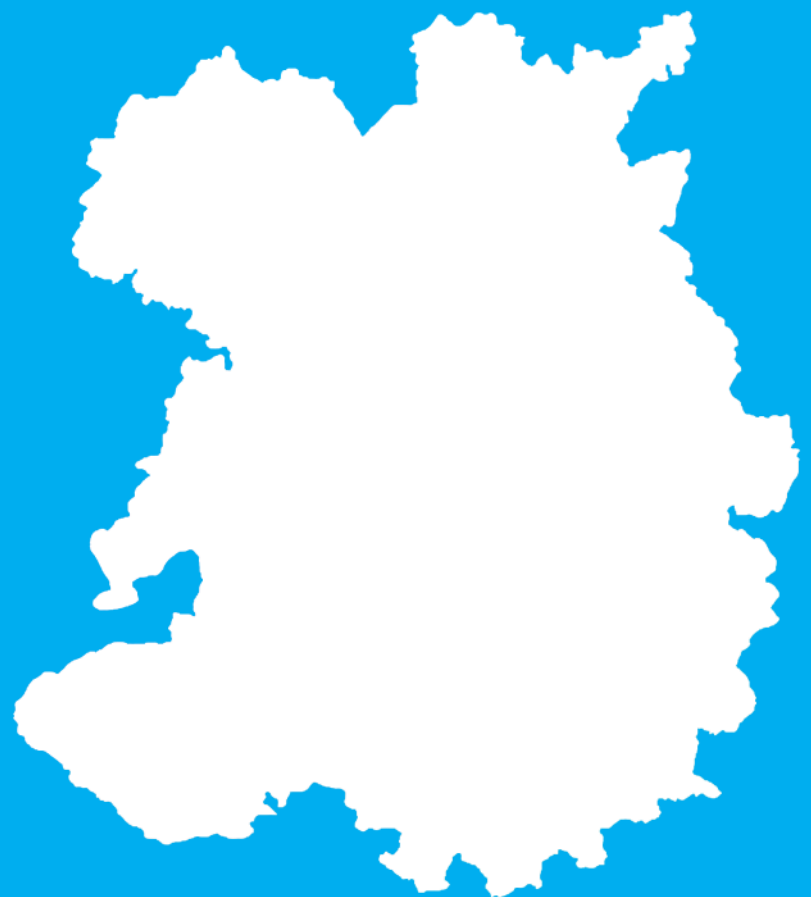


Local Services Local People Local Organisation

Annual report of the Trustees and
Financial Statements year ending
31 March 2017





Volunteer Pam Goldring receiving the national 'Age UK Ambassador of the Year' award from **Dame Barbara Windsor, DBE**

Contents

| | |
|---------------------------------|----|
| Introduction | 4 |
| Our aims and objectives | 6 |
| Our year in numbers | 10 |
| Campaigning | 12 |
| Our services | 14 |
| Fundraising | 24 |
| Our volunteers | 26 |
| Corporate governance | 30 |
| Trustees and Principal Officers | 33 |
| Financial summary | 36 |
| Auditors report | 40 |
| Financial statements | 42 |
| Our offices | 59 |

Introduction

Given the difficult times and environment that the charitable sector is operating in it is pleasing to be able to say that Age UK Shropshire Telford & Wrekin has had a good year overall.

Our incredible staff and volunteers won three national awards in recognition of their fantastic work. Pam Goldring won the Age UK Ambassador of the Year award, Rachel Harris was awarded the John Ramsey Award for Inspirational Volunteer Management and the British Geriatric Society awarded Susan Stefiuk a special medal for her work to promote the health and well being of older people throughout society. It is nice to see some of our staff and volunteers receive recognition for their dedication and hard work.

Once again, despite significant financial pressures, we have achieved a surplus. Our income generation team are working hard to bring in additional income in a variety of ways and during the course of the year we opened two more furniture shops, one in Wellington and one in Oswestry. We hope that these shops will grow successfully to provide us with much needed income to support our charitable activities.

During the course of the year we have campaigned hard, along with colleagues from the Voluntary Sector Assembly, about the proposed cuts to prevention and supported housing funding in Shropshire. We were delighted that the decision was deferred for a further year but are aware that we need to continue campaigning in the coming year.



We successfully tendered for a number of services in Telford which will enable us to continue to provide our OPEL day centres, Diamond Drop Ins and Health & Wellbeing services for a further two years.

We are in the process of reviewing our strategic objectives, as we felt that they did not capture the impact that we aim to have on older people's lives. Therefore next year we will have a new set of strategic outcomes to report on which will be much more focused on how we want to improve later life in Shropshire.

This year we have also seen several changes to our Trustee board, with a number of long standing trustees standing down and five new trustees/co-optees coming on board. We wish to thank our outgoing trustees for the many years of service they have given to the charity and to welcome our new trustees.

As always we finish by saying a huge thank you to all our staff, trustees and volunteers for everything they do; we could not support so many older people without you.

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’.**

We seek to fulfil our mission by:

- Enabling older people to maximise their independence; by working with them rather than for them
- Raising awareness of the issues that affect older people
- Campaigning when we feel older people are being treated unfairly
- Ensuring our services are equitable and accessible to everyone
- 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:

We will provide flexible, innovative, high quality services which enable and empower older people

As always, we have strived to develop our range of services to meet local people’s needs. We were successful in our tenders for day centre support and wellbeing services in Telford & Wrekin, which will help us to provide those services for another two years at least. We also successfully tendered for Care Navigation services in Telford & Wrekin, enabling us to give general support to people attending their GP surgeries.

Our OPEL (Older People Enjoying Life) day centres go from strength to strength and we set up a range of

new social and cultural opportunities for older people to get out and about and make new friends. Our Help at Home service helped over 1,000 older people to stay independent in their own homes, whilst also providing reassurance to their loved ones.

Our Information & Advice (I&A) services in Shropshire and Telford have been providing quality assured assistance to people across the county and we have supported over 6,000 people with 7,500 enquiries. We now have well-established relationships with other information providers. In Shropshire, we work within the Community Advice & Advocacy Network and in the Telford & Wrekin area we are partners within the Telford Advice, Advocacy & Action which is delivered through the My Choice service. As for raising benefits, we are the best performing Age UK in the West Midlands and last year secured £2.4 million in benefits for our clients.

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

Shropshire Older Peoples Assembly (SOPA) has held two public meetings this year with the topics of the ‘Big Conversation’ and ‘Staying Safe’. The Safe Ageing No Discrimination (SAND) group is gaining a stronger

profile and awareness of the needs of older and old LGBT people has grown.

This year we opened four new Diamond Drop-In centres to support people living with dementia and their carers. In Whitchurch and Shifnal we linked with local church groups to provide this service, an innovative approach to working in partnership.

We are working with Shropshire Council to map I&A enquiries to identify 'hot spots' and we have embedded Equality & Diversity actions into all our Committees.

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 our services rely on volunteer support and we consider volunteers to be the life-blood of our organisation. It is essential that not only do we retain volunteers but we continue to attract new ones too. With our new Charity Furniture Shops, we can offer additional volunteer opportunities such as retail assistants, van drivers and van driver's mates. We have successfully targeted and recruited more younger people this year and we are the best performing Age UK in the West Midlands for volunteer recruitment. Our Bigger Picture induction is for all

new staff and volunteers and we have more than doubled the number of times this is held each year and introduced new locations.

We are a significant employer and last year reviewed and improved our staff structure. Our Senior Management Team trained to Level 2 in Data Protection and two of our Advocacy Officers achieved NVQ Level 3 in Independent Advocacy. Our mandatory training has been reviewed and a new plan will be implemented in 2017/18.

Volunteer Pam Goldring won the national 'Age UK Ambassador of the Year' award and staff member Rachel Harris was awarded the 'John Ramsey Award for Inspirational Volunteer Management'. Another staff member, Susan Stefiuk, was awarded a 'Special Medal' for her work to 'promote the health and well-being of older people throughout society' by the British Geriatrics Society.

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 works closely with a number of local organisations, large and small, including the Shropshire Voluntary & Community Sector Assembly, Marches Energy Agency, Shropshire

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

Council, Telford & Wrekin Council, Community Advice & Advocacy Network, Telford Advice, Advocacy & Action, NHS Sustainability & Transformation Partnership Group (Communities First and Prevention groups), Telford Chief Officers Group, the Clinical Commissioning Groups as well as the national Age UK charity.

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

One of our prime objectives is to advocate for older people who cannot speak up for themselves and our Advocacy service supports over 1,000 people per annum. We campaign locally on both local and national issues that affect older people and proactively support other older people's groups and organisations.

We have worked in partnership with the Shropshire Voluntary & Community Sector Assembly and Age UK nationally campaigning to raise awareness of the impact of Shropshire Council's proposed cuts to preventative services. We continued to work on our Winter Warmth campaign and contacted all the local Park Homes to raise awareness. We were successful in securing funding to perform Home Energy Checks and worked in partnership with the Marches Energy Agency to identify older people living in cold homes.

We have an active role on the new NHS Sustainability & Transformation Partnership Group and we actively engage and support our Age UK Regional Networks.

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

Our income increased from £2.3 to £2.4 million in very difficult times. We have opened two more furniture shops taking us from one shop to three to increase the diversity of our income. Our supporters groups in North Shropshire and Shrewsbury hold a wide range of fun activities such as sing-a-longs, dinner dances and jazz nights to raise awareness and income for us and we are still actively seeking to form more supporters groups in Telford & Wrekin and South Shropshire. We were successful in our tender bids in Telford to secure funding for existing services and we have maintained all our Quality Marks.

We continue to improve the profile of the charity with the local media, to improve the look and content of our website and to increase our use of social media to promote the work of the charity.

Results of our key objectives for 2016/17

- We successfully negotiated with our key funding partners and secured three contracts
- We are working on a business case for new day services in response to the needs of older people
- The proposed cuts to preventative services in Shropshire were deferred for a year. However, we have worked closely with the voluntary sector in our campaigning role and talked to local groups about the support they can give us
- We delivered a very successful Conference on Positive Ageing: A look into the future
- We maintained all our Quality Standards and started work on the new ISO 9001 standard
- We are developing a Dementia Policy and action plan to ensure that Age UK Shropshire Telford & Wrekin is a dementia friendly organisation and this will be a priority for next year
- We have continued to talk to Shropshire Council about how Shropshire could become an 'Age Friendly' county.

Age UK Shropshire Telford & Wrekin is a charity driven by the needs and aspirations of people in later life. We 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**

20,000

ENQUIRIES



DEALT WITH BY OUR
RECEPTION TEAMS

1,100

OLDER PEOPLE



WERE SUPPORTED BY
HELP AT HOME

OVER 550
OLDER PEOPLE



RECEIVED A VISIT
FROM A BEFRIENDER
EVERY WEEK

1,000
LUNCH CLUB
MEMBERS MET



EVERY MONTH

OUR TELEPHONE
BUDDIES CALLED



SOCIALLY ISOLATED
OLDER PEOPLE
EVERY WEEK

2,270
ATTENDANCES



AT OUR
DIAMOND DROP
IN CENTRES

Campaigning

Age UK Shropshire Telford & Wrekin campaigns on local issues affecting the quality of later life. Through our involvement with Age UK we also play a part in national debate.

No one should have no one

We took part in the national Age UK campaign to raise awareness of the issue of the high numbers of older people who are very lonely. Nationally awareness of the plight of lonely older people is increasing and we have worked hard to spread the message in Shropshire. We estimate there are 10,000 lonely older people in Shropshire and are working hard to encourage local people and groups to get involved. Towards the end of the year, in March we joined the Jo Cox Loneliness Campaign to continue the work.

Winter warmth

Every year we take part in the Winter Warmth Campaign to highlight the problem of older people living in cold homes and to encourage older people to seek help to improve their heating situation. Shropshire has a very high rate of fuel poverty due to the nature of much of its housing and many older people are living in cold homes, which can cause many health issues. We were successful in gaining some funding to help older people with home energy checks and to provide some small items of equipment such as LED lightbulbs. We hope to be able to repeat this next year.

10,000

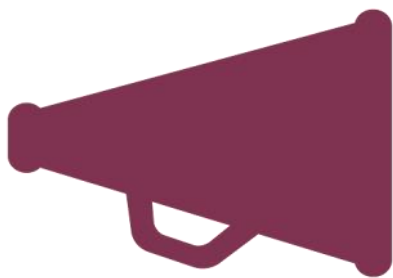
lonely older people
in Shropshire

9,000

hours spent
supporting socially
isolated older people

110

older people given
free Home Energy
Checks and energy
saving equipment



‘Campaigning for the wellbeing of local older people is integral to our work and it’s really satisfying when we achieve change.’

Prevention grant cuts

Due to the current financial pressure on Shropshire Council, the funding for the voluntary sector, which contributes to preventative services, was earmarked for cuts in March 2017 in order to make savings. The impact of this on vulnerable people across Shropshire would be enormous. We have worked with the Voluntary Sector Assembly, supported by the Age UK campaigns team, to campaign on this issue and were pleased that the decision was deferred for a further year while the council looked at options. However the decision is only deferred until March 2018 so we will continue to campaign on this. We would like to thank the Age UK campaign team for all their support.

Age Friendly County

We are continuing to lobby councillors and MPs to consider making Shropshire an Age Friendly County and will be raising this issue with our West Midlands Age UK colleagues at a regional level. We are asking councillors and MPs to sign up as Age Champions and a number have signed up to support older people issues.

Shropshire Older Peoples Assembly (SOPA)

During the year, SOPA has held two public meetings. The first meeting in July 2016 focused on Shropshire Council’s Big Conversation, with an update on the consultation and presentations on adult social care and community services. The second meeting in February 2017 focused on staying safe, with presentations on safeguarding vulnerable adults, scams and safe and well checks from the fire service.

Our services

Community Navigation and support

Age UK Shropshire Telford & Wrekin is proud to work with the NHS to support older people, helping them to access support and opportunities which sit outside 'statutory services'.

We work in close partnership with many organisations and our staff have developed considerable experience in knowing what help and support is available.

We have experienced staff working with teams of district nurses, physios and occupational therapists in north and south Shropshire. They are able to help with everything from arranging grab rails to organising shopping; anything that will help older people stay independent when coming out of hospital or following an illness.

In Telford & Wrekin our staff work in GP surgeries. They provide 'supported signposting' to access services and opportunities in local communities for people who perhaps do not require a doctor or nurse. This service has been so successful that the local NHS authorities have asked us to provide the service for another two years. We also have a number of staff in GP surgeries in Shropshire providing a similar service.

Our team in Telford also have specific skills in supporting older people from black and minority ethnic communities.

1,300

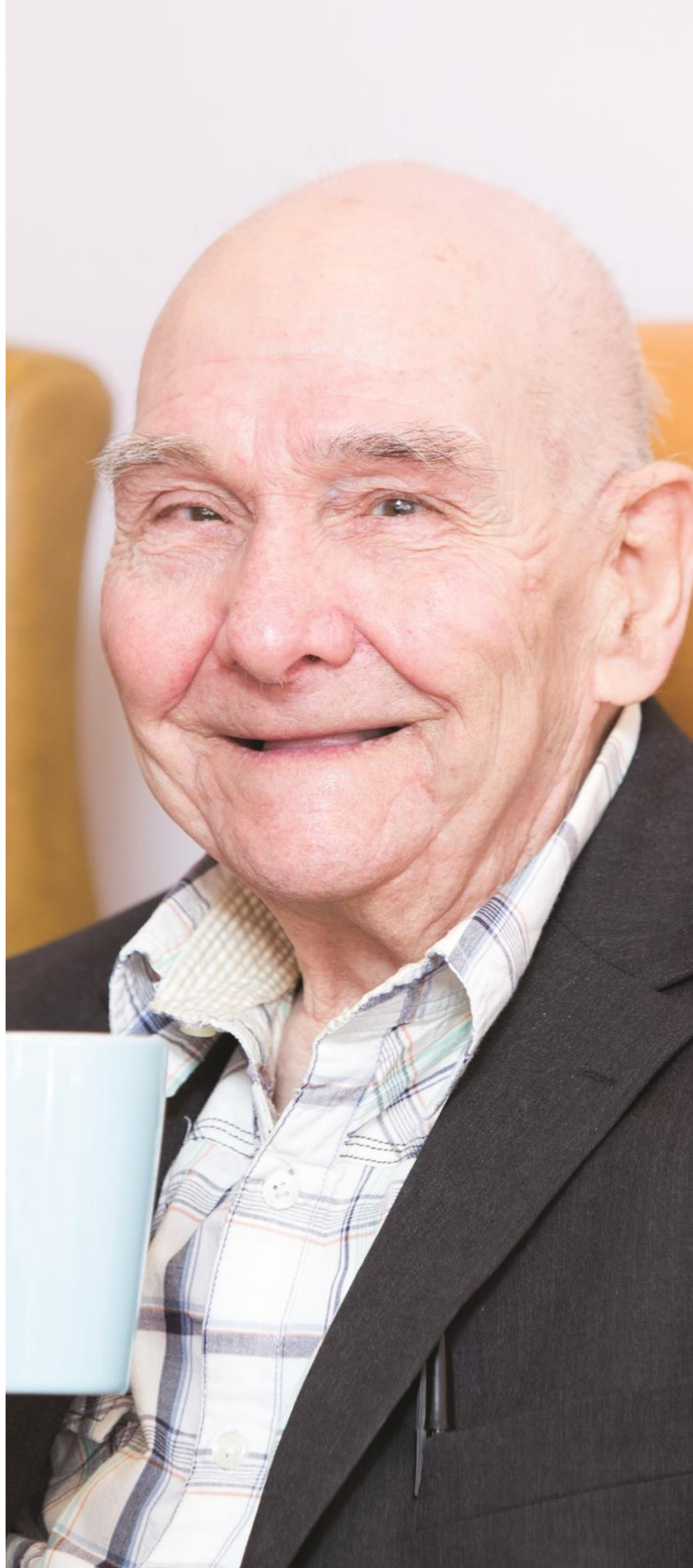
referrals received by
our Community
Navigation services

240+

advice leaflets
distributed by our
Care Navigators
every month

17

NHS teams include
our Care Navigators



Our services

Day services and dementia support

Age UK Shropshire Telford & Wrekin provides opportunities for older people to socialise, make new friends and enjoy fun activities.

Socialising and seeing friends is important at any stage in life, but especially so as you get older. Many older people also find volunteering valuable in retaining a sense of purpose and routine in their lives and our OPEL day centres offer opportunities to do both.

We also recognise that health difficulties often accompany old age, especially around memory loss and dementia. We provide opportunities to support people with these conditions in our Diamond Drop Ins across the county.

OPEL day centres

We support around 40 OPEL day centres across Shropshire and Telford & Wrekin. OPEL (which stands for Older People Enjoying Life) centres are all run by teams of experienced volunteers. Usually operating weekly, members enjoy a hot meal, activities and lots of companionship.

The centres operate in most towns across the county with several in Shrewsbury and Telford. Transport is provided for those that need it and often there are day trips and other social events to enjoy. Having fun doesn't stop when you get old.

2,270

attendances at our
Diamond Drop In
Centres

650

OPEL day centre
members

160

volunteers help run
our OPEL centres



‘The dementia group is a real lifeline... it’s a good place to get information and advice and I’ve made some lovely friends.’

Over 650 older people attend one of our OPEL centres each week and over 160 volunteers help to look after them.

The average age of OPEL centre members is now over 85 and for many this is the only social contact they will have each week.

Diamond Drop In Centres

For people living with dementia and their carers, the Diamond Drop Ins provide social contact, emotional support and useful information, as well as a range of high quality activities.

We now run 10 centres across Shropshire, with new centres opening in Whitchurch, Pontesbury, Bridgnorth and Shifnal in 2016, supplementing those already running in Shrewsbury, Oswestry and Telford. We know that caring for someone with dementia can often feel lonely and our Diamond Drop Ins are designed to allow carers to support each other as well as getting help from professionals.

Our services

Help at Home

Age UK Shropshire Telford & Wrekin's Help at Home service supports older people in maintaining their independence in their own home.

From humble beginnings in 2002, Help at Home now supports over 1,100 older people across Shropshire and Telford & Wrekin.

Every week, a team of 180 Home Support Workers visit clients to help with cleaning, gardening, laundry, ironing and bed-changing.

They collect prescriptions, do the shopping and even walk the dog. But perhaps their most valuable role is to keep an eye on the older people they visit and when things aren't right, the back-office team at Mardol Gardens are there to sort things out.

John Hughes is one of three coordinators who look after the service. An ex-Home Support Worker himself, John knows just how valuable peace of mind is to older people, 'If a service user has a problem, be it their health, their home or anything else, we always go the extra mile to sort it out for them.'

Families appreciate the care as well, they've told us how comforting it is to know that Age UK Shropshire Telford & Wrekin can keep an eye on things, especially when they are working full-time or live away from Shropshire.'

‘Our Home Support Worker went all out to help us at a very stressful time, over and above his duties. Can’t thank him enough.’

76,000
hours of service
supplied by our Help
at Home workers

1,100
older people
supported in their
homes to remain
independent

£3
in care costs saved
for every £1 of
council funding
received

Help at Home is a chargeable service but the price is subsidised by a grant from Shropshire Council. Work we’ve done with the London School of Economics suggests that £3 is saved ‘downstream’ in care costs for every £1 the council spends on Help at Home. We think that’s money well spent.

This year we have worked closely with the Council to plan for the future. The grant also allows us to provide a Benefits advice service and a volunteer Befriending and telephone buddy scheme in Shropshire. These are covered elsewhere in the Annual Report but are an important part of the holistic service we offer. Securing this support into the future is now our major objective: we want to continue providing the help whilst maximising the money in older people’s pockets to spend in our local economy.



Our services

Information and advice

Age UK Shropshire Telford & Wrekin helps older people to make more informed choices about their lives by providing access to accurate information.

The provision of information and advice is one of our core services and if people need a little guidance in making decisions, our expert team provides both. As one of our oldest service users says: ‘when you get old, molehills become mountains’ and that’s why we’re here to help.

Information and advice

No matter what the query we can usually help and if we don’t know, we know someone who does. By working in partnership with the national charity we have factsheets and information booklets on all manner of subjects. Trained staff are supported by a team of knowledgeable volunteers who help to run our receptions in Shrewsbury and Telford. Whether it’s housing, welfare benefits or where to find a decent plumber, our team deal with hundreds of queries every week.

Parish links

We have a network of volunteers, largely in more rural areas, who act as links between Age UK Shropshire Telford & Wrekin and older people in their communities.

‘Thank you so much for your help. Mum has got financial difficulties and this has helped her no end.’

20,000

enquiries dealt with
by our reception
teams

830

older people
supported to get
additional benefits

260

older people
supported with Blue
Badge applications



Advocacy support and representation

When older people have problems with utility companies, consumer issues, rights to receive state-funded care or if they just feel overwhelmed by a difficulty, our team of experienced advocates are there to help. Using both trained staff and volunteers, the team provide support and representation in times of crisis, both over the phone and in the older person's own home.

Benefits advice

We think that older people should have sufficient income to enjoy later life and we support this by providing an expert benefits advisory service. Each year our team of expert advisors provide benefits checks and help to fill in claim forms. In 2016/17 they supported 830 older people and brought in over £2 million of additional benefits, money that is then spent on goods and services in our local economy, which helps to keep older people both independent and socially connected.

Our services

Wellbeing and friendship

Age UK Shropshire Telford & Wrekin provides companionship for older people and affordable activities that are a great way to socialise.

It is widely acknowledged that keeping physically and mentally fit as you age is a good thing and at Age UK Shropshire Telford & Wrekin we try to support people to 'live well' in as many ways as possible. Not only do we provide services ourselves, we also support as many groups as we can to be self sufficient in delivering activities for older people to enjoy.

We also recognise the importance of friendship, especially where there is a risk of someone becoming socially isolated, and all of our services aim to address this.

Living well

We provide a range of activities for all tastes and interests. Whether it's a reading group, walking football, dance classes, arts and crafts, exercise groups, guided walks, Zumba or simply a social lunch club in a pub, we try to provide something for everyone. In 2016/17 we had over 5,300 attendances at our range of activities.

Befriending and telephone buddies

One of our oldest services, for over 50 years we have supported volunteers to visit older people who are socially isolated in their homes. They provide a listening ear, share in

1,000

lunch club members
meet every month

100

older people taken
on holiday every year

5,300

attendances at our
Living Well activities



‘The service we receive is very good and it gets me out of the house rather than sitting and moping.’

activities or hobbies and offer information about other services that might be of benefit.

These days our volunteers are also encouraged to take their clients out of the house if safe to do so. They will accompany them to social events, take them to the local café or simply go for a walk with them.

We also have a team of 33 volunteer ‘telephone buddies’ who provide a regular telephone call to over 100 older people each week for a friendly chat.

Llandudno holiday

Aimed at people who are unable to get away independently, our brilliant team of volunteers take over 100 older people for a week’s holiday in Llandudno. Coach transport is provided, there are daily trips, entertainment, lovely meals and, above all, lots of fun.

Afternoon of Entertainment

Once again The Place at Oakengates Theatre was packed out with almost 500 older people, rocking to the sound of the Sizzling 70s. Those who attended were thoroughly entertained with songs from the decade that brought us Tom Jones and T. Rex, comedy from the ever popular duo Dandy, children’s choirs, dancing and a rousing final singalong. Everyone had a great time and left promising to attend next year.

Fundraising

Age UK Shropshire Telford & Wrekin is a local, independent, registered charity and donations received are used locally to support local people.

This year we have continued to make positive progress with our income generation and fundraising. The generosity of our supporters, volunteers and those who use our services is inspiring. The year started with high energy when two supporters Dawn and Nona took part in a sponsored Zip Wire Challenge. This was followed by a team of walkers completing the 22 mile long Bridgnorth Walk. A Curry Night and Autumn Fayre were just another couple of events that helped to raise much-needed funds.

With the success of our first charity furniture shop in Shrewsbury, we decided to open two more in the autumn, one in Wellington and one in Oswestry. The shops are a long-term part of the income generation strategy, raising unrestricted funds for our organisation. They are proving very popular with people keen to give donations and buy good quality second hand furniture.

Our supporters groups continue to organise some fantastic events, which are enthusiastically supported. They raised more than £13,000 at events such as the Halloween Dinner Dance, wine tastings, sing-a-longs, jazz evenings, tapas and quiz nights.

‘The supporters group is good fun to be part of and it’s great to see the money we raise spent locally.’

£13,450
raised by our
supporters groups in
2016/17

513
one-off donations
received

49
new members for
our 100 Club

We also launched the 100 Club this year as a way to increase regular giving. This has a growing membership and offers our supporters the chance to win cash prizes each month. We hope that membership will continue to grow.

We have also had some generous donations from various organisations including Wrekin Housing Trust, The Ironbridge Rotary Club and Baron Davenport’s Charity.

In order to raise more income from independent sources in 2017/18, we intend to expand the fundraising and marketing team. The new role will focus on community fundraising and seek to establish links in the local area with businesses, schools, colleges and other organisations in order to help us raise funds and increase awareness of our presence in the county.



Our volunteers

Age UK Shropshire Telford & Wrekin's volunteering opportunities help older people and allow volunteers to have fun, feel appreciated, make new friends and have a rewarding experience.

We are proud to say that without volunteers, Age UK Shropshire Telford & Wrekin simply could not deliver its services to support local older people. We have over 850 volunteers in 950 roles, a fact that places us amongst the most successful Age UKs in the country for attracting volunteers.

Using the Office for National Statistics average hourly pay rate (£13.68) we estimate the value of our volunteers, in financial terms, to be around £2m. But that only paints part of the picture because the real value lies in the roles they carry out in support of older people. They organise OPEL day centres, help to complete forms for benefit applications, run lunch clubs, visit people who are isolated, help with the running of our reception desks and support older people to resolve problems.

Our small Volunteer Recruitment team brought almost 200 new volunteers into the organisation in 2016/17. We had a particular need to recruit retail volunteers with the opening of two new charity furniture shops in Wellington and Oswestry. This followed the success of our first shop in Shrewsbury and provided

£2m

value of our
volunteers'
contribution in
2016/17

200

new volunteers
recruited

2,853

hours given by our
volunteers every
week



‘Volunteering is fun and challenging and I’ve found it to be a great way to meet new people.’

volunteering opportunities for shop assistants, van drivers and assistants.

As with previous years, similar challenges remain. We often struggle to recruit in certain parts of the county and at other times it is difficult to accommodate everyone who wishes to volunteer for us. We pride ourselves on the quality of our volunteers and the support and management we provide for them and this has to be paid for, because volunteering does not come free.

Once again we held our annual Christmas celebration of the work our volunteers deliver at Shrewsbury Town’s stadium, a wonderful event that this year attracted over 300 volunteers. It just gives us the chance to say ‘thank you’ on behalf of the charity and the older people they support.

Our volunteers
spent
36,500 hours
befriending
vulnerable
older people



‘So, what do I get out of it? The answer is simple: friendship... and a great deal of laughter.’

Case study: Volunteering

I joined Age UK Shropshire Telford & Wrekin nearly nine years ago as a volunteer receptionist at the Mardol Gardens office, which I thoroughly enjoy, having previously been a volunteer on an Adult Literacy course and also a Sunday School teacher.

When a client comes to the office, obviously worried, and I am able to point them in the right direction for assistance, the concerned look with which they arrive quite often becomes much brighter, even a smile of relief, by the time they leave.

Many of the ladies and gentlemen who come to the office (some leading quite lonely lives) enjoy a joke and laughter is often to be heard in our reception area.

Since joining, the office has become far busier and I anticipate our workload will increase even further, keeping us all on our toes!

Volunteering for Age UK Shropshire Telford & Wrekin works on two fronts. Firstly and most importantly helping people and secondly, the volunteer receives support and friendship from colleagues, which my husband and I found when he was unwell and in hospital last year. We were inundated with phone calls enquiring how he was and with offers of help which were greatly appreciated.

Case study: Volunteering

Having retired from a job dealing with the public and simultaneously giving up a voluntary position with a youth organisation after 27 years, I was anxious not to simply ‘vegetate’.

I joined Age UK Shropshire Telford & Wrekin as a volunteer at one of their day centres. That was almost nine years ago and I am delighted to say that I have thoroughly enjoyed that time, having made a host of new friends both through the charity’s office where my wife is based and through the day centre itself.

Our centre meets on Monday and our aim is to provide our members with an enjoyable and happy day where they can chat or enjoy the entertainment often provided.

So, what do I get out of it? The answer is simple: friendship, not only of the other volunteers, but also the members, and a great deal of laughter. During a bout of illness and hospitalization, I was overwhelmed by the number of calls and cards I received from members and volunteers, wishing me well.

In addition there is the feeling of worth that volunteering engenders, that I am still able to provide something for society, that touches and hopefully enhances the lives of others.

Corporate governance

How we are run

Age UK Shropshire Telford & Wrekin is a charity constituted as a company limited by guarantee (registered charity number: 1090445, registered company number: 4292896).

Age UK Shropshire Telford & Wrekin is a brand partner of Age UK. 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.

This year three Trustees retired from the Board and we recruited two new Trustees who were elected by the members at the Annual General Meeting for a period of four years. We currently have nine elected trustees. 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 and we currently have three co-optees. 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 a minimum four times a 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.

Trustees review the salaries of all staff including the Chief Executive annually.

Trustees serve Age UK Shropshire Telford & Wrekin as volunteers and receive no remuneration. 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. This year the board has focussed on developing a scheme of delegation, to clarify those authorities, in line with good practice.

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. This year Trustees have reviewed the strategic objectives and developed a new set of strategic outcomes going forward which are more focussed on the impact of our activities on older people's lives.

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.

This year, due to the retirement of a number of long standing trustees we recruited a number of new trustees and co-optees with skills the board requires including; retail, IT, finance and governance skills. 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. In addition, Trustees are

invited to become members of the Age UK Trustee Network, which offers regular training on new legislation, policy 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 and have robust Business Continuity Plans in place. This is an on-going process which is overseen by the Finance & Audit Committee. All risks are graded by impact and likelihood; policies and systems have been established to mitigate or lessen any identified major risk and the Business Continuity Plan is regularly reviewed. These are reviewed by the Trustee Board on a regular basis.

Age UK STW Trading Ltd

In line with recommended practice, on the 17 March 2016 we registered a new Trading Company as a subsidiary trading arm to the charity for our insurance products and services, which was launched in April 2016. The Directors of this company include three Trustees of the parent charity, who report back to the Board, plus an independent Chair.



Trustees and Principal Officers

President Margaret Lewis
Chair Anne Wignall

Deputy Chairs Sue Robson
David Bell

Treasurer Mike Magill ¹
Lynne Grigg ²

Board Members Peter Cates
Dennis Cook
Emma Dickenson
Sal Hampson
Geraldine Parkin
Nick Renshaw

Margaret Beckett, Mike Davis and Richard Chanter retired from the Board on 13 October 2016.

Principal Officers

Chief Executive Heather Osborne

Deputy Chief Executive Hilary Knight ³

Director of Finance Gina Spencer

Director of Operations Kevin Moore

Patrons

Sir Algernon Heber-Percy KCVO
David Stacey

Life Vice

Presidents Christine Greenhalgh
John Greenhalgh

¹ up to 14 March 2017

² from 14 March 2017

³ up to 30 April 2017

We helped over
830 older people
claim
£2.4 million
in extra benefits





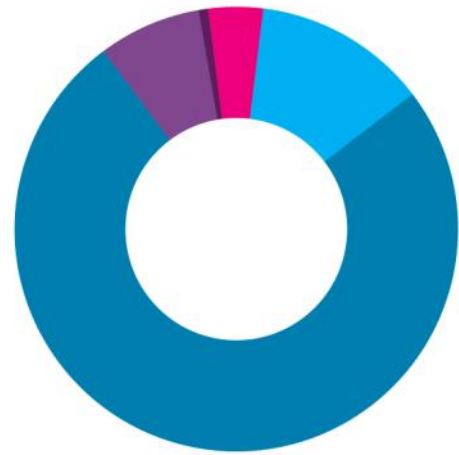
Financial summary

Consolidated accounts 2016/17

Total Incoming Resources £2,361,007

- Income from Donations £299,177 (12.5%)
- Income from Charitable Activities £1,774,464 (75%)
- Income from other activities £176,892 (7.5%)
- Investment Income £16,673 (1%)
- Subsidiary Company £93,801 (4%)

Statement of Financial Activities surplus £181,804
(including Unrealised Investment Gains and Pension Interest)



This financial year saw a continual rise in income to £2,361,007. Of this income, Age UK Shropshire Telford & Wrekin spent a remarkable 90% on charitable activities assisting and enabling older people in our locality.

Our three retail furniture shops made a small profit, which was expected after taking into account the initial set up costs and planned outlay. They continue to thrive and gain a good reputation across the county.

We have had a busy year having to retender for some of our services, and thankfully we were awarded this funding, which will provide sustainability for most services until March 2019.

We also launched our Trading Company, Age UK STW Trading Ltd, in April 2016, which enabled us to continue selling our Insurance and Affinity products within its own legal entity; the aim of course to provide funds to sustain those services that are partly unfunded. The loan of £20,000 that was designated in 2015/16 was not required after all,

and has been redesignated to general purposes reserves.

During 2016 we became VAT registered which, whilst increasing administrative time, has had a positive effect for us on certain activities where we can reclaim partial VAT.

Income rose by 1% whilst expenditure also rose slightly by 1% reflecting the additional activities that we now run, whilst considering the continual attempts to run a resource efficient organisation.

Investments

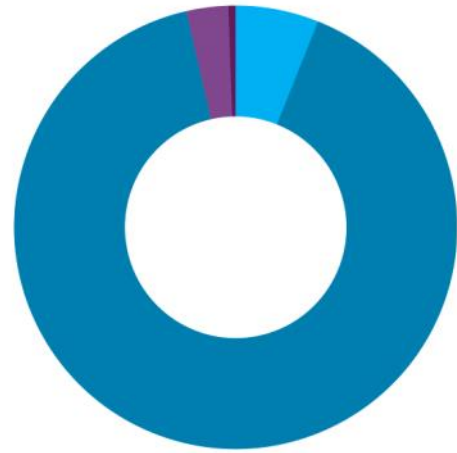
Our investments made an unrealised gain of £36,373.

Change in Accounting Rules and Reserves

The implementation of Charities Statement of Recommended Practice (SORP) - Financial Reporting Standard 102 (FRS 102) has had an impact on our year-end figures and prior year comparatives. The main change concerns pension accounting, we are now required to

Total Expenditure £2,226,876

- Costs of Raising Funds and Retail £135,007 (6%)
- Charitable Activities £2,012,131 (90%)
- Subsidiary Company £67,738 (3%)
- Pension charges £12,000 (1%)



disclose any defined benefit pension scheme deficit as a liability on the balance sheet.

A small number of Age UK Shropshire Telford & Wrekin's employees are members of a Local Government Pension Scheme, the Shropshire County Pension Fund. A triennial actuarial valuation of the scheme assets and liabilities was performed by the Fund's Independent Actuary, Mercer, as at 31 March 2016, and identified a small funding deficit relating to Age UK Shropshire Telford & Wrekin at that date. The charity made a cash payment in April 2017 settling this deficit in full.

In order to report the pension fund deficit at 31 March 2017 in accordance with the more stringent accounting assumptions required for FRS 102 (with investment return based on high quality corporate bond yields rather than the Fund's actual investment strategy), the charity commissioned Mercer to recalculate the deficit at 31 March 2017, resulting in a pension reserve of £341,000.

The Trustees have reviewed the Reserves in the light of the change in accounting rules, and have designated six months core services costs of £352,265 to ensure the continued operation of core services in the unlikely event that funding were withdrawn across all services. Further funds have been designated of £47,872 for replacement of donated minibuses, and £15,000 for dilapidations at the Mardol Head Office, leaving £296,344 of General Funds.

Looking ahead to 2017/18

Whilst funding opportunities within the Voluntary and Community Sector continue to shrink with the culture becoming competitive for scant funds, we were successful on many fronts tendering for funding to continue existing services.

We continue to strive to be a market leader and exemplar of commitment and dedication to the older person's sector, and our *raison d'être*. Our priority financially is continued sustainability in an uncertain time and we will be seeking to diversify

our income to meet the needs of the older person.

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 and the Group 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 the Group 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 the Group 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 8 August 2017 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 (Shropshire & Telford)
Baron Davenport's Charity
Various local Parish Councils
Lichfield Diocesan Board
Millichope Foundation
North Shropshire Supporters Group
Shrewsbury Supporters Group
GKN Sankey Ltd
Shropshire Masonic Charitable Association

M&S Oswestry Simply Food
Rotary Club of Ironbridge
Rotary Club of Oswestry
Cleobury Mortimer Young Farmers
The Wrekin Housing Trust
Telford Tree of Light
Mid Shropshire Vintage Club
Cap Gemini
Wace Morgan
Dunhill Medical Trust

Several schools who participated in our Wear it Woolly Day and numerous WI groups, churches and voluntary groups.

A special thank you to our colleague Caroline Moss who participated in the London Marathon 2017 and further colleagues and volunteers who fundraised by going down a zip wire.

There are so 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 dedication to our cause.

Auditors Report

Independent Auditors Report on Consolidated Financial Statements to the Members of Age UK Shropshire Telford & Wrekin

We have audited the accompanying consolidated financial statements of Age UK Shropshire Telford & Wrekin and its subsidiary for the year ended 31 March 2017 which comprise of the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and Parent Charity Balance Sheet, the Consolidated Cash Flow and the related notes.

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

In our opinion the financial statements:

- give a true and fair view of the state of the consolidated charitable company's affairs as at 31 March 2017 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 Financial Reporting Standards, 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 consolidated financial statements are prepared is consistent with the consolidated 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 1 August 2017

AGE UK SHROPSHIRE TELFORD & WREKIN

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2017

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2017 £ | Total 2016 £ |
|---|-------|----------------------------|--------------------------|-----------------|-----------------|
| <u>Income</u> | | | | | |
| Subsidiaries non-charitable trading turnover | | 93,801 | | 93,801 | - |
| <u>Income from Donations</u> | | | | | |
| Statutory Authority Grants | | | 172,868 | 172,868 | 177,303 |
| Other Grants | | 28,137 | | 28,137 | 24,105 |
| Donations and Gifts | | 54,599 | 20,474 | 75,073 | 162,171 |
| Legacies | | 23,099 | | 23,099 | 68,898 |
| <u>Income from charitable activities</u> | | | | | |
| Project Grants | | 542,724 | 391,799 | 934,523 | 915,584 |
| Client Fees (Living Well, Diamond Dementia & Help @ Home) | | 820,116 | 19,825 | 839,941 | 749,344 |
| <u>Income from other trading activities</u> | | | | | |
| Sale of Goods | | 121,937 | | 121,937 | 43,375 |
| Trading Commission | | | | | 110,411 |
| Other Income | | 17,343 | 37,612 | 54,955 | 57,000 |
| <u>Investment income</u> | 12 | 16,673 | | 16,673 | 15,303 |
| <u>Total Incoming Resources</u> | 8 | 1,718,429 | 642,578 | 2,361,007 | 2,323,494 |
| <u>Expenditure</u> | | | | | |
| Subsidiaries non-charitable trading expenditure | | 67,738 | | 67,738 | |
| <u>Costs of raising funds</u> | | | | | |
| Fundraising trading: costs of fundraising and retail | 2 | 135,007 | | 135,007 | 143,109 |
| <u>Expenditure on charitable activities</u> | | | | | |
| Charitable activities | | 1,336,535 | 675,596 | 2,012,131 | 2,058,786 |
| <u>Finance charges</u> | | 12,000 | | 12,000 | |
| <u>Total expenditure</u> | 2 | 1,551,280 | 675,596 | 2,226,876 | 2,201,895 |
| Gross transfers between funds | 8 | (32,629) | 32,629 | | |
| Net income/(expenditure) attributable to the group before other recognised gains and losses | | 134,520 | (389) | 134,131 | 121,599 |
| Gains / (losses) on investment assets | 4 | 36,673 | | 36,673 | (11,447) |
| Actuarial gains/(losses) on defined benefit pension scheme | | 11,000 | | 11,000 | |
| Net movement in funds | | 182,193 | (389) | 181,804 | 110,152 |
| Total group funds brought forward | 8 | 188,288 | 248,343 | 436,631 | 326,479 |
| Total group funds carried forward | 8 | 370,481 | 247,954 | 618,435 | 436,631 |

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

All income and expenditure derive from continuing operations.

AGE UK SHROPSHIRE TELFORD & WREKIN

PARENT CHARITY BALANCE SHEET AS AT 31 MARCH 2017

| | NOTES | £ | 2017 £ | £ | 2016 £ |
|---|-------|---------|-------------|---------|-------------|
| <u>FIXED ASSETS</u> | | | | | |
| Tangible Assets | 3 | | 37,609 | | 54,761 |
| Investments | 4 | | 317,987 | | 281,314 |
| | | | <hr/> | | <hr/> |
| | | | 355,596 | | 336,075 |
| <u>CURRENT ASSETS</u> | | | | | |
| Stocks | | 13,891 | | 6,242 | |
| Debtors | 5 | 123,909 | | 55,820 | |
| Short Term Deposits | | 596,228 | | 579,555 | |
| Cash at Bank and in Hand | | 2,652 | | 1,186 | |
| | | | <hr/> | | |
| | | 736,680 | | 642,803 | |
| <u>CREDITORS</u> Amounts Falling Due | | | | | |
| Within One Year | 6 | 132,841 | | 184,247 | |
| | | | <hr/> | | |
| <u>NET CURRENT ASSETS</u> | 9 | | 603,839 | | 458,556 |
| | | | <hr/> | | |
| <u>TOTAL ASSETS LESS CURRENT LIABILITIES</u> | | | | | |
| | | | 959,435 | | 794,631 |
| Defined Benefit Pension Liability | 17 | | 341,000 | | 358,000 |
| | | | <hr/> | | |
| <u>NET ASSETS</u> | | | 618,435 | | 436,631 |
| | | | <hr/> <hr/> | | <hr/> <hr/> |
| <u>REPRESENTED BY:-</u> | | | | | |
| <u>FUNDS</u> | | | | | |
| Designated Funds | 8 | | 415,137 | | 546,288 |
| Unrestricted Funds | 8 | | (44,656) | | (358,000) |
| | | | <hr/> | | |
| Total Unrestricted Funds | | | 370,481 | | 188,288 |
| Restricted Funds | 8 | | 247,954 | | 248,343 |
| | | | <hr/> | | |
| <u>Total Funds</u> | | | 618,435 | | 436,631 |
| | | | <hr/> <hr/> | | <hr/> <hr/> |

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.

The Financial Statements on pages 42 to 58 were approved by the Board of Trustees on 8 August 2017 and signed on their behalf by :-

Anne Wignall

Mrs Anne Wignall
Chair

AGE UK SHROPSHIRE TELFORD & WREKIN

CONSOLIDATED BALANCE SHEET AS AT 31 MARCH 2017

| | NOTES | £ | 2017 £ | £ | 2016 £ |
|---|-------|---------|-----------|---------|-----------|
| <u>FIXED ASSETS</u> | | | | | |
| Tangible Assets | 3 | | 37,609 | | 54,761 |
| Investments | 4 | | 317,987 | | 281,314 |
| | | | <hr/> | | <hr/> |
| | | | 355,596 | | 336,075 |
| <u>CURRENT ASSETS</u> | | | | | |
| Stocks | | 13,891 | | 6,242 | |
| Debtors | 5 | 103,889 | | 55,820 | |
| Short Term Deposits | | 596,228 | | 579,555 | |
| Cash at Bank and in Hand | | 22,672 | | 1,186 | |
| | | | <hr/> | | <hr/> |
| | | 736,680 | | 642,803 | |
| <u>CREDITORS</u> Amounts Falling Due Within | | | | | |
| One Year | 6 | | <hr/> | <hr/> | |
| | | 132,841 | | 184,247 | |
| <u>NET CURRENT ASSETS</u> | | | | | |
| | 9 | | 603,839 | | 458,556 |
| <u>TOTAL ASSETS LESS CURRENT LIABILITIES</u> | | | | | |
| | | | <hr/> | | <hr/> |
| | | | 959,435 | | 794,631 |
| Defined Benefit Pension Liability | 17 | | 341,000 | | 358,000 |
| <u>NET ASSETS</u> | | | | | |
| | | | <hr/> | | <hr/> |
| | | | 618,435 | | 436,631 |
| <u>REPRESENTED BY:-</u> | | | | | |
| <u>FUNDS</u> | | | | | |
| Designated Funds | 8 | | 415,137 | | 546,288 |
| Unrestricted Funds | 8 | | (44,656) | | (358,000) |
| | | | <hr/> | | <hr/> |
| Total Unrestricted Funds | | | 370,481 | | 188,288 |
| Restricted Funds | 8 | | 247,954 | | 248,343 |
| <u>Total Funds</u> | | | | | |
| | | | <hr/> | | <hr/> |
| | | | 618,435 | | 436,631 |

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.

The Financial Statements on pages 42 to 58 were approved by the Board of Trustees on 8 August 2017 and signed on their behalf by :-

Anne Wignall

Mrs Anne Wignall
Chair

AGE UK SHROPSHIRE TELFORD & WREKIN

CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2017

| | 2017 | 2016 |
|---|-----------------------|-----------------------|
| | £ | £ |
| Cash provided by operating activities | 16 <u>25,375</u> | <u>85,520</u> |
| Cash flows from investing activities | | |
| Interest Income | 16,673 | 15,303 |
| Purchase of tangible fixed assets | (3,889) | (58,544) |
| Cash provided by (used in) investing activities | <u>12,784</u> | <u>(43,241)</u> |
| Increase (decrease) in cash and cash equivalents in the year | <u>38,159</u> | <u>42,279</u> |
| Cash and cash equivalents at the beginning of the year | 580,741 | 538,462 |
| Total cash and cash equivalents at the end of the year | <u>618,900</u> | <u>580,741</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017

1 ACCOUNTING POLICIES

a Basis of preparation

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), Charities Act 2011 and the Companies Act 2006.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

These accounts for the year ended 31 March 2017 are the first accounts of Age UK Shropshire Telford & Wrekin prepared in accordance with FRS102, the Financial Reporting Standard applicable in the UK and Republic of Ireland.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Reconciliation with previous Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was needed. A reconciliation of funds for the year ended 31 March 2016 is given in note 18.

c 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.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

1 ACCOUNTING POLICIES (CONTINUED)

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.

d 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.

e 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 relate.

f 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.

g 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.

h Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i Staff costs are allocated to activities on the basis of time spent on those activities.

j 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.

k Costs of funds include the employee costs of the Head of Income Generation, Fundraising Assistant and the Trading Company as well as the direct costs of staging events, volunteers expenses, purchase of goods for sale and an allocation of overheads.

l 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.

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.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

1 ACCOUNTING POLICIES (CONTINUED)

n 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 |

Impairment of fixed assets

At each reporting date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less cost to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in the prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

- o 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.
- p 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.
- q 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.
- r 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 AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

2 TOTAL EXPENDITURE

| | <u>2017</u> | <u>2016</u> |
|--|------------------|------------------|
| | £ | £ |
| Charitable Activities | | |
| Restricted Funds | | |
| Staff Costs | 398,716 | 375,743 |
| Travel | 88,562 | 89,283 |
| Grants | 16,100 | 40,540 |
| Premises Costs | 28,441 | 34,849 |
| Support costs | 102,514 | 54,273 |
| Overheads and project running costs | 41,263 | 46,323 |
| | <u>675,596</u> | <u>641,011</u> |
| Unrestricted Funds | | |
| Staff Costs | 1,170,481 | 1,211,977 |
| Travel | 111,350 | 118,172 |
| Premises Costs | 73,739 | 71,804 |
| Support costs | (120,797) | (68,955) |
| Overheads and project running costs | 93,560 | 77,856 |
| | <u>1,328,333</u> | <u>1,410,854</u> |
| Total Charitable Activities excluding governance costs | 2,003,929 | 2,051,865 |
| Costs of raising funds | | |
| Fundraising trading: costs of fundraising and retail | 135,007 | 143,109 |
| Subsidiaries non-charitable trading expenditure | 67,738 | |
| Finance charges | 12,000 | |
| Governance | | |
| Travel | 1,122 | 1,106 |
| Audit | 7,080 | 5,720 |
| Other | | 95 |
| Total | <u>2,226,876</u> | <u>2,201,895</u> |
| | <u>2017</u> | <u>2016</u> |
| | £ | £ |
| Expenditure includes: | | |
| Audit fees | 7,080 | 5,720 |
| Depreciation on tangible fixed assets | 18,637 | 20,658 |
| Operating lease costs | <u>51,655</u> | <u>51,655</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

3 TANGIBLE FIXED ASSETS: GROUP AND CHARITY

| | Office Equipment £ | Furniture and Fixtures £ | Motor Vehicles £ | Total £ |
|--|-----------------------------------|---|---------------------------------|--------------------|
| Cost | | | | |
| As at 1 April 2016 | 112,585 | 18,268 | 66,000 | 196,853 |
| Additions | 779 | 3,110 | | 3,889 |
| Disposals | (3,588) | | | (3,588) |
| As at 31 March 2017 | <u>109,776</u> | <u>21,378</u> | <u>66,000</u> | <u>197,154</u> |
| Depreciation | | | | |
| As at 1 April 2016 | 97,480 | 18,268 | 26,344 | 142,092 |
| Depreciation for Year | 7,696 | 1,027 | 9,914 | 18,637 |
| Disposals | (1,184) | | | (1,184) |
| As at 31 March 2017 | <u>103,992</u> | <u>19,295</u> | <u>36,258</u> | <u>159,545</u> |
| Net Book Value at 31 March 2017 | <u>5,784</u> | <u>2,083</u> | <u>29,742</u> | <u>37,609</u> |
| Net Book Value at 31 March 2016 | <u>15,105</u> | <u>-</u> | <u>39,656</u> | <u>54,761</u> |

4 FIXED ASSET INVESTMENTS

| | Group | | Charity | |
|-------------------------------------|----------------|----------------|----------------|----------------|
| Quoted Investments:- | 2017 | 2016 | 2017 | 2016 |
| | £ | £ | £ | £ |
| Market Value at 1 April 2016 | 281,314 | 292,761 | 281,314 | 292,761 |
| Increase (decrease) in market value | 36,673 | (11,447) | 36,673 | (11,447) |
| Market Value as at 31 March 2017 | <u>317,987</u> | <u>281,314</u> | <u>317,987</u> | <u>281,314</u> |
| Investments at cost | <u>244,000</u> | <u>244,000</u> | <u>244,000</u> | <u>244,000</u> |
| Unlisted Investments:- | | | | |
| | 2017 | 2016 | 2017 | 2016 |
| | £ | £ | £ | £ |
| Age UK STW Trading Ltd | - | - | 1 | 1 |
| TOTAL | <u>317,987</u> | <u>281,314</u> | <u>317,988</u> | <u>281,315</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

4 FIXED ASSET INVESTMENTS (CONTINUED)

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

| Company | Country of registration or incorporation | Class | Shares held % |
|--------------------------------|---|--------------|----------------------|
| Subsidiary undertakings | | | |
| 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 2017 | Profit/ (loss) for the year 2017 |
|------------------------|---------------------------|----------------------------------|---|
| Age UK STW Trading Ltd | Insurance commission | 1 | - |

The financial performance of the subsidiary is as follows:

| | <u>2017</u> | <u>2016</u> |
|--|--------------------|--------------------|
| | £ | £ |
| Summary profit and loss account | | |
| Turnover | 93,801 | - |
| Gross Profit | <u>93,801</u> | <u>-</u> |
| Administrative expenses | (93,801) | - |
| Profit for the year | <u>-</u> | <u>-</u> |
| Aggregate amount of capital and reserves | <u>1</u> | <u>-</u> |

The subsidiary Age UK STW Trading Ltd was incorporated 17/03/2016. From 01/04/2016 the insurance commission trade was transferred into this trading company.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

| | | | | | |
|----------|---|--------------------|--------------------|--------------------|--------------------|
| 5 | <u>DEBTORS</u> | Group | | Charity | |
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| | | £ | £ | £ | £ |
| | Help @ Home Client Fees Outstanding | 4,356 | 5,465 | 4,356 | 5,465 |
| | Other Debtors | 99,533 | 50,355 | 90,286 | 50,355 |
| | Amounts owed by group undertakings | | | 29,267 | |
| | | <u>103,889</u> | <u>55,820</u> | <u>123,909</u> | <u>55,820</u> |
| 6 | <u>CREDITORS (Amounts Falling Due Within One Year)</u> | Group | | Charity | |
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| | | £ | £ | £ | £ |
| | Trade creditors | 24,665 | 11,307 | 24,665 | 11,307 |
| | Staff Costs | 90,780 | 80,043 | 90,780 | 80,043 |
| | Other Creditors and Accruals | 17,396 | 32,297 | 17,396 | 32,297 |
| | Deferred Grant Income | | 60,600 | | 60,600 |
| | | <u>132,841</u> | <u>184,247</u> | <u>132,841</u> | <u>184,247</u> |
| 7 | <u>PROVISIONS FOR LIABILITIES AND CHARGES</u> | Group | | Charity | |
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| | | £ | £ | £ | £ |
| | Deficit on defined benefit pension scheme | | | | |
| | As at 1 April 2016 | | | | |
| | Actuarial deficit for 2016/17 | | 23,800 | | 23,800 |
| | Special contributions paid in year | | (23,800) | | (23,800) |
| | As at 31 March 2017 | <u>-</u> | <u>-</u> | <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. An actuarial valuation was also carried out in 2016, of which details can be found in note 17.

8 FUNDS

Pension Reserve In accordance with FRS102 – Retirement benefits, the liability attributable to the pension schemes is shown as a reduction of total funds. No designation of funds to meet future pension commitments at the balance sheet date is in place as Age UK STW anticipates that these commitments will be met through future cash flows and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

8 FUNDS (CONTINUED)

| | Balance 01.04.16 | Incoming Resources | Outgoing Resources | Transfers | Gains & losses | Balance 31.03.17 |
|---|---------------------|-----------------------|-----------------------|-----------------|-------------------|---------------------|
| | £ | £ | £ | £ | £ | £ |
| Restricted Funds | | | | | | |
| Advocacy Service Shropshire | | 39,970 | 54,279 | 14,309 | | |
| Advocacy Service Telford | | | 992 | 992 | | |
| Information and Advice Shropshire | 14,441 | 53,215 | 44,349 | | | 23,307 |
| Living Well Project Shropshire | 25,000 | 25,743 | 37,605 | | | 13,138 |
| Day Centre Infrastructure Support Shropshire | 14,236 | 114,050 | 83,640 | (5,632) | | 39,014 |
| Roy Fletcher Day Centres the Future | | | 5,689 | 5,689 | | |
| Volunteers in Place Project | 8,398 | 25,039 | 37,291 | 3,854 | | |
| Benefits Advice Telford | | 5,116 | 5,786 | 670 | | |
| Living Well Project Telford | 5,973 | 12,927 | 13,971 | 11,000 | | 15,929 |
| Day Centre Infrastructure Support Telford | 5,077 | 38,992 | 32,835 | | | 11,234 |
| Advice & Supported Guidance Telford | 9,970 | 58,034 | 52,150 | | | 15,854 |
| Befriending Telford | 2,365 | 19,876 | 34,338 | 12,097 | | |
| Dementia Telford | 3,922 | 12,000 | 9,864 | | | 6,058 |
| Neighbourhood Contact (Telford) | 18,354 | 23,634 | 27,696 | (14,292) | | |
| Home from Hospital South Shropshire | 3,429 | 35,492 | 38,282 | | | 639 |
| Community Care Co-ordinators | 10,032 | 18,562 | 20,297 | | | 8,297 |
| Community Navigator (Telford) | 11,576 | 48,600 | 49,101 | 3,292 | | 14,367 |
| NESiT Project | 41,959 | 29,466 | 40,088 | | | 31,337 |
| Diamond Dementia | 41,220 | 12,263 | 18,143 | | | 35,340 |
| SCCG Diamond Development | | 32,442 | 28,448 | | | 3,994 |
| Llandudno Holiday | 28,138 | 37,157 | 38,252 | | | 27,043 |
| Surviving Winter | 4,253 | | 2,500 | 650 | | 2,403 |
| Total Restricted Funds | 248,343 | 642,578 | 675,596 | 32,629 | | 247,954 |
| Unrestricted Funds | | | | | | |
| Designated funds | | | | | | |
| 6 Months Core Service Costs | 220,801 | | | 131,464 | | 352,265 |
| Redundancy Reserve | 249,514 | | | (249,514) | | |
| Lease Obligation Reserve | 15,000 | | | | | 15,000 |
| Mini bus reserve | 35,992 | | | 11,880 | | 47,872 |
| Income Development Project | 4,981 | | 45,893 | 40,912 | | |
| Trading Company | 20,000 | | | (20,000) | | |
| Total Designated funds | 546,288 | | 45,893 | (85,258) | | 415,137 |
| Material funds | | | | | | |
| Charity Shop | | 136,669 | 135,007 | (1,662) | | |
| Help @ Home Project | | 1,366,874 | 1,194,692 | (172,182) | | |
| General purpose funds | | 119,886 | 86,688 | 226,473 | 36,673 | 296,344 |
| Total Unrestricted funds (excluding pension liability) | 546,288 | 1,623,429 | 1,462,280 | (32,629) | 36,673 | 711,481 |
| Pension Reserve | (358,000) | 95,000 | 89,000 | | 11,000 | (341,000) |
| Total Unrestricted Funds | 188,288 | 1,718,429 | 1,551,280 | (32,629) | 47,673 | 370,481 |
| Total Funds | 436,631 | 2,361,007 | 2,226,876 | | 47,673 | 618,435 |

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

| | 2017 | 2016 |
|-------------------------------|----------------|----------------|
| | £ | £ |
| Shropshire Council | 681,763 | 681,763 |
| Telford and Wrekin Council | 92,080 | 124,549 |
| Clinical Commissioning Groups | 176,114 | 178,905 |
| | <u>949,957</u> | <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.

| | 2017 | 2016 |
|--|---------------|---------------|
| | £ | £ |
| Unrestricted funds include unrealised revaluation surplus / (deficit) of | <u>73,987</u> | <u>37,314</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

9 ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Tangible Fixed Assets | Quoted Investments | Net Current Assets | Provisions | Total |
|--------------------|----------------------------------|-------------------------------|-------------------------------|-------------------|----------------|
| | £ | £ | £ | £ | £ |
| Restricted Funds | | | 247,954 | | 247,954 |
| Unrestricted Funds | 37,609 | 317,987 | 355,885 | (341,000) | 370,481 |
| | <u>37,609</u> | <u>317,987</u> | <u>603,839</u> | <u>(341,000)</u> | <u>618,435</u> |

10 TRUSTEES REMUNERATION AND EXPENSES

The Trustees are not remunerated. Travel expenses of £1,122 were claimed during the year (2016: £1,106).

11 STAFF

The average monthly headcount was 226 staff (2016: 235) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

| | 2017 | 2016 |
|-------------------------|------------------|------------------|
| Chief Officer | 1 | 1 |
| Administration Staff | 7 | 7 |
| Core Service Staff | 7 | 7 |
| Trading Company Staff | 2 | 2 |
| Project Staff | 25 | 24 |
| Home Support Workers | 40 | 42 |
| | <u>82</u> | <u>83</u> |
| | 2017 | 2016 |
| | £ | £ |
| Salaries and Wages | 1,499,321 | 1,501,150 |
| Social Security Costs | 53,854 | 41,842 |
| Employers Pension Costs | 112,611 | 111,626 |
| Staff training | 15,311 | 14,478 |
| | <u>1,681,097</u> | <u>1,669,096</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 2017 CONTINUED

| | | | |
|-----------|--|--------------------|--------------------|
| 12 | <u>INVESTMENT INCOME</u> | <u>2017</u> | <u>2016</u> |
| | | £ | £ |
| | Dividends and Interest on Listed Investments | 11,254 | 11,063 |
| | Interest on Cash Deposits | 5,419 | 4,240 |
| | | 16,673 | 15,303 |

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 2017, the charity had total commitments under non cancelable operating leases as detailed below:

| | | |
|--------------------------------|--------------------|--------------------|
| | <u>2017</u> | <u>2016</u> |
| | £ | £ |
| Operating leases which expire: | | |
| Within one year | 19,577 | 4,352 |
| Between two and five years | 47,589 | 99,766 |
| | 67,166 | 104,118 |

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

15 CORPORATION TAX

The charity is exempt from corporation tax 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.

16 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | | |
|--|--------------------|--------------------|
| | <u>2017</u> | <u>2016</u> |
| Net movement in funds | 181,804 | 110,152 |
| Add back depreciation charge | 18,637 | 20,658 |
| Add back loss on disposal of fixed asset | 2,404 | - |
| Deduct interest income shown in investing activities | (16,673) | (15,303) |
| Deduct gains/ Add losses on investment | (36,673) | 11,447 |
| Decrease/(increase) in stock | (7,649) | (6,242) |
| Decrease/(increase) in debtors | (48,069) | (13,570) |
| Increase/(decrease) in creditors | (51,406) | (21,622) |
| Increase/(decrease) in pensions | (17,000) | |
| Net cash provided by operating activities | 25,375 | 85,520 |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

17 PENSIONS

A 2016 pension valuation was not obtained, as the cost in providing it did not justify the benefit received. The scheme contains a small number of employees and the movement is not material.

| | <u>2017</u> | <u>2016</u> |
|--|---------------|-------------|
| | £ | £ |
| Employer's contributions | 40,695 | |
| Employees' contributions | 4,112 | |
| Total contributions | <u>44,807</u> | |
| | <u>2017</u> | <u>2016</u> |
| | % | % |
| Principal actuarial assumptions | | |
| Rate of increase in salaries | 3.8 | 3.5 |
| Rate of increase for pensions in payment | 2.3 | 2.0 |
| Discount rate for scheme liabilities | 2.5 | 3.4 |
| Inflation assumptions | 2.3 | 2.0 |

The current mortality assumptions include sufficient allowance for future improvements in mortality rates.

The assumed life expectations on retirement age 65 are:

| | <u>2017</u> | <u>2016</u> |
|----------------------|-------------|-------------|
| | Years | Years |
| Retiring today | | |
| -Males | 23.9 | 23.0 |
| -Females | 26.4 | 26.2 |
| Retiring in 20 years | | |
| -Males | 26.2 | 25.2 |
| -Females | 29.2 | 28.5 |

The charity's share of the assets and liabilities in the scheme and the expected rates of return were

| | <u>2017</u> | <u>2017</u> | <u>2016</u> | <u>2016</u> |
|--------------------------------------|-------------|--------------------|-------------|--------------------|
| | Expected | Fair Value | Expected | Fair Value |
| | return | £ | return | £ |
| | % | | % | |
| Equities | 60.1 | 1,164,000 | 50.5 | 812,000 |
| Government bonds | | | 11.1 | 178,000 |
| Other bonds | 18.6 | 360,000 | 14.6 | 234,000 |
| Property | 5.0 | 97,000 | 5.5 | 88,000 |
| Cash/liquidity | 2.2 | 43,000 | 1.7 | 27,000 |
| Other | 14.1 | 273,000 | 16.6 | 266,000 |
| Total market value of assets | | 1,937,000 | | 1,605,000 |
| Present value of benefit obligations | | <u>(2,278,000)</u> | | <u>(1,963,000)</u> |
| Net pension asset / (liability) | | <u>(341,000)</u> | | <u>(358,000)</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

17 PENSIONS (CONTINUED)

Operating costs and income recognised in the statement of financial activities

| | <u>2017</u> | <u>2016</u> |
|--|-----------------|-------------|
| | £ | £ |
| Financial expenditure/(income) | | |
| Interest on pension liabilities | 66,000 | |
| Interest on plan assets | <u>(54,000)</u> | |
| | <u>12,000</u> | |
| Other expenditure/(income) | | |
| Current service cost | <u>23,000</u> | |
| Total operating charge/(income) | <u>35,000</u> | |

Actuarial gains and losses included in the statement of other comprehensive income

| | <u>2017</u> | <u>2016</u> |
|-----------------------|-----------------|-------------|
| | £ | £ |
| Remeasurements | | |
| -Assets | (284,000) | |
| -Liabilities | <u>273,000</u> | |
| | <u>(11,000)</u> | |

Movements in the present value of defined benefit obligations:

| | <u>2017</u> | <u>2016</u> |
|-------------------------------------|--------------------|--------------------|
| | £ | £ |
| Opening defined benefit obligations | (1,963,000) | (1,963,000) |
| Current service cost | (23,000) | |
| Interest cost | (66,000) | |
| Contributions by employees | (4,000) | |
| Remeasurement loss on assumptions | (273,000) | |
| Benefits paid | <u>51,000</u> | |
| | <u>(2,278,000)</u> | <u>(1,963,000)</u> |

Movements in the fair value of the charity's share of scheme assets:

| | <u>2017</u> | <u>2016</u> |
|-------------------------------------|------------------|------------------|
| | £ | £ |
| Opening fair value of scheme assets | 1,605,000 | 1,605,000 |
| Interest on plan assets | 54,000 | |
| Remeasurements | 284,000 | |
| Contributions by employers | 41,000 | |
| Contributions by employees | 4,000 | |
| Benefits paid | <u>(51,000)</u> | |
| | <u>1,937,000</u> | <u>1,605,000</u> |

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017 CONTINUED

17 PENSIONS (CONTINUED)

History of experience gains and losses:

| | <u>2017</u> | <u>2016</u> |
|--|-------------------------|-------------------------|
| | £ | £ |
| Present value of defined benefit obligations | (2,278,000) | (1,963,000) |
| Fair value of share of scheme assets | <u>1,937,000</u> | <u>1,605,000</u> |
| Surplus/ (deficit) | <u><u>(341,000)</u></u> | <u><u>(358,000)</u></u> |

18 Transition to FRS 102

Reconciliation of funds for the year ended 31 March 2016

| | |
|---|-----------------------|
| Total funds brought forward 1 April 2015 | <u>2016</u> |
| Recognition of the pension liability | 684,479 |
| Restated total funds brought forward at 1 April 2015 | <u>(358,000)</u> |
| | <u><u>326,479</u></u> |
| | |
| Total funds brought forward 31 March 2016 | 794,631 |
| Recognition of the pension liability | <u>(358,000)</u> |
| Restated total funds brought forward at 31 March 2016 | <u><u>436,631</u></u> |

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

Our professional advisors

Bankers

Barclays Bank plc, Shrewsbury

Auditors

Dyke Yaxley Limited, Shrewsbury

Solicitors

Wace Morgan, Shrewsbury



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’**

