>	<u>577,229</u>	<u>889,150</u>	<u>559,446</u>
Total cash and cash equivalents at the end of the year	18b)	<u>1,458,553</u>	<u>917,581</u>	<u>1,445,498</u>	<u>875,001</u>

Group Net Debt

	At 1 April 2020	Cash Flows	At 31 March 2021
Cash	917,581	540,972	1,458,553
Borrowings	443	(443)	-

Notes to the Financial Statements

for the Year Ended 31st March 2021

1) Accounting Policies

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

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

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

a. Basis of Accounting

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

b. Consolidation

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. A separate statement of financial activities for the Charity is not shown due to the exemption by section 408 of the Companies Act 2006. The surplus/(deficit) dealt within the financial statements of the parent company was 446,070 (2020: (87,250)).

c. Going Concern

The Trustees are of the view that the Charity and group are a going concern (see page 45 of the Trustees Report). There is no material uncertainty in respect of going concern. When considering whether the group is a going concern the Trustees have reviewed the affect that Covid-19 will have on resources.

d. Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS102) are included when they are probable rather than certain as was the case with SORP 2005. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

1) Accounting Policies (continued)

e. Grant Income

The total income from government grants is £69,655 (2020: £26,576) these and performance related service agreement income is included in the financial statements as entitlement arises. Note 2 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2021, there are no unfulfilled conditions attached to grants or service level agreements.

f. Deferred Income

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

g. Fixed Assets

Expenditure on fixed assets has been capitalised and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	-	2% and 5% (straight line)
Computer Equipment	-	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)

Impairment policy

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset. Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

h. Investment Income

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

i. Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

1) Accounting Policies (continued)

j. **Direct Charitable Expenditure**

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

k. **Funds**

Designated Funds

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

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

l. **Voluntary Help**

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. During the year 427 volunteers (2020:402) supported the Charity in a variety of roles, more detail can be found throughout this report.

m. **Pension Costs**

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

1) Accounting Policies (continued)

n. **Operating Leases**

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

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

Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 7.

p. **Minority Interest**

The minority interest relates to VISAV Limited who holds 10% of the issued share capital of AUBD Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

q. **Investments and Share Capital**

The parent company Age UK Nottingham & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts. The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 10 for further detail.

r. **Stock**

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

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

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

t. **Debtors and Creditors**

Debtors

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

Creditors

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

u. **Cash and Cash Equivalents**

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

1) Accounting Policies (continued)

v. Financial Instruments

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

w. Critical Estimates and Areas of Judgement

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The amount due from a legacy will be estimated based on the information provided, to include the executors estimation of the net estate. Where there is a property to be sold within a legacy only accepted offers will be included in the estimation.

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

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

2) Grants and Service Agreements

a. Housing

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottingham City Council				
Warm Homes Hub	43,922	-	3,662	-
E.ON				
Warm Homes Hub	142,848	-	11,879	-
Age UK/E-on				
Energy/Handyperson Service	-	9,000	-	11,070
Smart Energy GB in Communities				
Safe & Sound	17,295	-	21,349	-
Police & Crime Commissioner				
Scams Project	11,687	-	-	-
HMRC – Job Retention Scheme				
Safe & Sound (Government Grant)	-	985	-	-
Nottinghamshire Fire & Rescue Service				
Safe & Sound	-	-	-	20,000
	<u>215,752</u>	<u>9,985</u>	<u>36,890</u>	<u>31,070</u>

b. Advice

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Age UK/E-on/Company Partners				
Benefits Advice	-	-	-	13,144
COVID-19 Advice	66,251	-	-	-
Benefits Checks	-	22,630	-	15,500
Age UK/Santander UK PL				
Ambitions for Later Life	-	-	14,000	-
Nottinghamshire County Cricket Club				
Advice	697	-	2,092	-
	<u>66,948</u>	<u>22,630</u>	<u>16,092</u>	<u>28,644</u>

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

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottingham CityCare Partnership				
City Care Home Advocacy	-	56,331	-	56,330
Nottingham University Hospitals NHS Trust				
QMC Advocacy	-	19,908	-	34,617
Nottinghamshire Healthcare NHS Foundation Trust				
SSRU The Grand Advocacy	-	78,864	-	78,864
Sherwood Forest Hospitals NHS Trust				
Kingsmill Hospital Advocacy	-	48,727	-	47,540
Nottinghamshire Healthcare Trust				
Worry Catcher	-	34,944	-	34,092
MHSOP Hospital Discharge	-	8,500	-	-
	<u>-</u>	<u>247,274</u>	<u>-</u>	<u>251,443</u>

d. Health & wellbeing

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottinghamshire County Council				
Visiting Scheme – Grant Aid (Government Grant)	16,870	-	16,870	-
Men in Sheds – Grant Aid (Government Grant)	8,190	-	8,190	-
COVID 19 Support Grant	-	5,000	-	-
Connect	-	491,454	-	497,678
Village Volunteer Taskforce Project	-	62,002	-	-
Newark & Sherwood District Council				
COVID 19 Rates Grant Men in Sheds Blidworth	-	10,000	-	-
Bassetlaw District Council				
COVID 19 Rates Grant Men in Sheds Worksop	-	10,000	-	-
NHS Nottingham and Nottinghamshire CCG				
Integrated Care	-	-	-	84,525
Postural Stability Falls Prevention	-	-	-	41,000
Social Prescribing Service	-	194,189	-	97,096
NHS Rushcliffe CCG				
Integrated Care	-	-	-	111,727

2) Grants and Service Agreements (continued)

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottingham City Council				
Wellbeing at Home	-	121,028	-	121,028
Active Partners Trust				
Best Foot Forward	6,130	-	-	-
Falls Prevention	3,300	-	-	-
Age UK				
MCST Veterans Project	-	-	10,000	-
Veterans Shouldn't Be Forgotten – Suffolk	9,277	-	-	-
COVID -19 Welfare Service	-	41,227	2,000	-
Age UK/Ministry of Defence				
Joining Forces	7,257	-	82,861	-
HMP Whatton Prison				
OPAL Activity Service	-	-	21,464	-
Big Lottery/Awards for All				
COVID 19 Emotional Support	6,667	-	-	-
COVID 19 Welfare Service	100,000	-	-	-
Business in the Community				
Click Silver	-	-	3,000	-
Nottingham CityCare Partnership				
Footcare Service	-	41,604	-	34,072
One Step at a Time	5,000	-	-	-
The Veterans Foundation				
Visiting Service	6,250	-	-	-
Armed Forces Covenant Fund Trust				
Active Veterans Project	16,625	-	-	-
Veterans Should not be Forgotten	20,000	-	-	-
HMRC - Job Retention Scheme				
Footcare (Government Grant)	-	1,937	-	-
Sybil Levin Centre (Government Grant)	-	36,871	-	1,516
	205,566	1,015,312	144,385	988,640

2) Grants and Service Agreements (continued)**e. Core services**

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Age UK				
Supporting Friends of Age UK	-	4,300	-	4,300
Retainer	-	15,000	-	15,000
Lottery Grant	-	20,510	-	20,510
Core Grant	-	133,712	-	48,224
HMRC - Job Retention Scheme				
Core Staff (Government Grant)	-	4,802	-	-
Age England Association				
Meetings in the East Midlands	1,430	-		
			4,000	
	1,430	178,324	4,000	88,034
Total Grants & Service Agreements	489,696	1,473,525	201,367	1,387,831

Note

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

3) Donations and legacies**A. Unrestricted funds**

	2021	2020
	£	£
Advantage Social Enterprise C.I.C	5,000	3,565
Coca Cola Communities Fund	500	-
F Barker	-	400
R Newton	-	4,000
The J N Derbyshire Trust – Health & Wellbeing	2,300	2,300
The Late S Blankley	10,000	-
The Late E Dawes	9,237	-
The Late B M Chenery – Housing	7,779	-
The Late B M Chenery – Advice	7,778	-
The Late K M Goff	-	1,000
The late P D Hutchings	8,000	-
Age UK Legacy Share the Late D Hall – Advice	4,491	-
The Late E Hallam	258,503	121,167
Age UK Legacy Share the Late A Hallsworth – Advice share	965	-
The Late E Kemp	-	9,200
Age UK Legacy Share the Late R King – Housing	4,208	-
Age UK Legacy Share the Late R King – Advocacy	4,208	-
Age UK Legacy Share the Late R King – Health & Wellbeing	4,209	-
The Late B Morgan	-	400
The Late I Nix	-	-184
The Late L Cook	38,020	-
The Late McGowan	500	-
The Late Cutler	1,000	-
Age UK Legacy Share – the Late K Fleet	800	-
The Late D Osborne	15,000	-
Severn Trent Water	34,285	-
The Sir John Eastwood Foundation	2,000	2,000
Others < £250	1,965	7,541
	420,748	151,389

B. Restricted funds**a. Housing services**

	2021	2020
	£	£
Safe & Sound (formally Housing Matters)		
The Skerritt Trust	52,000	52,000
Foundations Independent Living Trust – Gas Safe	1,600	800
The Late M Mayell	-	4,673
Individuals	25	151
	53,625	57,624

3) Donations and legacies (continued)**B. Restricted funds****b. Advice**

	2021	2020
	£	£
Information & Advice and Signposting		
Nottingham St Mary's relief in need Charity	250	-
Nottingham Revenue and Benefits	-	179
North Leverton & Hablesthorpe Parish Council	-	50
Anonymous	-	1,000
The Late M Mayell	-	4,673
The Late A Hallam	-	18,264
The Late G Cawthorne	-	400
The Late L Hallsworth	-	7,590
The Payling's Charity	2,116	830
The PAPET Trust	2,000	2,000
The Jones 1986 Charitable Trust	-	5,000
The Gray Trust	1,000	-
	5,366	39,986

c. Advocacy

	2021	2020
	£	£
Individuals	85	850
The Late A Hallam	-	18,264
	85	19,114

d. Health & Wellbeing

	2021	2020
	£	£
Integrated Care		
Individuals	-	174
Joining Forces		
Individuals	-	226
COVID - 19 Welfare Service		
Capital One	23,333	1,667
Muslim Hands	17,744	2,314
Notts County FC	3,000	-
Severn Trent Water	11,820	-
Persimmon Homes	1,000	-
Experian	5,000	-
Siebel Charity	1,000	-
The Mary Potter Convent Hospital Trust	2,000	-
The Jessie Spencer Trust	1,000	-
The Mary Robertson Trust	3,000	-
The Boots Charitable Trust - Dementia Support	7,500	-

3) Donations and legacies (continued)**d. Health & Wellbeing (continued)**

	2021	2020
	£	£
Volunteer Prevention		
Individuals	625	1,379
Institute of Cemetery & Crematorium Management	-	-
Alternative Adviser	-	8,000
Tesco – Groundwork UK	-	2,000
Connect		
Individuals	170	729
Whatton Prison Service		
Individuals	-	322
Whatton Prison	-	147
Men in Sheds		
The Jessie Spencer Trust	500	-
Postural Stability Falls Prevention		
Individuals	-	50
Wellbeing at Home		
Individuals	40	77
Village Volunteer Taskforce		
RWE Generation UK	1,250	77
The Sybil Levin Centre		
Individuals	675	1,310
Warburtons Community Fund	400	-
Asda Foundation	-	1,119
Screwfix Foundation	-	5,000
Nottingham Legal Services	-	500
	80,057	25,014
Total Restricted Donations and Legacies	139,133	141,738

4) Safe & Sound

	2021	2020
	£	£
Nottingham City Council Grant	-	-
Payments to Subcontractors	-	-
	<u>-</u>	<u>-</u>

5) Surplus/(deficit) on shops

	Mansfield	West Bridgford	Online & Auction	Total 2021	Total 2020
	£	£	£	£	£
Income					
Merchandising Income	24,857	23,248	354	48,459	118,283
Donated Stock	2,695	-	-	2,695	12,085
Donation Cash	-	-	-	-	237
Donation – Gift Aid	144	196	-	340	5,541
Charges	-	-	-	-	-
Grant Income	50,320	27,814	695	78,829	-
Other	-	-	-	-	-
	<u>78,016</u>	<u>51,258</u>	<u>1,049</u>	<u>130,323</u>	<u>136,146</u>
Direct and Overhead Expenses					
Purchases	6,162	898	-	7,060	7,531
Donated Stock	2,695	-	-	2,695	12,085
Less Closing Stock	823	-	-	823	1,694
Staff Costs & Volunteer Expenses	23,663	30,003	3,459	57,125	90,756
Rent, Rates and Water	12,318	19,202	-	31,520	28,997
Light and Heat	2,229	959	-	3,188	1,739
Cleaning, Repairs, Renewals and Insurance	1,684	777	-	2,461	4,529
Telephone	892	434	-	1,326	707
Advertising	293	-	-	293	2,700
Depreciation	2,606	994	-	3,600	3,352
Sundry	312	385	49	746	1,014
Other Overheads	7,336	7,974	686	15,996	18,133
Transport and Collection	5,257	220	-	5,477	11,733
	<u>64,624</u>	<u>61,846</u>	<u>4,194</u>	<u>130,664</u>	<u>181,582</u>
Surplus/ (Deficit)	<u>13,392</u>	<u>(10,588)</u>	<u>(3,145)</u>	<u>(341)</u>	<u>45,436</u>

Note

The donated stock includes any item with an estimated value of £100 or higher, donated stock with an estimated value of less than £100 is not recorded. A difficult trading year for both shops due to the COVID 19 lockdowns however furlough and local rates grants were received leading to an overall deficit of just £341. The shops contributed a total £22,203 towards the charity's overheads during 2020/21.

6) Fundraising and publicity

	2021	2020
	£	£
Staff Costs	16,135	25,428
Postage, Printing and Stationery	754	1,713
Advertising and Publicity	171	119
Other Costs	1,772	2,117
	18,832	29,377

Note

The costs of fundraising are shown as £18,832 (2020: £29,377) with corresponding income of £31,566 (2020: £47,121), it should be noted that fund-raising activity also contributed to the donations and legacies detailed in note 3.

7) Governance costs

	2021	2020
	£	£
Annual General Meeting & Annual Report Production	8,120	9,570
Auditor's remuneration	9,270	7,977
Audit – bank charges	114	882
Board Meetings	11,866	12,996
Board of Trustees Expenses & Training	100	50
Insurance	649	642
Legal and Professional	-	-
	30,119	32,117

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

	Merchandising	Trading	Housing	Advice	Advocacy	Health & Wellbeing	Grand Total
Governance	£1,064	£1,694	£2,735	£2,317	£3,520	£18,689	£30,019
Finance & HR	£2,538	£4,043	£6,525	£5,527	£8,397	£44,585	£71,615
Information Technology	£868	£1,383	£2,233	£1,892	£2,874	£15,257	£24,507
Contact Hub Core Administration	£1,092	£1,739	£2,807	£2,377	£3,612	£19,178	£30,805
Volunteer strategy and Recruitment	£738	£1,176	£1,899	£1,608	£2,443	£12,972	£20,836
Senior Management Team	£6,570	£10,468	£16,897	£14,312	£21,743	£115,444	£185,434
Total	£12,870	£20,503	£33,096	£28,033	£42,589	£226,125	£363,216

8) Total Expenditure

	Staff Costs	Depreciation	Other Costs	Total 2021	Total 2020
	£	£	£	£	£
Direct Charitable Expenditure	1,755,152	89,924	567,936	2,413,012	2,399,127
Fundraising and Publicity					
– shops	55,880	3,600	71,184	130,664	181,582
– other	15,916	4	2,912	18,832	29,377
Governance Costs	20,022	267	9,830	30,119	32,117
Trading Subsidiary Costs	70,929	472	34,770	106,171	355,807
George Henry Francis Payling's Charity	-	-	2,713	2,713	8,061
	<u>1,917,899</u>	<u>94,267</u>	<u>689,345</u>	<u>2,701,511</u>	<u>3,006,071</u>

Notes to the Financial Statements for the year ended March 2021 (continued)

	2021	2020
	£	£
Staff Costs:		
Wages and Salaries	1,722,950	1,942,976
Social Security Costs	122,275	131,116
Pension Costs	72,674	94,542
	<u>1,917,899</u>	<u>2,168,634</u>

Note

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

	2021	2020
	£	£
Other Costs:		
Auditor's remuneration	9,270	7,977
Other audit costs	628	1,452
Grants - repair works for individuals	14,270	6,888
Property Costs	119,901	125,062
Travel Costs and Volunteers' Expenses	51,456	130,024
Transport / Stock Collection Costs	9,222	38,486
Advertising and Office Expenses	154,730	157,750
Training	20,919	20,889
Legal and Professional	87,336	55,144
Miscellaneous	181,435	51,440
Trading Subsidiary Costs	34,770	108,945
George Henry Francis Payling's Charity	2,713	6,764
Donated Stock	2,695	12,085
	<u>689,345</u>	<u>722,906</u>

2021	2020
No.	No.

0 employee earned between £70,000 and £80,000 p.a. during 2021 (2020: 1)

0 employees earned between £60,000 and £70,000 p.a during 2021 (2020: 0)

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

Direct Charitable Services	51	54
Fundraising and Publicity	3	3
Management and Administration of the Charity	<u>14</u>	<u>13</u>
	<u>68</u>	<u>70</u>

The average monthly headcount (full-time and part-time employees) was 91 (2020: 101).

Group key management personnel total remuneration of £184,995 (2020: £220,076) including salary, employer's national insurance and pension contributions is within costs above, page 88 lists the key management for the Group.

As at 31st March 2021 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.

9) Tangible fixed assets

a. The Group

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2021	83,695	1,237,882	223,899	209,309	114,038	1,868,823
Additions in Year	-	13,326	7,799	8,141	-	29,266
Disposals in year	-	-	-	-	(27,546)	(27,546)
At 31st March 2021	83,695	1,251,208	231,698	217,450	86,492	1,870,543
Depreciation						
At 1st April 2021	17,810	912,790	172,248	130,098	41,946	1,274,892
Charge for Year	8,369	26,244	19,709	17,975	21,970	94,267
Disposals in Year	-	-	-	-	(24,275)	(24,275)
At 31st March 2021	26,179	939,034	191,957	148,073	39,641	1,344,884
Net Book Values						
At 31st March 2021	57,516	312,174	39,741	69,377	46,851	525,659
At 31st March 2020	65,885	325,092	51,651	79,211	72,092	593,931

b. The Charity

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2020	83,695	1,237,882	201,983	206,030	114,038	1,843,628
Additions in Year	-	13,326	7,799	6,664	-	27,789
Disposals in year	-	-	-	-	(27,546)	(27,546)
At 31st March 2021	83,695	1,251,208	209,782	212,694	86,492	1,843,871
Depreciation						
At 1st April 2020	17,810	912,790	150,332	129,547	41,946	1,252,425
Charge for Year	8,369	26,244	19,709	17,503	21,970	93,795
Disposals in Year	-	-	-	-	(24,275)	(24,275)
At 31st March 2021	26,179	939,034	170,041	147,050	39,641	1,321,945
Net Book Values						
At 31st March 2021	57,516	312,174	39,741	65,644	46,851	521,926
At 31st March 2020	65,885	325,092	51,651	76,483	72,092	591,203

10) Investments

	The Group	The Charity	George Henry Francis Payling's Charity
	£	£	£
<u>Cost and Net Book Value</u>			
At 1 April 2020	11,055	92	11,055
Additions	-	-	-
Disposals	-	(2)	-
Gain on investments	29	-	29
At 31 March 2021	11,084	90	11,084

11) Debtors

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Grants Receivable	132,942	205,901	132,942	205,901
Prepayments	18,515	31,415	17,402	28,545
Tax Debtor	-	-	-	-
Other Debtors	102,952	137,581	103,101	139,306
Amounts due from subsidiary undertakings	-	-	179,783	194,889
Donations Receivable	236,048	139,291	236,048	139,291
George Henry Francis Payling's Charity				
Debtors	-	-	-	-
	490,457	514,188	669,276	707,932

Included within amounts due from subsidiary undertakings for the Charity is long term debtor of £173,866 which is due from AUBD Limited, this will be repaid out of future years company profits. It is expected that £15,727 of this will be paid during 2020/21.

12) Creditors: amounts falling due within one year

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	161,164	170,138	139,030	136,063
Taxation and Social Security	9,195	10,389	9,195	10,389
Other Creditors	-	-	-	-
George Henry Francis Payling's Charity				
Accruals and Deferred Income	500	773	500	773
	170,859	181,300	148,725	147,225

13) Deferred Income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1st April 2021. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31st March 2021

	The Group	The Charity
	£	£
Age UK Nottingham & Nottinghamshire		
Balance as at 1st April 2020	83,936	61,386
Amount released to income earned from charitable activities	(83,936)	(61,386)
Amount Deferred in the Year	107,980	96,595
Balance as at 31st March 2021	107,980	96,595

14) Creditors: amounts falling due after more than one year

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
VISAV Set up costs	-	443	-	-
<hr/>				
Analysis of Borrowings:	-	-	-	-
Within one year	-	-	-	-
Between two and five years	-	443	-	-
	-	443	-	-

15) Restricted Funds

a. Housing	Balance		Movement in Resources	Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
Funded by:				
Nottingham City Council				
Warm Homes	-	43,922	42,394	1,528
The Skerritt Trust				
General	17,665	52,000	56,136	13,529
Age UK/E-on/First Utility				
Emergency Housing Fund	2,266	-	856	1,410
E.ON				
Warm Homes Hub	-	142,848	137,851	4,997
Warm Homes Hub Capital Works	-	5,050	5,050	-
General Donations				
Staying Put Hardship Fund	413	-	-	413
Safe & Sound Donations	-	25	25	-
Foundations Independent Living Trust				
Gas Safe	735	1,600	2,050	285
Smart Energy GB in Communities				
Safe & Sound	-	17,295	17,295	-
Police & Crime Commissioner Fund				
Scams Project	-	11,687	11,687	-
Housing Total	21,079	274,427	273,344	22,162

15) Restricted Funds (continued)

b. Advice	Balance	Movement in Resources		Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
Funded by:				
The Payling's Charity				
I&A for Individuals Living in Mansfield	-	2,116	2,116	-
Help the Aged/Age UK				
Advice Service	159	-	53	106
Department of Health				
Direct Payments	74	-	74	-
Age UK				
Age Resource Information & Advice	10	-	10	-
Age UK/E-on/Corporate Partners				
COVID-19 Advice	-	66,251	66,251	-
PAPET Trust				
Signposting	-	2,000	2,000	-
Nottinghamshire County Cricket Club				
Advice	-	697	697	-
General Donations				
The Gray Trust	-	1,000	1,000	-
Nottingham St Mary's in Need Charity	-	250	250	-
Contact Hub Fundraising	-	200	200	-
Advice total	243	72,514	72,651	106

c. Advocacy

	Balance	Movement in Resources		Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
General Donations				
Advocacy	-	85	85	-
Nottinghamshire County Council				
Advocacy North Notts	28	-	28	-
Advocacy Total	28	85	113	-

15) Restricted Funds (continued)**d. Health & Wellbeing**

	Balance	Movement in Resources		Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
Funded by:				
Nottingham City Council				
Sybil Levin Centre	2,879	-	221	2,658
Active Partners Trust				
Best Foot Forward	-	6,130	6,130	-
Falls Prevention	-	3,300	3,300	-
Nottinghamshire County Council				
Visiting Scheme – Grant Aid	-	16,870	16,870	-
Men in Sheds - Worksop & Blidworth – Grant Aid	-	8,190	8,190	-
Carers Demonstration Site	41	-	15	26
General Donations/Fees/Fundraising				
Visiting Service Individuals	-	625	625	-
Visiting Service Fundraising	-	1,057	1,057	-
Best Foot Forward – Fundraising	-	69	69	-
Christmas Cheer	-	629	479	150
Connect Individuals	-	170	170	-
The Jessie Spencer Trust – Men in Sheds	-	500	500	-
Wellbeing at Home – individuals	-	40	40	-
Village Task Force – RWE Generation UK	-	1,250	1,250	-
Friends of Ashfield Community Hospital				
Connect Hardship Fund	790	-	75	715
Age UK				
Fit as a Fiddle	68	-	48	20
MCST – Veterans	1,026	-	1,026	-
Age UK/Ministry of Defence				
Joining Forces	3,186	7,257	10,443	-
The Skerritt Trust				
Sybil Levin Decorating	1,104	-	85	1,019
Big Lottery Fund/Awards for All				
COVID-19 Emotional Support – Awards for All	-	6,667	6,667	-
COVID-19 Welfare Service – Big Lottery	-	100,000	100,000	-
Armed Forces Covenant Trust/Age UK				
Armed Forces Active Veterans	-	16,625	15,779	846
Veterans Shouldn't be Forgotten	-	20,000	20,000	-
Veterans Shouldn't be Forgotten – Suffolk	-	9,277	9,277	-
The Veterans Foundation				
Veterans Visiting Service	-	6,250	6,250	-

15) Restricted Funds (continued)**d. Health & wellbeing (continued)**

	Balance	Movement in Resources		Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
Nottingham CityCare Partnership				
One Step at a Time	-	5,000	5,000	-
COVID – 19 Welfare Service Donations				
Capital One	-	23,333	23,333	-
Muslim Hands	-	17,744	17,744	-
Notts County FC	-	3,000	3,000	-
Severn Trent Water	-	11,820	11,820	-
Persimmon Homes	-	1,000	1,000	-
Experian	-	5,000	5,000	-
Siebel Charity	-	1,000	1,000	-
The Mary Potter Convent Hospital Trust	-	2,000	2,000	-
The Jessie Spencer Trust	-	1,000	1,000	-
The Mary Robertson Trust	-	3,000	3,000	-
The Boots Charitable Trust – Dementia Support	-	7,500	7,500	-
Sybil Levin Donations				
Sybil Levin Centre- Building	1,804	-	106	1,698
Grant Thornton	289	-	250	39
Yorkshire Building Society	170	-	145	25
Screwfix Foundation – Lighting/Taps	5,000	-	250	4,750
McCarthy & Stone – Security	179	-	10	169
The Skerritt Trust	2,500	-	500	2,000
Anonymous	10,000	-	2,000	8,000
The Percy Bilton Charity	1,250	-	250	1,000
New Appeals	435	-	435	-
The Robert McAlpine Trust	1,940	-	389	1,551
Sybil Levin Centre (High Sheriff of Nott’s Appeal)	19,394	-	7,720	11,674
Sybil Levin – Individuals	-	675	675	-
Sybil Levin - Warburtons	-	400	400	-
Sybil Levin Fundraising	-	692	692	-
Health & Wellbeing Total	52,055	288,070	303,785	36,340

15) Restricted Funds (continued)**e. Core Services (inc. merchandising Costs)**

	Balance	Movement in Resources		Balance
	1.4.2020	Incoming	Outgoing	31.3.2021
	£	£	£	£
Age UK				
Bradbury House Building	6,226	-	486	5,740
Nottingham City Council/Transact Grant				
Travel Plan	5,486	-	426	5,060
General Donations				
Bradbury House Building	127,310	-	15,717	111,593
Age UK in the East Midlands				
Work in the East Midlands	16,976	1,430	3,978	14,428
Festival Fund				
Donations/Fundraising/Charges	2,225	-	-	2,225
Core Services Total	158,223	1,430	20,607	139,046
George Henry Francis Payling's Charity	58,741	332	2,713	56,331
Total Restricted Fund	290,369	636,858	673,213	254,014

16) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
Restricted Funds			
Advice Service – Help the Aged	106	-	106
Transact Travel Plan	5,060	-	5,060
Skerritt Trust – General	-	13,529	13,529
Skerritt Trust – Sybil Levin	1,019	-	1,019
Staying Put – Hardship Fund	166	247	413
Age Concern England – Building Fund	5,740	-	5,740
Foundations Independent Living Trust – Gas Safe	-	285	285
Age UK East Midlands	-	14,428	14,428
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	11,674	-	11,674
Age UK – Membership (Fit as a Fiddle)	20	-	20
Age UK – Emergency Housing Fund	-	1,410	1,410
Festival Fund	-	2,225	2,225

16) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
Bradbury House Building	111,593	-	111,593
Sybil Levin Building	1,762	-	1,762
- The Skerritt Trust	2,000	-	2,000
- Anonymous	8,000	-	8,000
- The Percy Bilton Charity	1,000	-	1,000
- The Robert McAlpine Trust	1,551	-	1,551
McCarthy & Stone Camera	169	-	169
Sybil Levin Centre – Nottingham City Council	2,658	-	2,658
Sybil Levin Screwfix	4,750	-	4,750
Carers Demonstration Site	26	-	26
Nottingham City Council – Warm Homes	-	1,528	1,528
E.On – Warm Homes	-	4,997	4,997
Christmas Cheer & Beyond	-	150	150
Armed Forces Covenant Trust	-	846	846
Connect Hardship Fund	-	715	715
George Henry Francis Payling's Charity	-	56,360	56,360
<u>Restricted Funds at 31st March 2021</u>	157,294	96,720	254,014
<u>Designated Funds at 31st March 2021</u>		858,768	858,768
<u>Unrestricted Funds at 31st March 2021</u>	368,365	875,754	1,244,119
<u>Total Assets</u>	525,659	1,831,242	2,356,901

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26th June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity. The two material restricted funds for Age UK Nottingham & Nottinghamshire are £11,674 Sybil Levin Centre property and £111,593 Bradbury House property which are included within fixed assets.

17) Designated Funds

	Balance 1st April 2020	Movement in Resources	Transfers between funds	Balance 31st March 2021
	£	£	£	£
Employers Liability Fund	40,000	(29,858)	29,858	40,000
Additional Staff Time Contingency	-	-	34,528	34,528
Management Restructure Training & Staff Conference	-	-	10,000	10,000
Health & Safety	3,000	(3,000)	3,000	3,000
The 2020/21 Eric Hallam Service Investment	140,608	-	(140,608)	-
The 2021/22 Eric Hallam Service Investment	146,253	-	-	146,253
The 2022/23 Eric Hallam Service Investment	147,103	-	-	147,103
The 2023/24 Eric Hallam Service Investment	-	-	154,458	154,458
The 2024/25 Eric Hallam Service Investment	-	-	85,099	85,099
Men in Sheds	10,800	-	-	10,800
Men in Sheds Blidworth	-	-	7,014	7,014
Men in Sheds Worksop	-	-	6,162	6,162
Men in Sheds – Governance Restructure	-	-	5,000	5,000
Sinking Fund –				
Information Technology	20,581	(11,656)	16,667	25,592
Building	118,514	(20,355)	2,000	100,159
Vehicles	33,804	-	9,796	43,600
Property Refurbishment	20,000	(1,005)	21,005	40,000
	680,663	(65,874)	243,979	858,768

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. The new fund for management restructure training & staff conference is to cover any investment required in enabling staff to fulfil their manager roles, we also propose to have a staff conference during the next year.

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

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment the logic being that this is the approximate annual amount that is the hardest to raise. The level of future annual amounts will increase to allow for inflation at a nominal 4%. The Men in Sheds funds are to be available to support the reopening after COVID with extra training and health & safety work being required plus anticipated lower income due to a delayed reopening.

The sinking funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. There is a building sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc.

The sinking fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end. An additional £21,005 has been designated during 2020/21 to cover set up costs for a new city centre site to be opened during the next 12 months.

18) Cash Flow Statement Reconciliations**a) Reconciliation of Net Income/(Expenditure) to Net Cash Flow from Operating**

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Net Income/(expenditure) for the year (as per the SOFA)	459,009	(83,301)	460,219	(87,250)
Adjustments for:				
Deduct Interest Income and Rent	(12,408)	(12,075)	(9,472)	(7,844)
Depreciation charges	94,267	119,145	93,795	114,531
(Gains)/losses on investments	(29)	13	(29)	13
Loss/(profit) on sale of fixed assets	(3,228)	(13,905)	(3,228)	(16,437)
(Increase)/Decrease in stocks	872	(9,974)	871	(9,974)
(Increase)/decrease in debtors	23,731	325,899	38,656	308,847
Increase/(decrease) in creditors	(10,441)	59,963	1,502	73,232
Net cash provided by (used in) operating activities	<u>551,773</u>	<u>385,765</u>	<u>582,314</u>	<u>375,118</u>

b) Analysis of Cash and Cash Equivalents

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Cash in Hand	1,458,533	917,581	1,445,498	875,001
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
Total cash and cash equivalents	<u>1,458,533</u>	<u>917,581</u>	<u>1,445,498</u>	<u>875,001</u>

19) Status of the Charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

20) Financial Activities of the Charity

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2021	2020
	£	£
Gross Incoming Resources	3,055,228	2,558,218
Merchandising Costs	(130,664)	(181,582)
Fundraising Costs	(18,832)	(29,377)
Expenditure on Charitable Activities	(2,413,013)	(2,399,127)
Governance Costs	(30,119)	(32,117)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	462,600	(83,985)
Balance brought forward from previous year	<u>2,004,103</u>	<u>2,088,088</u>
Total Funds carried forward	<u>2,466,703</u>	<u>2,004,103</u>
George Henry Francis Payling's Charity:		
Gross Incoming Resources	303	4,809
Expenditure on Charitable Activities	(2,713)	(8,061)
Realised/Unrealised Gains/(Losses) on Investments	29	(13)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	(2,381)	(3,265)
Balance brought forward from previous year	<u>58,741</u>	<u>62,006</u>
Total Funds carried forward	<u>56,360</u>	<u>58,741</u>

21) Subsidiary Companies

Investments	2021	2020
	£	£
Age UK Local Trading Limited	-	2
AUBD Limited	<u>90</u>	<u>90</u>
	<u>90</u>	<u>92</u>

Age UK Local Trading Ltd Company Number 03028410

The Charity owns the whole of the issued ordinary share capital of Age UK Local Trading Limited, a company registered in England. The company ceased to trade on 31st January 2020 due to the termination of the Appointed Representative Agreement and Trading Alliance Agreement dated 1 August 2016 between Age UK Enterprises Limited and Age UK Local Trading Ltd. Age UK Local Trading Ltd will now become a dormant company. All activities have been consolidated in the SOFA. The net profit is gifted to the Charity with the exception of funds needed as working capital within the trading company.

21) Subsidiary Companies (continued)

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2021	2020
	£	£
Turnover	-	278,292
Cost of Sales	-	-
Gross Profit	-	278,292
Administrative Expenses	-	277,577
Gifted to Age UK Nottingham and Nottinghamshire	-	517
Gifted to other Age UK's	-	653
Net Profit/(Loss)	-	(455)
The aggregate of the assets, liabilities and funds was:		
	-	16,967
Assets	-	(2,817)
Liabilities	-	14,150
Share Capital	-	2
Profit and Loss Account	-	14,148
Funds	-	14,150

AUBD Ltd Company Number 06393966

The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan is 0.73% above base rate. All activities have been consolidated in the SOFA. The net profit is gifted to the Charity & VISAV with the exception of funds needed as working capital within the trading company. A summary of the results of this subsidiary is shown below:

	2021	2020
	£	£
Turnover	134,460	98,796
Cost of Sales	8,072	7,837
Gross Profit	126,388	90,959
Administrative Expenses	108,798	83,089
Gifted to Age UK Nottingham and Nottinghamshire	-	-
Net Profit/(Loss)	17,590	7,870
The aggregate of the assets, liabilities and funds was:		
	10,253	24,874
Assets	(191,187)	(221,978)
Liabilities	100	100
Share Capital	-	-
Profit and Loss Account	(181,034)	(197,204)
Funds	(180,934)	(197,104)

21) Subsidiary Companies (continued)**Age UK Notts Men in Sheds Company Number 11722728**

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

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity. A summary of the results of this subsidiary is shown below:

	2021	2020
	£	£
Turnover	7,968	37,268
Cost of Sales	339	1,968
Gross Profit	7,629	35,300
Administrative Expenses	10,860	27,966
Gifted to Age UK Nottingham and Nottinghamshire	-	10,800
Net Profit/(Loss)	(3,231)	3,466
The aggregate of the assets, liabilities and funds was:		
Assets	7,046	17,024
Liabilities	(10,277)	(17,024)
Share Capital	-	-
Profit and Loss Account	(3,231)	-
Funds	(3,231)	-

22) Leasing commitments

At 31st March 2021, the group had commitments under non-cancellable operating leases as detailed below:

	2021		2020	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Payments due:				
Within one year	25,070	43,275	30,620	37,310
Within two to five years	45,000	51,104	9,000	75,256
Over five years	-	-	-	-
	<u>70,070</u>	<u>94,379</u>	<u>39,620</u>	<u>112,566</u>
Charge within the year	49,320	49,606	49,320	62,713

23) Trustees' Remuneration and Expenses

The Trustees received no remuneration during 2021 or 2020. Trustees' expenses of £100 (2020: £50) were reimbursed during the year for the purchase of a Trustee's leaving gift. Trustee indemnity insurance is in place.

24) 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 £72,674 (2020: £94,542).

25) Related Party Transactions

During the year the charity recharged management charges totalling £12,972 (2020: £5,999), rent £4,800 (2020: £2,400), salaries of £70,930 (2020: £57,237), loan interest of £1,396 (2020: £1,546) and other recharges of £3,913 (2020: £2,602) to AUBD Limited and received commission from AUBD Limited of £3,111 (2020: £3,077).

During the year the charity recharged management charges totalling £nil (2020: £28,281), staffing costs £nil (2020: £6,316) and other recharges of £nil (2020: £7,978) to Age UK Local Trading Limited and received from Age UK Local Trading Limited a gift aided donation of commission of £14,150 (2020: £517).

The parent company Age UK Nottingham & Nottinghamshire Limited by guarantee was charged £nil (2020: £nil) for staff seconded and £nil (2020: £14,627) for fixed assets by Age UK Local Trading Limited.

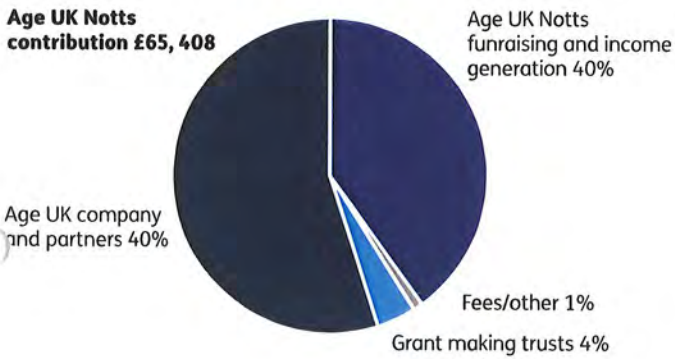
During the year the charity recharged management charges totalling £1,039 (2020: £1,980) and other recharges of £1,728 (2020: £3,324) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2020: £10,800).

Included within amounts due from subsidiary undertakings and owed to the charity at year end was £173,866 (2020: £192,229) due from AUBD Limited, £nil (2020: £2,132) due from Age UK Local Trading Limited and £5,465 (2020: £12,287) from Age UK Notts Men in Sheds C.I.C.

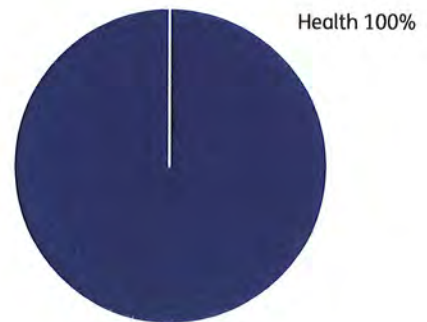
How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2020/21:

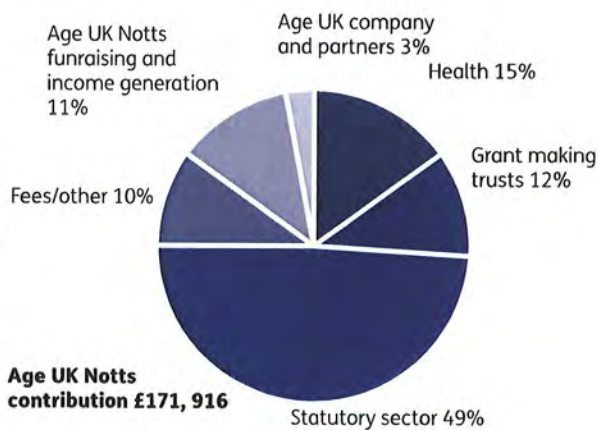
Advice



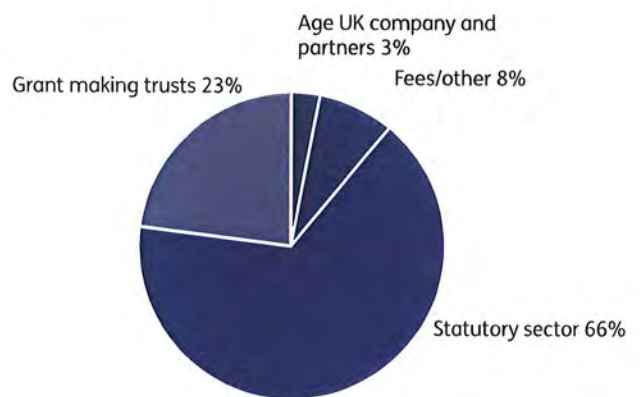
Advocacy



Health & Wellbeing



Housing



Supporters

During the last financial year Age UK Notts had to generate funds and call on support from the wider community to ensure all these services could continue. For the year, this totalled £237,324, we are grateful for the support of the following:

Actons Solicitors
Active Partners Trust
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Derby & Derbyshire - Smart Meter Project
Age UK Leicester Shire & Rutland - Smart Meter Project
Anonymous
Armed Forces Covenant Trust
Awards for All
Bailey Thomas
Bassetlaw District Council
Big Lottery (The)
Boots UK Ltd
Boots Charitable Trust (The)
Broxtove Borough Council
Business in the Community
CSJ Construction
Capital One
CEMA
CN Fielding
Coca Cola Communities Fund
Department of Health
E.ON
Experian
Fernwood Parish Council
Foundations Independent Living Trust
Gas Safe Foundations Independent Living
Gedling Borough Council
Geoff Ball (Stationary suppliers)
George Henry Francis Payling's Charity
George Square Financial Management
Gray Trust (The)
Hudson Wealth Management Ltd
Indian Community Association
Jessie Spencer Trust (The)
J N Derbyshire Trust (The)
M&G
Mary Potter Convent Hospital Trust (The)
Mary Robertson Trust (The)
Ministry of Defence
Morrison's Eastwood
Muslim Hands
NHS Bassetlaw CCG
NHS Mansfield & Ashfield CCG
NHS Newark & Sherwood CCG
NHS Nottingham City CCG
NHS Nottingham North & East CCG
NHS Nottingham West CCG
NHS Rushcliffe CCG
North Leverton & Hablesthorpe Parish Council
Nottingham CityCare Partnership
Nottingham City Council Nottingham Energy Partnership
Nottingham Legal Services
Nottingham St Mary's relief in need Charity
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire County Cricket Club
Notts County Football Club
Nottinghamshire Healthcare NHS Trust
Nottinghamshire Police Nottinghamshire YMCA
Notts. Police & Crime Commissioner
PAPET (The Forman Hardy Holdings)
Pauleen Davies
Persimmon Charitable Foundation (The)
Peter Moore
Ray and Sybil Fielding
R W E Generation UK
Newark & Sherwood District Council
Rotheras
Rushcliffe Borough Council
S Rodcrick
Sainsbury's Santander UK Savills
Severn Trent Water
Sherwood Forest Hospitals NHS Trust
Sir John Eastwood Foundation (The)
Skerritt Trust (The)
Smart Energy GB in Communities
Siebel Charity
St. James's Place Foundation
St. James's Place Wealth Management plc
St Marks Woodthorpe
Tesco Groundwork UK
Turton Builders
University of Nottingham
Veterans Fund (The)
Walgreens
Boots Alliance
Warm Homes Fund

Supporters (continued)

We also benefit from individuals who make donations & legacy income to the Charity. We have also worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.



Terry Brown
Honorary Financial Adviser

Honorary Financial Adviser's Report

George Henry Francis Payling's Charity

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

From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2021 were £56,360 of which £52,424 were permanent endowments and £3,936 were expendable endowments.

The charity made 87 (37 last year) grants to individuals who were resident in the District of Mansfield during the year 1st April 2020 to 31st March 2021 totalling £2,116 (£830 during 2019/20).

Financial Review

The Consolidated Statement of Financial Activities (SOFA) on page 50 shows that income was higher this year with total incoming resources for the year of £3,160,491 compared with £2,922,783 for the previous year, an increase of 8%. This was mainly due to higher income from legacies and funding related to COVID-19.

Total resources expended have decreased from £3,006,071 in 2019/20 to £2,701,511 in 2020/21, this was mainly due to reduced Trading activity and the closure of Day Care due to the pandemic. Within resources expended charitable expenditure increased from £2,439,305 in 2019/20 to £2,445,844 in 2020/21.

Income for the Trading Subsidiaries decreased by 66% from £414,452 in 2019/20 to £142,618 in 2020/21. This decrease was due to the termination of the Trading Allowance agreement by Age UK national forcing trading to cease from 1st February 2020. AUBD made a profit of £17,590 which enabled a repayment to the Charity of part of the long-term loan.

As the fundraising targets of £180,000 for 2020/21 were achieved the 2020/21 Eric Hallam Service Investment designated fund of £140,608 was not required to be used therefore this has been re-designated into the 2023/24 Eric Hallam Service Investment fund plus increasing the other designated funds. A total £243,979 of unrestricted funds were designated to cover planned future expenditure. See note 17 on page 77 for full details of all the designated funds which total £858,768 at 31st March 2021.

The unrestricted surplus for 2020/21 was £315,642 with an increase in free reserves to £875,754 see note 16 (page 76) which is in line with our reserves policy (see page 45)

Reference and Administrative Details

Registered Office: Bradbury House 12 Shakespeare Street Nottingham NG1 4FQ	Telephone 0115 844 0011 (Fax) 0115 841 4460 Email info@ageuknotts.org.uk	Website www.ageuknotts.org.uk Social media @ageuknotts
---	--	---

Registered Charity No: 1067881

A company limited by guarantee – registration number 3455485

Our Advisers

Group auditors

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

Group solicitors

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

Group bankers

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

Honorary Offices

Royal Patron

HRH The Prince of Wales KG KT GCB

President

Commander Peter Moore RD, RNR, DL

Life Vice-Presidents

Nigel Cullen OBE TD DL

Pauleen Davies MBE

Eric Edwards

Joyce Hackett

Sandra Warzynska

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:

Trustees and Directors

Sheila Wright (Chair)	Graham Cox
Terry Brown (Hon. Financial Adviser)	Chris Dorkes (Vice chair)
Brian Burdus	Christina Yardley (until July 2020)

In Attendance

Mick Tinkler – Chief Executive (until September 2020) and Company Secretary (until August 2020)
Michelle Elliott – Assistant Chief Executive (Resources) Joint Chief Executive (from July 2020)
Di Trinder – Joint Chief Executive (from July 2020) and Company Secretary (from October 2020)

Non-Trustee Members

Bryanna Bruce	Peter Moore RD, RNR, DL
John Cockcroft	Marge Morris
Jane Davies	Carole Rowley
Eric Edwards	Nigel Cullen
Janice Fox	Maxine Robinson
Eileen Heppell	Sandra Warzynska
Davy Hudson	Len Simmonds

Finance and Audit Committee

Terry Brown – Trustee and Chair	Mick Tinkler – Chief Executive (until August 2020)
Graham Cox – Trustee	Michelle Elliott – Joint Chief Executive
Chris Dorkes – Trustee	Lesley Fairclough (Finance Manager)

Customer Focus Committee

Len Simmonds – Trustee and Chair
Di Trinder – Assistant Chief Executive (Services) and Quality Lead
Maria Cooke – Communications Director

The George Henry Francis Payling's Charity

Trustees and Directors

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

Subsidiary Companies

Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

Clive Parkin (until January 2021)
Di Trinder (from January 2021)
Maria Cooke (from January 2021)
Michelle Elliot (from January 2021)

Age UK Nottingham & Nottinghamshire Registered Charity No 1067881

AUBD Limited (Age UK Business Directory)

A company limited by shares (Registration Number 06393966)

Board of Directors

Kat Coggan

Andrew Sawford

Mick Tinkler (until August 2021)

Maria Cooke (from August 2020)

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

A company limited by guarantee (Registration Number 11722728)

Board of Directors

Christina Yardley (Chair) (until July 2020)

Peter Anderson

Davy Hudson (until February 2021)

David Ives

Alan Ormston

Alan Stuart

Mick Tinkler (Chair) (until April 2021)

Company Secretary

Mick Tinkler (Until April 2021)

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)					
Kat Coggan Service Leader AUBD					

