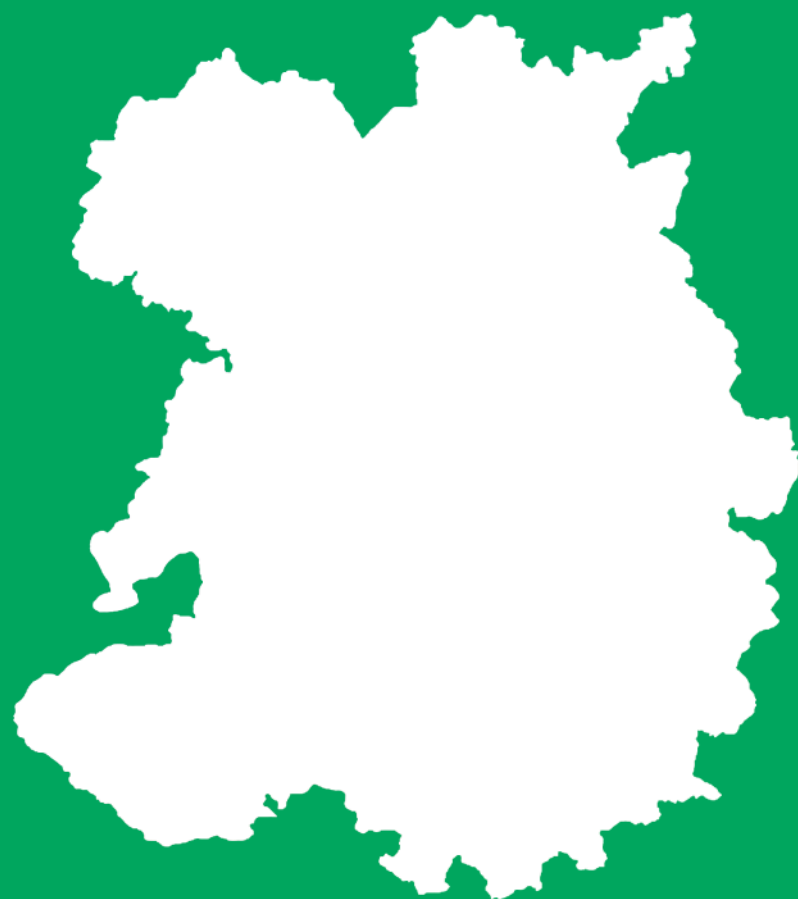


Local Services Local People Local Organisation

Annual report of the Trustees and
Financial Statements year ending
31 March 2016





Contents

Introduction	4
Our aims and objectives	6
Our year in numbers	10
Information and advice	12
Promoting independence	16
Promoting active ageing	20
Volunteering	24
Corporate governance	28
Trustees and Principal Officers	31
Financial summary	32
Auditor's report	36
Financial statements	38
Our offices	47

Introduction

We never cease to be amazed by, and immensely proud of, our incredible organisation. Each year when we come to write this report and take a reflective look back over the previous year we are constantly amazed by what our staff and volunteers have achieved. This year is no exception.

We have continued to support growing numbers of older people across the county in many different ways. All our staff and volunteers strive to support older people in the most holistic way possible, leaving no stone unturned in our quest to do the best we can. Our customer satisfaction returns show that we achieve this most of the time, regularly scoring 98% to 99% satisfaction ratings.

Most important of all we try very hard to always listen to the views of older people, and try to continually improve what we do to meet their needs.

All the hard, and difficult, work that we put in two years ago to bring our budgets back in line has paid off and you will see that we have ended the year with a healthy surplus and have continued to grow. In the current climate this is no mean feat.

Whenever we attend public meetings and groups older people tell us that having access to good quality information and advice to help them get the support and assistance they need is critically important. We were delighted therefore in being successful in tendering to continue, and develop, our information and advice services in Telford. Our information and advice services in Shropshire have also continued to support increasing numbers of people on a whole range of topics.



We have also recruited a new Head of Income Generation who is already having an impact on increasing our unrestricted income. We opened our first furniture shop in Shrewsbury and it has been a great success; we are now planning two more.

We've expanded the number of our Diamond Drop Ins, with the support of the Clinical Commissioning Groups (CCGs), and are considering what else we may be able to do to support people with dementia in the county.

We have also bucked the trend in successfully recruiting to and expanding our volunteer numbers. We have more than double the number of volunteers of any other Age UK in the West Midlands and we may be the largest in the country.

As an organisation it is very much in our ethos to continually try to improve what we do and in the coming year we will continue to review, develop and change our services to meet the changing and growing needs of our older people in the county. This is possible because of the incredible commitment of our trustees, staff and volunteers and we extend our thanks to them all for their fantastic contribution.

Anne Wignall, Chair of Trustee Board &
Heather Osborne, Chief Executive

Our aims and objectives

Age UK Shropshire Telford & Wrekin has a vision of a world where older people flourish. As a local charity our mission is: **‘To work with and for older people to improve the quality of later life’.**

Our mission statement is underpinned by key principles which set out the sort of organisation that we want to be, and which guide our work.

We seek to do this by:

- Enabling older people to maximise their independence; by working with them rather than for them
- Providing an educational role, raising awareness of issues affecting older people
- Campaigning where we feel that older people are being treated unfairly
- Ensuring our services are equitable and accessible to all older people
- Promoting and encouraging positive images of ageing

We have a set of objectives that we use to plan what we want to achieve every year:

Provide flexible, innovative, high quality services which enable and empower older people

This year we have continued to develop our services to meet the needs of local older people. We were successful in our joint tender with partners to continue to provide an Information, Advice & Advocacy service in Telford & Wrekin, including a ‘Supported Guidance’ service.

We have reviewed our Living Well

and Befriending services and will be developing a new service, introducing new opportunities for older people. The Wellbeing & Friendship service will be ‘enabling’, and we aim to provide a more cohesive approach which will offer older people a more personalised set of actions to help alleviate loneliness and isolation.

We have also reviewed the service provided in our OPEL day centres, and the support provided by Age UK Shropshire Telford & Wrekin.

We will be a diverse organisation, meeting the needs of older people from a wide range of communities and backgrounds

We have continued to provide support to the Shropshire Older Peoples Assembly (SOPA) and the Safe Ageing No Discrimination (SAND) group. In January SOPA hosted a Big Conversation event to consult on Shropshire Council’s future services.

We have been able to expand and increase our Diamond Drop In services for people with dementia and their carers in Shropshire and in Telford & Wrekin. We were successful in our bids to both Shropshire and Telford & Wrekin CCGs for additional funding to open new centres, and to provide training on dementia across the organisation.

We will continue to develop the skills and strengths of our volunteers and staff to enable us to support as many older people as possible

All of our services rely on volunteer support and it is important that we continue to attract volunteers, trustees and staff to work in our organisation from all ages and backgrounds. This year there has been a large, 34% increase in the number of new volunteers recruited; 219 volunteers were recruited into 245 different roles, despite an increasingly competitive environment for attracting volunteers. We have also changed and improved the way that criminal convictions are checked, making the whole recruitment process quicker and more effective.

We will work with a range of partners and organisations to ensure that older people's issues are recognised and addressed

Age UK Shropshire Telford & Wrekin is a key member of the Shropshire VCSA and Telford Chief Officers Group, representing older people at Board level and through the Health & Social Care and Information & Advice Forums of Interest. We also represent older people on a number of key groups involving Shropshire Council, Public Health, Safeguarding Adults Board and the two Clinical Commissioning Groups.

We will be recognised as the lead organisation for older people in our communities

We continue to advocate for older people who cannot speak up for themselves, and campaign locally and join in national campaigns on behalf of older people in the county. We also proactively support other older people's organisations in the area. We have continued to support the Shropshire Older Peoples Assembly, and the Senior Citizens' Forums across the county.

We continue to campaign on local issues. We are working with the Voluntary Sector Assembly on a campaign about proposed cuts to preventative services provided by the voluntary sector in Shropshire. We also held a candlelit vigil in the Square in Shrewsbury to raise awareness of excess winter deaths during Cold Homes week in February 2016.

We will be an efficient organisation, seeking every opportunity to increase and diversify our income streams and ensuring our structures are robust

We continue to meet our accreditation to Age UK's Organisational Quality Standards. and have successfully continued our accreditation to ISO 9001 this year across the organisation. This year our Advocacy Service achieved

Age UK Shropshire Telford & Wrekin is a local charity, with **local services to benefit local older people.**

accreditation to the Advocacy Quality Performance Mark.

This year we have again increased the percentage of our funding which comes from other non-statutory sources. In particular, we have increased the amount of donations made to the charity by individuals. Several generous gifts left to the charity in people's wills also significantly increased our fundraising income. We opened our first charity furniture shop in Shrewsbury which has been very successful and has brought in much needed funds.

Our Supporters' Groups in north Shropshire and Shrewsbury have organised a number of well-attended and exciting events throughout the year which have raised thousands of pounds. Their activities have included a wine tasting evening, the Diamond Ball, a Quiz Night, the Sound of Music Sing-a-long and a Dinner Dance. Not only do they raise money but they are excellent community advocates for our work and this was highlighted by the Now You See Me event at Shrewsbury School where young and old came together for an afternoon of entertainment, tea and cake and discovery. They bring together a wide network of people with a rich mix of skills and passions and we are very lucky to have their support.

In order to raise more income from independent sources in 2016/17, we intend to open a further two furniture charity shops around the county, and develop a new Supporters' Group in Telford. We also want to increase the amount raised through donations and legacies and apply for more significant grant funding from trusts and foundations to support our services.

We are members of the Fundraising Standards Board and adhere to their standards in all our fundraising activities.

Marketing the work done by the charity is a key objective for us. We have improved the profile of the charity with local press and radio, continued to improve the look and content of our website and increased our use of social media to promote the work of the charity.

As part of our new strategy our key objectives for 2016/17 are:

- To continue to negotiate with our key funding partners to ensure that we can continue to deliver the services that older people need across the county
- To review all our services and develop a business case for new service delivery areas, responding to the needs of older people
- To mobilise local groups (e.g. Age

Concerns, Shropshire Older Peoples Association, other older people's organisations) to support our campaigning work, particularly the voluntary sector campaign against the proposed cuts to preventative services in Shropshire

- To plan and deliver an Age UK Shropshire Telford & Wrekin conference to raise our profile and awareness of issues that affect older people in the county
- To achieve and maintain relevant quality standards, in particular to achieve accreditation against the new ISO 9001 standard
- To develop a Dementia Policy and action plan to ensure that Age UK Shropshire Telford & Wrekin is a dementia friendly organisation
- To continue to talk to Shropshire Council about how Shropshire could become an 'Age Friendly' county.

But most of all we will strive to do the very best we can to improve the lives of older people in Shropshire and Telford & Wrekin.



WE RAISED AN
ADDITIONAL



MILLION
IN BENEFITS FOR
OLDER PEOPLE

OVER 650
OLDER PEOPLE



ATTENDED EVERY
WEEK AT OUR
40 OPEL
DAY CENTRES

OUR INFORMATION &
ADVICE SERVICE
HELPED



7,400
OLDER PEOPLE

1,060
OLDER PEOPLE



WERE SUPPORTED BY
HELP AT HOME

OVER 420
OLDER PEOPLE



RECEIVED A VISIT
FROM A BEFRIENDER
EVERY WEEK

OUR TELEPHONE
BUDDIES CALLED

100+

SOCIALLY ISOLATED
OLDER PEOPLE
EVERY WEEK



OF OUR
EXPENDITURE
WAS DIRECTLY ON
CHARITABLE
ACTIVITIES

1,900
ATTENDANCES



AT OUR
DIAMOND DROP
IN CENTRES

Information and advice

Age UK Shropshire Telford & Wrekin believes that people in later life should have access to the information and advice they need to enable them to make choices about their lives, and should have enough income to enjoy their later years and participate fully in society.



Information and Advice

This is our busiest service: we offer free information and advice to older people with all manner of queries and problems. The main areas of concern for our clients this year have been around Welfare Benefits, Community Care and Housing.

The service is supported by trained staff and 13 volunteers who assist reception in our Shrewsbury and Telford offices.

Advocacy support and representation

Our Advocacy service provides independent and trustworthy support for older people facing a range of problems, such as difficulties with utility bills, housing issues, consumer issues, funding for care and rights to care, or provide support and representation in times of crisis. Our trained staff are supported by 24 volunteers who can offer support by telephone or in older people's own homes.

We also have a team of volunteer advocates who act as a 'good relative' to older people who are patients at The Redwoods Centre in Shrewsbury.

20,000

enquiries dealt with
at our Shrewsbury
offices

1000

people supported by
our Advocacy service

420

visitors received
supported guidance
at our Telford office
(Nov 15 - Mar 16)



‘Totally supportive of the fact I wanted the best for my mother.’

Parish Links

We have 45 volunteer Parish Links, largely in the more rural areas of Shropshire, who act as links between Age UK Shropshire Telford & Wrekin and older people in their community. Their role is to publicise issues that may be of interest to older people and to offer signposting to our advice and services and to other local services that support older people.

Benefits

Our Benefits service offers advice, provides benefit checks and assists in the completion of benefit claim forms. Our Benefits staff can also support people at appeals. As well as our fully trained staff, 15 trained volunteers support the service, helping older people to fill in benefits application forms in their own homes. Our benefits team raise over £2 million in additional benefits every year, helping older people to remain independently at home.

This year there has been a significant increase in caseload, with waiting lists for benefits forms to be filled in rising. This situation is likely to worsen as alternative sources of free information and support are closing down.

Contact Scheme in Telford & Wrekin

The aim of the Contact Scheme is to reach older people who may feel isolated, lonely or out of touch with their communities, and to ensure that they are given the advice, help and support they need. Our focus is on people with dementia and their carers, and older people from black and minority ethnic communities.

WE HELPED
OVER 820 OLDER
PEOPLE CLAIM
£2.5 MILLION
IN EXTRA BENEFITS



‘Your service is perfect right from first phone call through to the end result. Thank you so much.’

Case study: Advocacy

Arthur and Beryl live in sheltered housing. In 2015 their landlord decided to increase the rent to include a new personal alarm system. Arthur contacted them to say he did not want the new system. The landlord fitted the personal alarm anyway and charged the new rent amount.

When Arthur objected his rent was reverted back to the original fixed amount. However, despite repeated requests the housing association did not credit him with £100 he had been overcharged.

Arthur contacted us and we allocated a volunteer advocate to assist him. A letter of complaint was drafted by our advocate, and approved by our client.

Two weeks later, a very happy Arthur rang our office to say he had received a letter from his housing association agreeing the money they owed him would be refunded, in the way that he requested.

‘No one took any notice of me and just one letter from my advocate and it was all sorted out.’

Case study: Benefits

Gwen is 94 and lives alone in a housing association bungalow. She has six children but only one who lives nearby. Her husband died many years ago.

Gwen was upset that she could no longer keep her house as she liked it and wanted to employ a cleaner. Also, her housing association had installed a new heating system which they said would be cheaper but Gwen was finding more expensive.

Gwen was referred to our Benefits service who helped her apply for Attendance Allowance, as her physical health was deteriorating and she was starting to have problems with memory loss.

Gwen’s claim was successful and she became eligible for Pension Credit, full Housing Benefit and Council Tax Support. These benefits significantly increased her income.

As a result of receiving the extra income, Gwen was able to pay her heating bills without having to worry about where the money was going to come from and to pay for a cleaner. Gwen said ‘Thank you, at least I’ll be able to pay for my heating now.’

Promoting independence

Age UK Shropshire Telford & Wrekin's vision is for all older people to be able to access the help they need to stay well and independent and to live in suitable housing, in age-friendly neighbourhoods, for as long as they want.



Help at Home

This chargeable service offers older people practical support in their home on a weekly or fortnightly basis. This could be shopping, cleaning, laundry, ironing, gardening, collecting prescriptions, dog-walking, or support with hobbies.

Blue Badge Scheme

We help older people to apply for a Blue Badge to enable them to have access to the services and amenities that they require. Two Advocacy volunteers support older people to fill in Blue Badge application forms, often in their own homes.

OPEL Day Centres

Our 40 OPEL (Older People Enjoying Life) day centres around Shropshire and Telford & Wrekin are all run by volunteers. The centres provide social contact for more isolated older people, and provide transport, a hot meal, activities, support and companionship, all at a low cost.

Problems with council transport to the Telford day centres affected the number of older people able to attend this year. We are working to resolve this issue.

80,000

hours of service
supplied by our Help
at Home workers

650

OPEL day centre
members across the
county

230

supported Blue
Badge applications



‘I felt that this was the most constructive support I have received from any agency.’

Diamond Drop In Centres

Based in Shrewsbury, Oswestry and Telford, our centres provide a regular get-together for people with dementia and memory difficulties, their families, carers and friends. They provide social contact, emotional support and useful information in a welcoming, safe environment.

North and South Shropshire inter-disciplinary teams

Our staff are valued members of three inter-disciplinary teams in Shropshire. Supported by volunteers, they provide short term assistance to prevent hospital admission, and help older people to be independent when coming out of hospital, or following an illness.

Care Navigators / Community & Care Co-ordinators

Our staff work in GP surgeries across the county, supporting older people to remain independent in their communities and prevent avoidable hospital admissions.

Products and services

We offer travel, home and car insurance specially developed for older people. We also sell aids and products that help people to live independently, and funeral plans. The commission from our sales goes to support our charitable work with older people, particularly our Information and Advice service and minibuses for Telford.

During 2015 the Trading team moved to the Riverside Mall which proved to be very successful, allowing them to demonstrate Age UK products such as the mobility scooter.

Age UK Home, Car and Travel Insurance are provided by Ageas Insurance Limited. Age UK Personal Alarms are provided by Aid-Call Limited.

OUR CARE
NAVIGATORS
ASSISTED **437**
OLDER PEOPLE
IN GP SURGERIES



‘I find my Help at Home very, very kind and helpful. Thank you.’

Case study: Diamond Drop In

Audrey is the main carer for her husband Brian, who was diagnosed with Alzheimer’s disease six months ago. The Shropshire Memory Service referred the couple to us for places at a Diamond Drop In Centre.

Our Diamond Drop Ins provide regular, high quality support and information for carers as well as the opportunity to get to know other carers and share experiences in a relaxed and friendly environment.

After Audrey and Brian had been to the Diamond Drop In a few times it became clear that Audrey was really struggling with her caring role: the change in her husband’s personality was very difficult to come to terms with and she was at breaking point.

We gave Audrey information about services that could help her and set up one to one support for Brian to help him engage with the other members and activities, giving Audrey some much needed space.

With the increased support in place, Audrey gained confidence and is now able to cope better with the changes to both of their lives.

‘The Drop In is a huge help and it makes me feel so much better as a carer knowing that there is something for me.’

Case study: OPEL Day Centre

Frances lives alone after her husband died two years ago. She was very upset, grieving not only the loss of her husband but also that she had never had children and now had no living relatives.

Frances also had no contact with her neighbours as they worked during the day, so she felt very socially isolated.

Frances called us for a chat and it was agreed she would try attending one of our OPEL day centres.

Initially Frances was anxious about joining the day centre as she’d always had her husband by her side, and she was finding adjusting to life without him very difficult.

Now Frances regularly attends her local day centre. She has made a couple of really good friends there and she keeps in touch with them during the week, joins them regularly for days out and has even been on holiday with them.

Frances realised what she’d been missing and how much she now enjoys and appreciates her time at the day centre and how nice all the volunteers and members are.

Promoting active ageing

Age UK Shropshire Telford & Wrekin's vision is for all older people to have the opportunity and support to live healthy and happy lives through equal access to appropriate prevention services.



Living Well

Ever increasing numbers of older people are attending an expanding range of activities across the whole county. In Shropshire there were 4,175 attendances this year compared with 3,400 last year. Telford is now seeing an expanding range of new activities including IT, crafts, dance and new lunch clubs.

We are now finalising the planning for a new approach to wellbeing and friendship services.

We want to develop an individualised approach to wellbeing and reducing isolation and loneliness. This will include identifying the things that are important to older people that will keep them independent in later life and then supporting access to them.

We will provide access to as wide a range of activities as possible. Some of these will be provided by ourselves, others by partner organisations. Some will be developed in response to identified unmet need.

1170

attendances at our
Shrewsbury Walking
Football Club

500

socially isolated
people supported by
our befrienders

460

attendances at our
EXTEND sessions



‘Everyone is so happy to see each other weekly and my arthritis feels better when I get home.’

Befriending and Telephone Buddies

We recruit and support volunteers to visit socially isolated older people in their homes on a regular basis. Volunteers can offer a listening ear, share in activities and hobbies, and give information about other services that are available.

Telephone Buddies offer support and social interaction by providing a regular, friendly telephone call to an older person who appreciates a friendly chat.

Llandudno Holiday

Our holiday is for older people who are unable to go away independently. Around 100 older people are supported by a team of volunteers for one week every July in Llandudno. Transport is provided and there are trips out every day.

Pub Lunch Clubs

Pub Lunch Clubs meet monthly and provide a social occasion and a meal in a local pub. There are around 50 clubs and they are especially valued in rural areas, giving older people the opportunity to get out and socialise in areas where there are often few services for them.

OVER 570
ATTENDANCES
AT OUR **ZUMBA**
GOLD SESSIONS



‘Every day was such a pleasure, full of friendship and interesting visits, all made possible by your care and kindness to everyone.’

Case study: Telephone Buddy

Percy is 92 years old and is house bound in a very rural and isolated part of Shropshire. He was referred to us in 2014 by a member of our staff working in the health team in the north of the county.

To alleviate his loneliness, Percy agreed to have support from our Telephone Buddy service by way of regular social phone calls.

Our Telephone Buddy volunteers offer a confidential, caring and empathetic approach and each volunteer is able to give Percy the time and space to have a friendly chat.

The weekly phone call is really important to Percy, as although he sees family who help with practical tasks, it allows him to talk to other people about his past life and his existing life. The volunteers give Percy the opportunity to share the highs and lows of daily existence. He is always appreciative of the call and our volunteers feel privileged to know him.

Often our clients tell us that the Telephone Buddy service gives them something to look forward to during the week. One recently said, ‘I no longer feel so lonely and enjoy the laughs we all have together.’

Case study: Living Well

June is a member of our Stitch & Mix craft group which meets weekly at a café in the centre of Shrewsbury.

June found out about Stitch & Mix when she was in the café with a friend and saw a flyer advertising the new group.

She had always loved dancing, attending regular classes and performing in shows but June had to give up for health reasons. Missing the company of the other dancers she started looking for a new group to share her other interests: sewing and knitting.

June tried various groups but did not feel as comfortable as she did when she first joined Stitch & Mix. ‘From the first day everybody was so friendly and made me feel very welcome.’

Being a member of the group has given June more confidence and she has formed new friendships within the group. ‘We are all so different but get on so well, I would miss them all if they stopped coming’.

Volunteering

Age UK Shropshire Telford & Wrekin's volunteers are its lifeblood and without them we would not be able to deliver the support and services we offer to local older people. We have over 800 volunteers who give their time to support older people around the county in a variety of roles.



Volunteering and Volunteer Recruitment

In order to be able to deliver our services we have around 800 volunteers who carry out a wide variety of roles for us and some carry out more than one role. Using Age UK's valuation of the work of volunteers at £11.60 per hour, this equates to over £1.25million worth of volunteering in 2015/16.

Our volunteers' contribution is vital. They organise and run our OPEL day centres and Diamond Drop Ins. They support clients to complete application forms and resolve problems. They organise Pub Lunch Clubs and a holiday to Llandudno for people who otherwise would not be able to get away. They support the running of our offices, they raise money to help us deliver our services and they are even responsible for the overall direction of our organisation: our Trustees are volunteers too.

Our Volunteer Recruitment team had a very successful year, with 219 volunteers recruited into 245 roles. There has been a 60% increase in interest expressed in Shropshire (415 compared with 259 in 2014/15). Conversion rates have increased, to around 44% in 2015/16.

219
new volunteers
recruited

£1.25m
value of our
volunteers'
contribution in
2015/16

280
befriending
volunteers
supporting socially
isolated older people



‘Volunteering has provided me with opportunities to use my practical and creative skills and abilities.’

With the opening of our new charity shop in Shrewsbury we have successfully recruited a team of volunteers to support the shop as retail assistants, van drivers and helpers.

We have been able to recruit more volunteers to befriend older people, as we have focussed on our need for more volunteer befrienders to reduce our waiting lists. This focus was given a boost by the very successful advertising campaigns promoted by Age UK and John Lewis over the Christmas period.

There remain some challenges in certain areas, for example we often find it more difficult to find befrienders in the more rural areas of the county.

We aim to celebrate the work that our volunteers carry out to support the charity. We hold a Christmas event especially for our volunteers at the Shrewsbury Football Ground every year and a series of coffee mornings around the county to bring our volunteers together. We also aim to involve them in any special events that are taking place, such as our 65th birthday celebrations, which occurred in November 2015.

20,700

VOLUNTEER HOURS SPENT
BEFRIENDING
OLDER PEOPLE



‘I really look forward to seeing all these people each week. Without exception all the clients and volunteers I meet have been lovely.’

Case study: Volunteering

Stephen started volunteering about six months after he finished work. It was a way to get out of the house and to meet people and he wanted to feel useful again. ‘I used to be a teacher so this is quite a change.’

One day a week Stephen drives the van for our Shrewsbury furniture shop, making collections and deliveries. ‘In the shop and on the van there is a great spirit of camaraderie and I enjoy the banter with the others.’

Stephen also drives a minibus taking members to and from one of our day centres. ‘I really look forward to seeing all these people each week. Without exception all the clients and volunteers I meet have been lovely. I have my favourites of course, but they’re all so nice it’s easy to make them all feel special.’

An unexpected benefit of volunteering for Stephen was that he got to hear about our Shrewsbury Walking Football Club. ‘I now go every week without fail. I haven’t played football for about 15 years and although it gives me more aches and pains than I thought possible there is nothing that would make me give it up now.’

Case study: Volunteering

Barbara has a background in care for older people. She was happy to support Doreen, a lady with early stage dementia living alone in a rural area, because Barbara had the necessary experience in giving appropriate support.

Doreen and Barbara struck up a good rapport and visits became a weekly occurrence. Time was spent doing jigsaws together, reminiscing and catching up on news.

As time went on, Doreen’s dementia became worse. During one visit, Barbara found smoke coming from the oven. She turned off the oven, opened all windows and reported the matter to us and Doreen’s relatives.

We liaised with the fire service who conducted a fire safety review of Doreen’s property. We also gave guidance to Doreen’s family on the way forward.

Doreen moved to a nursing home where Barbara continued to visit her while she settled in. Doreen’s family were really grateful to Barbara for dealing with the emergency and also for her enduring patience and kindness towards Doreen, who had looked forward to and appreciated her visits so much.

Corporate governance

How we are run

Age UK Shropshire Telford & Wrekin is a charity constituted as a company limited by guarantee (registered charity number is 1090445, registered company number is 04292896).

Age UK Shropshire Telford & Wrekin is a brand partner of Age UK, which was formed by the merger of Age Concern England and Help the Aged in 2009. The national charity supports Age UK Shropshire Telford & Wrekin through its marketing and campaigning activities, and offers advice and support, including information and advice resources.

Age UK Shropshire Telford & Wrekin is run by a Board which consists of eleven elected Trustees with one vacancy. Trustees are elected by the members at the Annual General Meeting for a period of four years and retire in rotation as specified by the Memorandum & Articles of Association.

This year Trustees have reviewed the terms of reference for the Board and all of the committees. Officers of the Board consist of a President, Chair, Deputy Chairs and Treasurer. Co-optees are voted on by the Trustees' Board throughout the year. In addition to the above we have the honorary position of Life Vice President awarded in a non-voting

capacity to past Trustees.

The Board meets four times each year. There are three formal committees: Finance & Audit, Services and Income & Communications. Each committee is chaired by a Trustee who reports directly to the full Board of Trustees at quarterly meetings.

Members consist of 78 individuals or organisations all with a special interest in the quality of life of older people. There is no membership fee. Members guarantee to contribute an amount not exceeding £1 to the assets of the Company in the event of winding up.

Trustees serve Age UK Shropshire Telford & Wrekin as volunteers and receive no payment for their work. They come from a variety of backgrounds and bring varied skills and experience to the Board. This includes understanding the needs of older people, plus essential business and management expertise. The Trustees have ultimate responsibility for directing the affairs of the charity and ensuring that it is solvent, well run, delivering public benefit and meeting the charitable outcomes for which it has been established. Day to day operational decisions are taken by the Chief Executive and the staff of the organisation, within the delegated authority conferred by the

Board.

In setting plans and priorities for areas of work, the Trustees of Age UK Shropshire Telford & Wrekin have had due regard to the guidance from the Charity Commission on the provision of public benefit. Charities are required to examine their objects and activities to ensure that they meet the Public Benefit requirement and that their activities demonstrate and can measure how they have done this. The Trustees are satisfied that within the constraints of our Memorandum and Articles of Association and limits of our finances we have fulfilled this obligation.

Our objects are set out in our Articles of Association. Essentially, they are to assist older people who live in Shropshire and Telford & Wrekin who are in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage.

Our key activities are also set out in the Articles. They are:

a) to encourage, promote and organise direct services appropriate to the needs of individual older people or groups of older people and if thought fit to make reasonable charges for any services provided hereunder.

b) to promote and organise co-operation in the achievement of the



objects and to that end to support, join in with and co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the objects or of similar charitable purposes and to exchange information and advice with them.

c) to establish, support, undertake or execute any charitable trusts, organisations or institutions formed for all or any of the objects.

d) to establish or acquire subsidiary companies to assist or act as agents for the charity.

e) to promote and carry out, or assist in promoting and carrying out, surveys, investigations and research.

f) to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.

Trustees are recruited and appointed to the Board by the members for their background, expertise and commitment. An induction process is in place for all new Trustees and further induction and training on the wider aspects of the organisation is offered on a regular basis to staff and Trustees. In addition, Trustees are invited to become members of the Community Council of Shropshire Charity Trustee Network which offers regular training on new legislation and its possible impact.

Risk assessment

It is the policy of Age UK Shropshire Telford & Wrekin that Trustees regularly review all risks faced by the charity. This is an on-going process which commences with the Finance & Audit Committee. The risks are graded by impact and likelihood; policies and systems have been established to mitigate or lessen any identified major risk. These are reviewed by the Trustee Board on a regular basis.



Trustees & principal officers

President Margaret Lewis
Chair Anne Wignall
Deputy Chairs Sue Robson
David Bell

Treasurer Mike Magill
Committee Margaret Beckett
Richard Chanter
Mike Davis
Sal Hampson
Peter Cates

Vice Presidents Christine Greenhalgh
John Greenhalgh

David Clegg resigned 8 October 2015.

Principal Officers

Chief Executive Heather Osborne

Deputy Chief Executive Hilary Knight

Director of Finance Gina Spencer

Director of Operations Kevin Moore

Patron

Sir Algernon Heber-Percy KCVO,
Her Majesty's Lord-Lieutenant of
Shropshire

Professional Advisors

Bankers

Barclays Bank plc, Shrewsbury

Auditors

Dyke Yaxley Limited, Shrewsbury

Solicitors

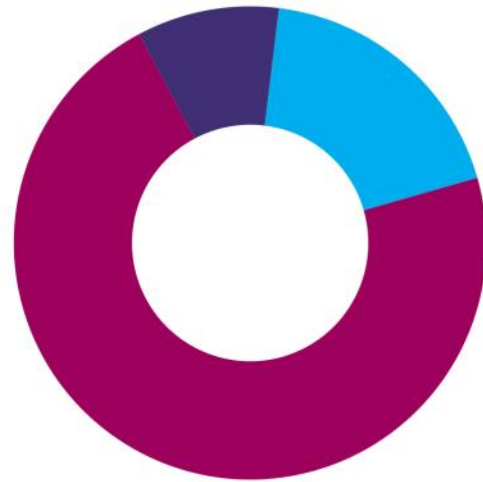
Wace Morgan, Shrewsbury

Financial summary

Total Incoming Resources £2,312,047 *

- Voluntary Income £432,477 (18%)
- Income from Charitable Activities £1,664,928 (72%)
- Activities for Generating Funds £226,089 (10%)

* Includes Loss on Investment £11,447



After a financially challenging year in 2014/15, this year has seen a change for the better having achieved a surplus of £110,152.

This has been due to the commitment and determination of our employees, volunteers and supporters alike to ensure that we, as an organisation, continue to thrive and fulfil our objectives of assisting and enabling older people in the community.

The need to use reserves to support committed routine expenditure, necessary in previous years, has reduced significantly and we have been able to designate increased reserves for a number of eventualities.

Investments

Our investments made a loss of £11,447 (£25,355 gain 2014/15), which is reflective of the current state of the market.

The Numbers

Our net income increased by

£259,075 to £2,312,047 (£2,078,327 including gain in 2014/15), due, in part, to the successful implementation of our Income Generation Strategy which is now 'full steam ahead'.

We were gifted two minibuses along with £22,651 following the closure of Age Concern Wrekin. The buses continue to be used for the OPEL Centres in Telford, and we have set up a designated reserve fund to purchase future replacement buses.

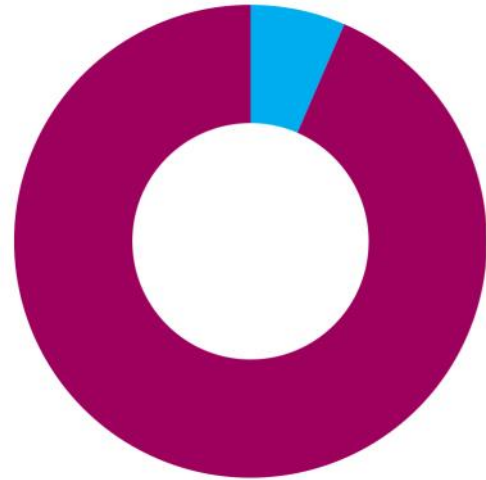
Overall expenditure decreased by 1% to £2,201,895 (£2,219,493 in 2014/15) following sustained efforts to improve efficiency and cut waste.

LGPS Pension Liability

An actuarial valuation will be performed in 2016/17 on the Shropshire County Pension Fund where we have an ongoing liability in respect of a number of existing pensioners and a small number of contributing employees. It is expected that the valuation will increase our annual deficit

Total Expenditure £2,201,895

- Costs of Generating Funds / Trading £143,109 (6%)
- Charitable Activities £2,058,786 (94%)



contribution currently set at £23,800. We are aware this is a national issue affecting the VCS and believe the Government is considering it.

Looking ahead to 2016/17

Looking to the future, the uncertain economic climate resulting from Brexit requires us to review our strategy for the investment of surplus funds and longer term savings.

We will be launching our trading subsidiary Age UK STW Trading Ltd in 2016/17 which will enable our Insurance and Affinity products to be managed in a separate company and result in a move to consolidated group accounts for 2016/17.

As a result of the diversification and improved sustainability of our sources of income we will need to register for VAT during the coming year and provide the increased administrative support required to comply with the VAT rules and regulations. Our priority financially is continued

sustainability in an uncertain period for securing long-term grant funding from the public sector.

Auditors

A resolution will be proposed at the Annual General Meeting that Dyke Yaxley Limited be re-appointed as auditors for the ensuing year.

Trustees' Responsibilities

Company law requires the Trustees to prepare Financial Statements for each financial year, which give a true and fair view of the state of affairs of the Charitable Company as at the Balance Sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these Financial Statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the charities SORP
- Make judgments and estimates that are reasonable and prudent;

- State whether applicable UK accounting standards and statements of recommended practice have been followed subject to any material departures disclosed and explained in the Financial Statements; and
- Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the Financial Statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure

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

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- the Trustees, having made enquiries of fellow directors and the group's auditor that they ought to have

individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees on 13 September 2016 and signed on their behalf by:

Anne Wignall

Anne Wignall
Chair of Trustee Board

A full set of accounts can be obtained from:
Gina Spencer, Director of Finance
t 01743 233 123
e gina.spencer@ageukstw.org.uk

Thanks to all our funders and donors

Shropshire Council
Telford & Wrekin Council
Age UK
South Staffordshire & Shropshire Healthcare NHS Foundation Trust
The Lady Forester Trust
Shropshire CCG
Telford & Wrekin CCG
Citizens Advice Service
Lichfield Diocesan Board
Millichope Foundation
North Shropshire Supporters Group



Shrewsbury Supporters Group
Shawbury & Mid Shropshire Rotary
Green Hall Foundation
Rotary Club of Oswestry
W G Edwards Charitable Foundation
The Albert Hunt Trust
Age Concern Wrekin
Age Concern Whitchurch
David Stacey
Ellesmere College
Shropshire Reminiscence
Mid Shropshire Vintage Club
Saint-Gobain Consultancy Ltd
Aico Ltd
Charities Trust (Aviva C'mty Fund)
Lillie C Johnson Trust
Marks & Spencers Oswestry
Mr R E Bensted-Smith
Mr & Mrs C Downward

Various Parish Councils, the schools who participated in our Wear it Woolly Day and all the Women's Institute groups, churches, and voluntary groups.

A special acknowledgement and appreciation to our colleague Jamie Sterry who participated in the London Marathon 2015 and the many individual donors of whom there are too many to name. This includes donors of money and also those who have kindly donated their time and energy to our cause.

Auditor's Report

Independent Auditor's Report to the Members of Age UK Shropshire Telford & Wrekin

We have audited the financial statements of Age UK Shropshire Telford & Wrekin for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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.

Respective Responsibilities of Trustees and Auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of

the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify

any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

Opinion on Financial Statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006

Opinion on Other Matter Prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report (which incorporates the strategic report and directors' report required by company law) for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are Required to Report by Exception

We have nothing to report in respect

of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- 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.



Mrs Catherine Helen Thomas
Senior Statutory Auditor
For and on behalf of Dyke Yaxley
Limited
Chartered Accountants
Statutory Auditor

1 Brassey Road
Old Potts Way
Shrewsbury

Dated 14 September 2016

AGE UK SHROPSHIRE TELFORD & WREKIN

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2016

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
Income					
<u>Income from Donations</u>					
Statutory Authority Grants			177,303	177,303	215,870
Other Grants		24,105		24,105	32,196
Donations and Gifts		137,922	24,249	162,171	57,004
Legacies		68,898		68,898	20,158
<u>Income from charitable activities</u>					
Project Grants		556,772	358,812	915,584	865,930
Client Fees (Living Well, Diamond Dementia & Help @ Home)		731,545	17,799	749,344	686,021
<u>Income from other trading activities</u>					
Sale of Goods		43,375		43,375	
Fundraising and Events					4,770
Trading Commission		110,411		110,411	120,271
Other Commissions and Income		17,665	39,335	57,000	34,929
<u>Investment income</u>	12	15,303		15,303	15,823
Total Incoming Resources	8	1,705,996	617,498	2,323,494	2,052,972
Expenditure					
<u>Costs of raising funds</u>					
Costs of generating voluntary income					
Fundraising trading: costs of Trading	2	143,109		143,109	95,348
<u>Expenditure on charitable activities</u>					
Charitable activities		1,417,775	641,011	2,058,786	2,124,145
Total expenditure	2	1,560,884	641,011	2,201,895	2,219,493
Gross transfers between funds	8	(22,835)	22,835		
Net income/(expenditure) before other recognised gains and losses		122,277	(678)	121,599	(166,521)
Gains / (losses) on investment assets	4	(11,447)		(11,447)	25,355
Net movement in funds		110,830	(678)	110,152	(141,166)
Total funds brought forward	8	435,458	249,021	684,479	825,645
Total funds carried forward	8	546,288	248,343	794,631	684,479

The statement of financial activities includes all gains and losses recognised in the year.

AGE UK SHROPSHIRE TELFORD & WREKIN

BALANCE SHEET AS AT 31 MARCH 2016

	NOTES	£	2016 £	£	2015 £
<u>FIXED ASSETS</u>					
Tangible Assets	3		54,761		16,875
Investments	4		281,314		292,761
			<hr/>		<hr/>
			336,075		309,636
<u>CURRENT ASSETS</u>					
Stocks		6,242			
Debtors	5	55,820		42,250	
Short Term Deposits		579,555		537,276	
Cash at Bank and in Hand		1,186		1,186	
			<hr/>	<hr/>	
		642,803		580,712	
<u>CREDITORS</u> Amounts Falling Due Within					
One Year	6	<hr/>	184,247	<hr/>	205,869
<u>NET CURRENT ASSETS</u>					
	9		458,556		374,843
<u>TOTAL ASSETS LESS CURRENT LIABILITIES</u>					
			<hr/>		<hr/>
			794,631		684,479
<u>Provisions for Liabilities and charges</u>					
	7		-		-
<u>NET ASSETS</u>					
			<hr/>		<hr/>
			794,631		684,479
<u>REPRESENTED BY:-</u>					
<u>FUNDS</u>					
Designated Funds	8		546,288		435,458
Unrestricted Funds	8		-		-
			<hr/>		<hr/>
Total Unrestricted Funds			546,288		435,458
Restricted Funds	8		248,343		249,021
			<hr/>		<hr/>
<u>Total Funds</u>			<hr/>		<hr/>
			794,631		684,479

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The Financial Statements on pages 38 to 46 were approved by the Board of Trustees on 13 September 2016 and signed on their behalf by :-

Anne Wignall

Mrs Anne Wignall
Chair

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

1 ACCOUNTING POLICIES

a Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards for Smaller Entities published on 16/07/14, the financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value, as modified by the inclusion of fixed asset investments at market value.

b Income recognition policies

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds:
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity:
- there is sufficient certainty that receipt of the income is considered probable: and
- the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of:

- the date on which the charity is aware that probate has been granted:
- the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made: or
- when a distribution is received by the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

c Donated services and facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

d Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are received.

e Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

1 ACCOUNTING POLICIES (CONTINUED)

- f Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- g Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- h Staff costs are allocated to activities on the basis of time spent on those activities.
- i Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- j Costs of generating funds include the employee costs of the Head of Income Generation, Fundraising Assistant and the Trading Services Officers as well as the direct costs of staging events, volunteers expenses, purchase of goods for sale and an allocation of overheads.
- k Governance costs include the costs of governance arrangements which relate to the general running of the charity as opposed to the direct management functions inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows the charity to operate and to generate the information required for public accountability. They include the strategic planning processes that contribute to future development of the charity.
- l Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following rates:
- | | |
|------------------------|-----------------------|
| Furniture and Fittings | 33 % straight line |
| Office Equipment | 33 % straight line |
| Motor Vehicles | 25 % reducing balance |
- m Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.
- n Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised on receipt at fair value which is the amount the charity would have been willing to pay for the items on an open market.
- o Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.
- p Cash at bank and cash in hand 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.
- q Creditors and provisions are recognised where the charity 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 and provisions are normally recognised at their settlement amount after allowing for any trade discount due.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016 CONTINUED

2 TOTAL EXPENDITURE

	Staff Costs (note 11)	Travel	Grants	Premises Costs	Support costs	Other	Governance	Total	2015
Restricted Funds									
Advocacy Service Shropshire	34,481	5,037		2,695	4,474	1,508		48,195	50,470
Advocacy Service Telford	10,267	129		1,181	1,598	627		13,802	13,751
Information and Advice Shrewsbury	24,786	1,126		1,368	2,557	1,738		31,575	27,721
Living Well Project Shrewsbury	23,956	146		7,345	2,557	2,188		36,192	41,431
Service Development Officer Shrewsbury	37,919	27,641	8,919	4,443	3,835	10,874		93,631	142,308
Roy Fletcher Day Centres the Future	9,606	289		1,300	1,600	986		13,781	13,319
Volunteers in Place Project	22,966	1,101		3,388	3,196	2,337		32,988	25,318
Benefits Advice Telford	3,897	28		1,054	639	1,191		6,809	7,068
Intergenerational Project	1,992							1,992	11,222
Living Well Project Telford	11,675	373		1,412	1,598	2,852		17,910	28,773
Service Development Officer Telford	19,538	1,307	6,000	1,425	3,916	1,587		33,773	47,418
Information and Advice Telford	4,686			823	1,620	2,216		9,345	13,370
Advice and Supported Guidance Telford	12,304	175		265	2,822	3,424		18,990	
Befriending Telford	19,321	6,287		1,369	2,557	1,056		30,590	24,045
Dementia Telford	3,744	432		1,276	1,731	895		8,078	
Neighbourhood Contact (Telford)	15,112	417		1,091	1,620	850		19,090	29,418
Home from Hospital South Shropshire	26,764	683		519	3,515	2,005		33,486	34,833
Community Care Co-ordinators	12,538			1,321	1,918	1,025		16,802	13,925
Community Navigator (Telford)	36,331	3,034	25,000	924	6,392	981		72,662	56,241
NESIT Project	22,952	1,528		100	3,196	1,179		28,955	25,739
Diamond Dementia	20,908	2,217		1,500	1,932	3,100		29,657	22,026
Dementia Befriending									6,369
Llandudno Holiday		37,333		50	1,000	3,704		42,087	40,863
Philpott Fund - Monkmoor									8,310
Surviving Winter			621					621	2,076
	<u>375,743</u>	<u>89,283</u>	<u>40,540</u>	<u>34,849</u>	<u>54,273</u>	<u>46,323</u>		<u>641,011</u>	<u>686,014</u>
Unrestricted Funds									
Designated funds									
Income Development Project	29,565	307			3,835	1,312		35,019	30,683
Living Well Activities Shrewsbury	10,000							10,000	
Total Designated funds	<u>39,565</u>	<u>307</u>			<u>3,835</u>	<u>1,312</u>		<u>45,019</u>	<u>30,683</u>
Material funds									
Charity Shop	11,554	973		11,129	3,816	18,460		45,932	
Help @ Home Project	986,762	114,074		21,561	86,889	47,584	1,480	1,258,350	1,218,253
	<u>998,316</u>	<u>115,047</u>		<u>32,690</u>	<u>90,705</u>	<u>66,044</u>	<u>1,480</u>	<u>1,304,282</u>	<u>1,218,253</u>
General Purpose funds									
	255,472	5,138		59,214	(148,813)	33,651	6,921	211,583	284,543
	<u>1,293,353</u>	<u>120,492</u>		<u>91,904</u>	<u>(54,273)</u>	<u>101,007</u>	<u>8,401</u>	<u>1,560,884</u>	<u>1,533,479</u>
2016	<u>1,669,096</u>	<u>209,775</u>	<u>40,540</u>	<u>126,753</u>		<u>147,330</u>	<u>8,401</u>	<u>2,201,895</u>	<u>2,219,493</u>
2015	<u>1,700,564</u>	<u>225,508</u>	<u>30,675</u>	<u>102,506</u>		<u>152,215</u>	<u>8,025</u>	<u>2,219,493</u>	

The above figures include the following:

	Staff Costs	Travel	Grants	Premises Costs	Support costs	Other	Governance	Total	2015
Costs of raising funds									
Fundraising and Events	81,376	2,320		20,100	14,682	24,631		143,109	95,348
		<u>2016</u>		<u>2015</u>					
		£		£					
Total expenditure includes:									
Audit fees		7,200		6,000					
Depreciation on tangible fixed assets		20,658		5,625					
Operating lease costs		<u>50,575</u>		<u>51,655</u>					
		<u>2016</u>		<u>2015</u>					
		£		£					
Governance cost									
Travel		1,106		1,371					
Audit		7,200		6,000					
Other		95		654					
		<u>8,401</u>		<u>8,025</u>					

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016 CONTINUED

3 TANGIBLE FIXED ASSETS

	Office Equipment £	Furniture and Fixtures £	Motor Vehicles £	Total £
Cost				
As at 1 April 2015	90,041	18,268	30,000	138,309
Additions	22,544		36,000	58,544
Disposals				
As at 31 March 2016	<u>112,585</u>	<u>18,268</u>	<u>66,000</u>	<u>196,853</u>
Depreciation				
As at 1 April 2015	90,041	18,268	13,125	121,434
Depreciation for Year	7,439		13,219	20,658
Disposals				
As at 31 March 2016	<u>97,480</u>	<u>18,268</u>	<u>26,344</u>	<u>142,092</u>
Net Book Value at 31 March 2016	<u>15,105</u>		<u>39,656</u>	<u>54,761</u>
Net Book Value at 31 March 2015			<u>16,875</u>	<u>16,875</u>

4 FIXED ASSET INVESTMENTS

Quoted Investments:-	2016 £	2015 £
Market Value at 1 April 2015	292,761	267,406
Increase (decrease) in market value	(11,447)	25,355
Market Value as at 31 March 2016	<u>281,314</u>	<u>292,761</u>
Investments at cost	<u>244,000</u>	<u>244,000</u>

Unlisted Investments:-

	2016 £	2015 £
Age UK STW Trading Ltd	<u>1</u>	<u>-</u>

The charity holds more than 20% of the share capital of the following companies:

Company

Subsidiary undertakings	Country of registration or incorporation	Class	Shares held %
Age UK STW Trading Ltd	England and Wales	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

	Principal activity	Capital and reserves 2016	Profit/ (loss) for the year 2016
Age UK STW Trading Ltd	Dormant	<u>1</u>	<u>-</u>

5 DEBTORS

	2016 £	2015 £
Help @ Home Client Fees Outstanding	5,465	8,957
Other Debtors	<u>50,355</u>	<u>33,293</u>
	<u>55,820</u>	<u>42,250</u>

6 CREDITORS (Amounts Falling Due Within One Year)

	2016 £	2015 £
Trade creditors	11,307	20,340
Staff Costs	80,043	94,259
Other Creditors and Accruals	32,297	28,541
Deferred Grant Income	60,600	62,729
	<u>184,247</u>	<u>205,869</u>

7 PROVISIONS FOR LIABILITIES AND CHARGES

	2016 £	2015 £
Deficit on defined benefit pension scheme		
As at 1 April 2015		
Actuarial deficit for 2015/16	23,800	23,800
Special contributions paid in year	<u>(23,800)</u>	<u>(23,800)</u>
As at 31 March 2016	<u>-</u>	<u>-</u>

An actuarial valuation was carried out in 2013. This set the employer annual contributions at 24.3% of salary, plus an annual deficit contribution of £23,800

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016 CONTINUED

8 FUNDS

	Balance 01.04.15	Incoming Resources	Outgoing Resources	Transfers	Gains & losses	Balance 31.03.16
	£	£	£	£	£	£
Restricted Funds						
Advocacy Service Shropshire		45,196	48,195	2,999		
Advocacy Service Telford	7,498	5,532	13,802	772		
Information and Advice Shropshire	14,056	31,960	31,575			14,441
Living Well Project Shropshire		15,453	36,192	45,739		25,000
Service Development Officer Shropshire	19,950	125,964	93,631	(38,047)		14,236
Roy Fletcher Day Centres the Future	734		13,781	13,047		
Volunteers in Place Project	16,347	25,039	32,988			8,398
Benefits Advice Telford	281	5,488	6,809	1,040		
Intergenerational Project	404		1,992	1,588		
Living Well Project Telford	7,845	11,738	17,910	4,300		5,973
Service Development Officer Telford		38,850	33,773			5,077
Information and Advice Telford	19,494	7,492	9,345	(17,641)		
Advice & Supported Guidance Telford		28,960	18,990			9,970
Befriending Telford	4,911	19,876	30,590	8,168		2,365
Dementia Telford	4,430	12,000	8,078	(4,430)		3,922
Neighbourhood Contact (Telford)	13,809	23,635	19,090			18,354
Home from Hospital South Shropshire	1,363	35,552	33,486			3,429
Community Care Co-ordinators	3,632	23,202	16,802			10,032
Community Navigator (Telford)	5,293	78,945	72,662			11,576
NESiT Project	41,538	29,376	28,955			41,959
Diamond Dementia	51,751	14,696	29,657	4,430		41,220
Llandudno Holiday	31,681	38,544	42,087			28,138
Surviving Winter	4,004		621	870		4,253
Total Restricted Funds	249,021	617,498	641,011	22,835		248,343
Unrestricted Funds						
Designated funds						
6 Months Core Service Costs	136,822			83,979		220,801
Redundancy Reserve	227,164					227,164
Lease Obligation Reserve	15,000					15,000
Mini bus reserve	6,472	22,651		6,869		35,992
Income Development Project	40,000		35,019			4,981
Living Well Activities Shrewsbury	10,000		10,000			
Trading Company				20,000		20,000
Help @ Home Reserve				22,350		22,350
Total Designated funds	435,458	22,651	45,019	133,198		546,288
Material funds						
Charity Shop		54,847	45,932	(8,915)		
Help @ Home Project		1,280,700	1,258,350	(22,350)		
General purpose funds		347,798	211,583	(124,768)	(11,447)	-
Total Unrestricted Funds	435,458	1,705,996	1,560,884	(22,835)	(11,447)	546,288
Total Funds	684,479	2,323,494	2,201,895		(11,447)	794,631

The following income was received in total from government funding, over the various projects shown above:

Shropshire Council	681,763
Telford and Wrekin Council	124,549
Clinical Commissioning Groups	178,905
	<u>985,217</u>

The Trustees have designated funds for repairs/redecorations which may be required under the terms of the leases held on property.

	2016	2015
	£	£
Unrestricted funds include unrealised revaluation surplus / (deficit) of	<u>37,314</u>	<u>48,761</u>

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016 CONTINUED

9 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets	Quoted Investments	Net Current Assets	Provisions	Total
	£	£	£	£	£
Restricted Funds			248,343		248,343
Unrestricted Funds	54,761	281,314	210,213		546,288
	<u>54,761</u>	<u>281,314</u>	<u>458,556</u>	-	<u>794,631</u>

10 TRUSTEES REMUNERATION AND EXPENSES

The Trustees are not remunerated. Travel expenses of £1,106 were claimed during the year (2015: £1,371).

11 STAFF

The average monthly headcount was 235 staff (2015: 225) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<u>2016</u>	<u>2015</u>
Chief Officer	1	1
Administration Staff	7	6
Core Service Staff	7	8
Trading Staff	2	2
Project Staff	24	22
Home Support Workers	42	41
	<u>83</u>	<u>80</u>
	<u>2016</u>	<u>2015</u>
	£	£
Salaries and Wages	1,501,150	1,508,346
Social Security Costs	41,842	45,802
Employers Pension Costs	111,626	136,251
Staff training	14,478	10,165
	<u>1,669,096</u>	<u>1,700,564</u>

No member of staff received in excess of £60,000 in emoluments during the year.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016 CONTINUED

12	<u>INVESTMENT INCOME</u>	<u>2016</u>	<u>2015</u>
		£	£
	Dividends and Interest on Listed Investments	11,063	10,877
	Interest on Cash Deposits	4,240	4,946
		15,303	15,823

13 LEGAL STATUS OF CHARITY

The Charity is a Company Limited by Guarantee and has no Share Capital. The liability of each member, in the event of winding up, is limited to £1.

14 FINANCIAL COMMITMENTS

At 31 March 2016, the charity was committed to making the following payments in the year to 31 March 2017 under non-cancellable operating leases;

	Land and buildings	<u>2016</u>	<u>2015</u>
		£	£
	Operating leases which expire:		
	Within one year	4,352	16,352
	Between two and five years	38,220	26,220
		42,572	42,572

The main lease runs until 2020, with an option to break in 2018.

		<u>2016</u>	<u>2015</u>
		£	£
	Operating leases which expire:		
	Within one year		
	Between two and five years	4,732	4,732
		4,732	4,732

15 CORPORATION TAX

The charity is exempt from Ctax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Our offices

Shrewsbury Office

3 Mardol Gardens
Shrewsbury
SY1 1PR
t 01743 233 123

Telford & Wrekin Office

Meeting Point House
Southwater Square
Telford
TF3 4HS
t 01952 201 803

Home from Hospital, South Shropshire

Room 50 Helena Lane House
20 Hamlet Road
Ludlow
SY8 2NP
t 01584 878 046

Trading & Volunteer Recruitment Office

Unit 4-6 Riverside Mall
Pride Hill Centre
Shrewsbury
SY1 1PJ
t 01743 588 500

www.ageukshropshireandtelford.org.uk



Charity Number: 1090445
Company Number: 4292896
Registered Office: 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR



**‘To work with and for older people
to improve the quality of later life’**

