

# Age UK Shropshire Telford & Wrekin

Annual report of the Trustees and Financial Statements  
year ending 31 March 2018. Company no. 04292896.

**Local Services**  
**Local People**  
**Local Organisation**





Walking footballers **Mick Lewis**, **Norman Pryce** and **David Walker** received recognition for saving the life of a fellow player

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# Introduction

This year we have continued to grow and develop our services to respond to the needs of the older people of Shropshire and Telford. We have remained financially stable and once again ended the year with a surplus budget. Our three shops have done very well and have contributed to our strong financial position. We are grateful to all the people who have donated furniture to us to help us generate this income.

With a turnover of £2.4m we are the third largest Age UK in the West Midlands. Our volunteer numbers are, by a considerable margin, the highest in the region and second highest in the entire country. This is in line with our service model of enabling volunteers to provide support to older people.

Once again we have generated record levels of benefits income for older people in the county. This makes a significant difference to the quality of older people's lives, helping them pay for support, care and the necessities of life.

Our new trustees have brought great enthusiasm and expertise to the trustee board. With an ever-increasing focus on governance in charities all the trustees have worked hard to ensure that we are a robustly managed and compliant organisation. We have begun to embed our new strategic outcomes, agreed in 2016–17, which are much more focused on the impact we wish to have on the lives of older people in the county and to consider how we will measure our success in these areas.





## Adult ballet class

Photo courtesy of Helter Skelter Studios

Due to changes in commission rates coming into force from April 2018, our trading company Age UK STW Trading Ltd was faced with no option but to withdraw from trading in Age UK insurance products and to close the trading office. This was a hard decision after over twenty years of providing a face-to-face insurance service for older people, however it was no longer financially viable and the directors agreed to close the trading office from the 1 April 2018. We would like to say a huge thank you to all the staff and volunteers who worked so hard to raise income to support our charitable activities over these years. We will be considering opening further shops to replace some of this income.

Finally, none of our work would be possible without the army of volunteers, the dedicated staff, trustees, donors and supporters groups who work tirelessly to make life that little bit better for the older people of Shropshire and our thanks go to them all.

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

WE RAISED AN  
ADDITIONAL



**MILLION**  
IN BENEFITS FOR  
OLDER PEOPLE

**1,000**  
ATTENDANCES



AT OUR **LIVING  
WELL ACTIVITIES**  
EVERY MONTH

**2,400**  
ATTENDANCES



AT OUR **DEMENTIA  
SUPPORT GROUPS**

OUR **NHS  
COORDINATORS** TOOK



**1,500+**  
REFERRALS FROM  
GPs AND OTHER  
HEALTH COLLEAGUES

OUR 3 FURNITURE  
**CHARITY SHOPS**



GENERATED A PROFIT OF  
**£52,000**

**1,100**

OLDER PEOPLE



WERE SUPPORTED BY  
**HELP AT HOME**

OUR **BEFRIENDERS &  
TELEPHONE BUDDIES**  
VOLUNTEERED OVER



HOURS OF THEIR TIME

**26,400**

ATTENDANCES



AT OUR **38 OPEL  
DAY CENTRES**

# Our strategic outcomes

Age UK Shropshire Telford & Wrekin is a local charity driven by the needs and aspirations of older people. Our mission is **to work with and for older people to improve the quality of later life** and we fulfil this promise in the following ways.

## **We reduce the risk of isolation and loneliness to older people** by:

- Increasing the activities we offer which encourage and support older people to be active in their communities and targeting activities for more isolated older people;
- Expanding our befriending service and constantly seeking funding to enable this to happen;
- Raising awareness about loneliness and isolation for older people; and
- Working with other organisations, businesses and partners to provide activities to lonely older people.

## **We help older people maintain and optimise their independence** by:

- Increasing and expanding our Help at Home service;
- Providing Home from Hospital support;
- Increasing our wellbeing activities which keep older people fit and active;
- Working with GP surgeries to provide supported signposting and expanding our Trusted Assessor role to help older people access assistive technology; and
- Working with other organisations, businesses and partners to provide activities that keep older people active.

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing





**We keep older people informed and support them to assert their rights effectively to access the services they need** by:

- Continuing to provide information and advice to older people and their families;
- Providing advocacy support to ensure older people have access to quality health and social care;
- Providing benefits advice to maximise older people's income;
- Working with older people especially in rural areas to highlight their needs when accessing services, such as transport;
- Being inclusive and seeking to engage with older people not accessing our services; and
- Advocating on behalf of older people with statutory services.

**We ensure the voices of older people are heard** by:

- Seeking the views of older people about the services they access which enable them to participate in society;
- Campaigning locally and nationally with and for older people;
- Continuing to support Shropshire Older Peoples Assembly and developing our Sounding Board network which engages directly with older people to capture their views; and
- Working to make our county an Age Friendly place.

Well informed older people can assert their rights



Older people's voices heard on services and issues



# Campaigning

**8.9%**

people in Telford aged 65+ are lonely

**6.99%**

people in Shropshire aged 65+ are lonely

**10,000**

hours volunteered by our befrienders and telephone buddies

We have increased the amount of our campaigning work this year and have taken part in a number of national campaigns such as Carers Week, Volunteers' Week and Dementia Awareness Week. We also undertook a number of specific campaigns.

## **Don't mention the F-word**

We worked with Shropshire's public health team to develop a social media campaign encouraging people at risk of falling, and families and carers of those at risk of falls, to access the wide range of tools and help available on the Healthy Shropshire website. Numbers using the website have increased considerably and we will be continuing the campaign into next year, also encouraging groups who provide activities to use the tools.

## **Strategic outcome**

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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### **Jo Cox Loneliness**

We promoted this campaign widely through all our contacts to raise awareness and understanding of the debilitating impact of loneliness on older people. We held Great Get Together sessions with Marks & Spencer in Shrewsbury and Stans in Oswestry, which saw both young and old attending. We supported and encouraged a wide range of other groups to hold events to support lonely older people, and increased the number of our befrienders. We will be working with other groups in Telford and Ludlow to hold Great Get Togethers in the coming year.

### **Age UK's Painful Journeys**

We supported this national campaign to raise the issue and concerns of older people trying to access transport to hospitals. We raised the issue with MPs, wrote to councillors and sent out over 200 postcards for older people to complete and return to their MPs. Going forward we will be taking part in discussions about transport issues for the new hospital configuration.



**16%**

older people in  
Shropshire living in  
fuel poverty

**£2,300**

donated in Winter  
Warmth Grants to  
ten older people

**110**

older people  
supported with  
home energy checks

### **Celebrating Age**

Following a presentation at our 2016 conference, we worked with Telford Seniors Citizens Forum, Wrekin Housing Trust and Telford & Wrekin Council to develop Celebrating Age, a week-long celebration of older people participating in arts and activities in Telford. We encouraged existing groups and clubs to undertake an activity in the first week of October to Celebrate Age and we also held an event at The Place in Oakengates where older people could come and have taster sessions of a range of different activities. We even started our AGM with a seated exercise class, a fun and much more interesting way to start an AGM!

### **Age Friendly**

We have continued to lobby councillors, local people and others we work with to make Shropshire an Age Friendly county. We also talked to Shrewsbury Business Improvement District about making Shrewsbury town Age Friendly and encouraging businesses and shops to make seating and toilets available for older people. Our Chair worked with the Age UK West Midlands Influencing Committee to hold a West Midlands Age Friendly Summit, which was a great success. We are continuing to work on this with both Telford and Shropshire councils and with local people, councillors and organisations.

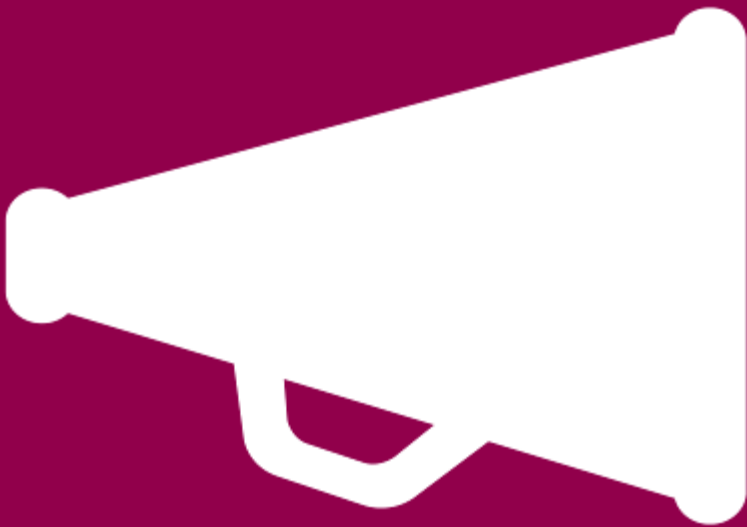


### **Shropshire Older Peoples Assembly (SOPA)**

We held one public event in this year entitled Staying Safe, Keeping Safe with a number of excellent speakers: the Fire Service spoke about their new Safe & Well Checks, Shropshire Partners in Care spoke about safeguarding vulnerable adults and Shropshire Council spoke about avoiding scams. The membership of the steering group continued to grow with information of relevance to older people being circulated through a number of forums.

### **Care in Crisis and Winter Warmth**

We have continued to support both of these ongoing annual campaigns throughout the year.



# Our services

## Community navigation and support

**809**

referrals received by our Care Navigators in Telford & Wrekin

**28%**

increase in referrals to our Ludlow team over the past five years

**17**

NHS teams include our Community Navigators

Age UK Shropshire Telford & Wrekin coordinators work with a wide range of services and partners to get the right help when it is needed.

Our team of care navigators and coordinators work with NHS colleagues in a variety of settings across all of Shropshire and Telford & Wrekin. Liaising closely with local hospitals, GPs, nurses and therapists they are able to direct older people to help and support from a huge variety of different sources. These services are all funded by the NHS which is testament to their value in helping alleviate pressure on clinical services.

This year the team actioned over 1,500 referrals from NHS colleagues.

### Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



Well informed older people can assert their rights



Older people's voices heard on services and issues



### **Case study**

Mrs S was referred to our coordinator by her district nurse. With no family nearby and little contact with neighbours she was isolated, lonely and living with several long-term medical conditions. She had recently undergone a foot operation and was struggling to get in and out of an old, deep bath.

Our coordinator immediately referred Mrs S for a social services occupational therapy assessment which resulted in the fitting of a bath-lift, enabling her to safely enjoy a soak once again.

She was then referred for an Age UK Shropshire Telford & Wrekin volunteer befriender. This volunteer now visits Mrs S weekly and she really looks forward to the visit.

As an avid reader Mrs S was referred to the library in Shrewsbury and they arranged for the mobile library to stop near her house, something which has greatly improved the quality of her life.

Finally, she was referred to the Shropshire Wildlife Trust 'Feed The Birds Project': she now has a volunteer visitor who shares her love of wildlife.



# Our services

## Day services and dementia support

**26,400**

attendances at our  
OPEL Day Centres

**10**

dementia support  
groups across  
Shropshire and  
Telford & Wrekin

**190**

volunteers help run  
our day services

Age UK Shropshire Telford & Wrekin provides day opportunities across the county for older people, people living with dementia and their carers.

### OPEL day centres

Our amazing team of over 160 volunteers allow us to run 38 social day centres across Shropshire and Telford & Wrekin. They provide entertainment, a hot meal and, most importantly, friendship. The average age of members is over 85 and for many people this represents their only social outlet each week.

### Dementia support groups

As well as day centres we also support specific groups for people living with dementia and their carers. Currently known as Diamond Drop-ins, we have four groups in Telford & Wrekin and six in Shropshire, with plans for some new services in 2018/19.

### Strategic outcome

Reducing the risk of loneliness  
and isolation



Optimising independence  
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### **Case study**

Mr W has Alzheimer's disease and several other age-related conditions. His wife is his main carer and they first attended a Diamond Drop-in in October 2017. Mr W was a reluctant attender and refused to participate in any of the activities. Whilst enjoying the peer support of other carers, Mrs W was often uncomfortable or embarrassed by some aspects of her husband's behaviour, such as laughing at inappropriate moments.

Over the course of several sessions our support worker was able to reassure Mrs W that the behaviour was not untypical and most of the group had experienced similar behaviours at various times. Furthermore, after several weeks of the support worker and volunteers providing support and encouragement to her husband she was amazed to see him taking part in various activities in the group, including a hoopla and football competition!



# Our services

## Help at Home

**74,000**

hours of service  
supplied by our  
Home Support  
Workers

**1,100**

older people  
supported to stay  
independent in their  
own homes

**85%**

of service users aged  
75+, including 12  
centenarians

Age UK Shropshire Telford & Wrekin provides day to day practical help in the home, enabling older people to remain independent for as long as possible.

Help at Home supports over 1,100 older people with practical support around the house and garden. Our team of 180 home support workers help with cleaning, shopping, ironing and gardening. But they also keep an eye open for problems so we can step in to help sort things out, providing peace of mind to the older person and their family, especially if they live some distance away.

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Older people's voices heard on services and issues



### **What our service users say**

In 2017 we carried out a major client satisfaction survey of older people being supported with the Help at Home service. The results were overwhelmingly positive and reflected the level of professionalism and care that our team deliver, week in, week out. This is just a small sample of the hundreds of comments we received:

‘My home support worker has become a friend and is always willing to do anything that needs doing.’

‘It helps to have the same support worker, as auntie is registered blind and things need to be put back in the same place.’

‘My support worker provides an excellent service and is just what is required to maintain my independence.’

Over half of our 1,100 service users responded and of those over 90% (on average) either agreed or strongly agreed with statements such as ‘I am satisfied with the standard of work’, ‘Help at Home helps me to remain independent’ and ‘the service is good value for money’.



# Our services

## Information and advice

**980**

advocacy cases opened by our experienced team

**£2.9m**

in additional benefits acquired for older people

**45**

volunteers help older people with information, advice and advocacy

Age UK Shropshire Telford & Wrekin provides up to date information and advice, along with help to claim benefits and a representative voice when it's needed.

Our small team of reception volunteers has many years' experience in helping older people with a huge array of enquiries.

Our advocacy support and representation service is provided by a team of expert staff and volunteers to help older people when they feel overwhelmed by an issue; whatever the problem, they have been there to help.

Furthermore, our benefits team now routinely brings in over £2m every year in additional benefits for older people, and in 2017/18 it was the highest ever: £2,974,000.

This year we worked with Shropshire Council to relaunch our network of Parish Links to become Community Connectors. This will be developed further in 2018/19.

### Strategic outcome

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### **Case study**

Our advocate supported a gentleman who had communication problems following a stroke, who was the main carer for his wife with dementia. They had been financially abused by another family member and there were concerns about the physical safety of both when the husband left the property to go shopping.

Working closely with the safeguarding social worker, the advocate was able to articulate the husband's wishes, provide reassurance to the wife and persuaded them to have a social service referral; the result was the provision of extra support to ensure their safety when it was needed.



# Our services

## Wellbeing and friendship

**177%**  
increase in  
attendances at our  
Living Well activities  
in Shropshire over  
the past five years

**1,740**  
attendances at  
men's Walking  
Football

**24**  
different classes for  
people to keep  
physically and  
mentally active in  
older age

Age UK Shropshire Telford & Wrekin supports a wide range of activities, groups and clubs that enable older people to stay fit, healthy, connected and have fun.

Research shows there are some key elements in improving wellbeing in older age: keeping physically active, learning a new skill or trying a new activity, meeting new people and giving something back. At Age UK Shropshire Telford & Wrekin we provide lots of opportunities for all of these, be it exercise classes, reading groups, lunch clubs or arts and craft sessions. And for those who might struggle to get out and about we have a team of volunteer befrienders and telephone buddies to provide much needed contact and friendship.

We also organise some annual social events: the ever-popular Afternoon of Entertainment at Oakengates Theatre plays to over 500 people and the Llandudno Holiday provides a week's break for over 100 older people, organised by a brilliant team of volunteers.

### Strategic outcome

Reducing the risk of loneliness and isolation



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### **Case study**

77 year-old Lynn first came to Age UK Shropshire Telford & Wrekin as a member of the Extend exercise class. Very soon she was also attending a lunch club and enjoying our afternoon teas with guest speakers. As a keen singer, Lynn took part in a project to encourage the benefits of singing called Find Your Voice which in turn led to her becoming a founding member of our new community choir. She is now the conductor!

After several weeks of attending our classes Lynn enquired about volunteering roles, and after considering several suggestions became a telephone buddy. She now comes into the office every Monday and speaks to at least 15 older people on the phone every week.

Lynn says: 'I'm so grateful to Age UK Shropshire Telford & Wrekin for the help and encouragement I've been given to use my talents for the benefit of others (and myself). I'm now looking forward to future projects: I am, after all, only 77 years old and really enjoying life.'



# Our volunteers

**£2m**

of volunteering  
'value' every year

**150**

new volunteers  
recruited

**236**

volunteers supported  
lonely or isolated  
older people

Age UK Shropshire Telford & Wrekin has a broad and varied range of volunteering opportunities in all areas to suit most people's interest and skills.

Age UK Shropshire Telford & Wrekin has one of the best track records of any Age UK in the country for the number of volunteers and volunteering roles we support.

At any one time we have approximately 850 volunteers in almost 950 roles, including shop workers, dementia volunteers, benefits advisors, befrienders and activity leaders. Volunteers help run the day centres and provide valuable administrative help; they assist older people to get Blue Badges and organise holidays to Llandudno.

Put simply, the charity would not be able to function without them. Each year, our small team of recruiters bring up to 200 new volunteers in to help with these roles, right across Shropshire and Telford & Wrekin.

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### **Case study**

Lauren came to Age UK Shropshire Telford & Wrekin as a volunteer in an OPEL day centre, wanting to 'give something back' to her community. After some months an opportunity arose for the role of organiser in a different day centre, one which had a number of difficulties and lacked continuity. After some persuasion, Lauren agreed to take it on, a big decision given some of the difficulties this day centre had previously experienced.

By her own admission she lacked confidence at first but after several months, and lots of support from our day centre support officer, she was able to turn things around. Both the day centre and Lauren herself are now flourishing, as she was able to take the good practice she'd observed in her first day centre and apply it to her own.

Lauren says: 'My experience of volunteering with Age UK Shropshire Telford & Wrekin has been so positive; I've been able to bring experience and skills from my working life to help develop the day centre and I love leading our team of fantastic volunteers. For many of our members this is their only social contact which makes the role so worthwhile and rewarding.'



# Fundraising

**£4,883**

donated in memory  
of a loved one

**615**

one-off donations  
received

**£1,645**

raised from knitting  
6,580 little hats for  
The Big Knit

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

Our charity furniture shops in Oswestry, Wellington and Shrewsbury are now well-established and their performances exceeded our expectations.

Grants from Age UK, E.ON and the Dunhill Medical Trust have also helped to support our services.

We were delighted to win the staff vote at Denso in Telford: they will be working with us for the next three years. ReAssure in Telford provided volunteers for events, donated gifts to our day centres and raised money for our local services. We are extremely grateful for all their support.

Our wonderful supporters groups in North Shropshire and Shrewsbury continued to hold a variety of exciting and fun events and raised £4,500 to support our services.

## Strategic outcome

Reducing the risk of loneliness  
and isolation



Optimising independence  
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Older people's voices heard  
on services and issues



### **Case study**

After an appeal in the local press, 11 kind people donated all or part of their Winter Fuel Allowances to our Surviving Winter Fund. This emergency fund allows us to give grants to older people who cannot afford to replace their boiler, fix broken heating or pay for their fuel bills.

Thanks to the generosity of these people who donated almost £2,000 we were able to help 10 older people this year. Grants ranging from £200 to £500 were awarded to those in real financial hardship. For example, in December, we gave a £200 grant to an older person to enable them to buy some coal for their heating system. They were on a low income and were relying on an old electric heater to keep warm. The grant meant they no longer had to struggle to stay warm in the cold weather.





# 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: 04292896).

Age UK Shropshire Telford & Wrekin is a brand partner of the national Age UK charity. Age UK supports Age UK Shropshire Telford & Wrekin through its marketing and campaigning activities, and offers advice and support, including information and advice resources.

We currently have eight elected trustees and two vacancies. Officers of the Board consist of a President, Chair, Deputy Chairs and Treasurer. This year one co-opted trustee was elected at the AGM held in October 2017 but subsequently resigned in February 2018. This left the position of Treasurer vacant and this was filled by a co-opted trustee from March 2018.

Co-optees are voted on by the Trustees' Board throughout the year and we currently have two 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. In this year we created a new role of Ambassadors for previous long standing trustees and we currently have three.

The Board meets a minimum of 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; we do not currently have any associate members. 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 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. The Board has a clear scheme of delegation to clarify those authorities in line with good practice.

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.

Our objects are set out in our Articles of Association. They exist 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,



Afternoon of Entertainment

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.

### **Public benefit**

The trustees of Age UK Shropshire Telford & Wrekin have had due regard to 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 agreed a new framework for how we will

measure our impact against our strategic outcomes, which are set out on page 8.

### **Risk assessment**

Trustees regularly review all risks faced by the charity and have robust business continuity plans in place. This is an ongoing process which is overseen by the Finance & Audit Committee. All risks are graded by impact and likelihood; these are reviewed by the Trustee Board on a regular basis. Policies and systems have been established to mitigate or lessen any identified major risk and the business continuity plan is regularly reviewed. This year we have instigated a process of testing high-risk scenarios as part of our business continuity plans.

### **Age UK STW Trading Ltd**

We established a new Trading Company as a subsidiary trading arm to the charity for our insurance products and services. The Directors of this company include three trustees of the parent charity, who report back to the Board, plus an independent Chair. At the end of this financial year we made the decision to withdraw from selling Age UK products and services. Directors will decide in 2018 whether or not to wind up the trading company.





Little hats for the Big Knit

# Trustees and Principal Officers

## **President**

Margaret Lewis

## **Chair**

Anne Wignall

## **Deputy Chairs**

Sue Robson

David Bell

## **Treasurer**

Lynne Grigg <sup>1</sup>

Emma Dickenson <sup>2</sup>

## **Board Members**

Peter Cates

Dennis Cook

Sal Hampson

Geraldine Parkin

Nick Renshaw

Mike Magill retired from the Board on 5 October 2017.

## **Principal Officers**

### **Chief Executive**

Heather Osborne

### **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

## **Ambassadors**

Mike Davis

Mike Magill

Margaret Beckett

<sup>1</sup> up to 21 March 2018

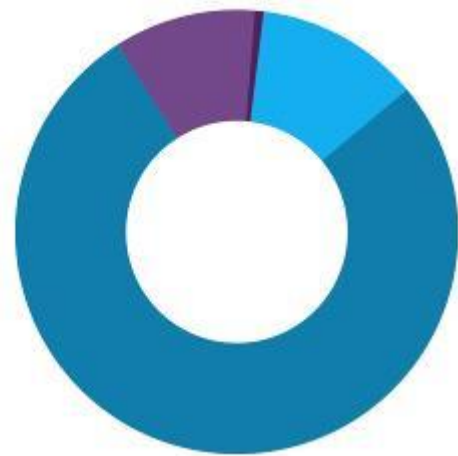
<sup>2</sup> from 21 March 2018

# Financial summary

## Consolidated accounts 2017/18

Total Incoming Resources £2,477,161

- Income from Donations inc. Statutory Grants £297,202 (12%)
- Income from Charitable Activities £1,908,048 (77%)
- Income from Other Activities £255,858 (10%)
- Investment Income £16,053 (1%)



Age UK Shropshire Telford & Wrekin can end this year with a smile.

Bucking the trend on economic doom and gloom, we have achieved a surplus of £254,805 which will enable us to provide financial stability for our existing services for the short term at least.

This surplus was prudently forecast early on in the financial year, which provides reassurance of the robust financial management of the organisation and active governance.

Income generated from Living Well classes and our largest service Help at Home increased through the continued popularity of class content, such as Adult Ballet, and the stable growth within the Help at Home service.

The Local Government Pension Scheme (LGPS) Defined Benefit Pension Scheme which was closed several years ago achieved a reduction in the liability adding £50,000 to our income and Statement of Financial Activities

(SoFA) balance. In addition to this, we were also able to negotiate a three year upfront payment toward the pension deficit thereby saving a significant amount in the process.

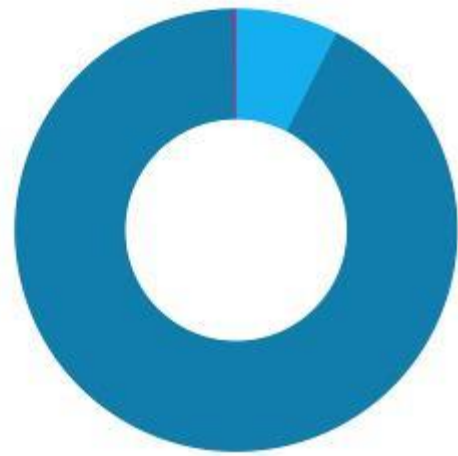
Investments had less of an impact this year, achieving an unrealised gain of £5,552 (£36,673 2016/17); possibly due to market volatility and politics.

On the downside, it was with sadness that we had to cease trading insurance products and home energy products, and lose valued and skilled staff in the process; a service that we at Age UK Shropshire Telford & Wrekin have provided for at least 20 years. The commission earned over this time is in excess of £900,000. This has without a doubt provided unrestricted funds to retain some otherwise under resourced services over the years.

The trading company is in the process of being wound down and the final accounts for this entity will be 2018/19.

## Total Expenditure £2,292,956

- Costs of Raising Funds and Retail £172,278 (8%)
- Charitable Activities £2,112,678 (92%)
- Finance Pension Charges £8,000 (0%)



## Reserves £873,240

In 2016/17, with the implementation of FRS 102 accounting standards, our reserves reduced to absorb the LGPS pension liability of £341,000. This year, we have been able to replenish those reserves affected.

It was also deemed sensible to designate £30,000 toward our IT replacement strategy.

Restricted Funds	£228,114
Designated Reserves	£604,137
Unrestricted Reserves	£40,989
Total Funds	£873,240

## Looking ahead to 2018/19

Our three furniture shops have continued to thrive; in the coming year we will be looking at future growth to expand this venture, in line with our Income Generation Strategy. Further avenues are being explored to replace the commission lost from the trading company.

Once again, we will be tendering for funds to continue vital existing services; this will provide us with an opportunity to enhance and expand

those services to enable even more older people to love later life and retain their independence in their latter years.

With the uncertainty around funding, we are pleased that the outturn for the year has increased our reserves, which will then allow us to look at sustainability options for these much valued services.

## Auditors

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

## Statement of trustees' responsibilities

The trustees (who are also directors of Age UK Shropshire Telford & Wrekin for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The

Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable group and enable them to ensure


that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable group's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the trustees on 11 September 2018 and signed on their behalf by:



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  
The Lady Forester Trust  
Shropshire CCG  
Telford & Wrekin CCG  
Citizens Advice Service (Shropshire & Telford)  
Dunhill Medical Trust  
Groundwork  
Mary Webb School  
GKN Sankey Ltd  
Lichfield Diocesan Board  
Rotary Club of Ironbridge  
Rotary Club of Oswestry  
Westcroft Trust  
ReAssure  
North Shropshire Supporters Group  
Shrewsbury Supporters Group  
Millichope Foundation  
Ellesmere College  
Baron Davenport's Charity  
Denso  
The Grocott Family  
Various local Parish Councils

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

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.

### **Our quality marks**



# Auditors Report

Independent auditors report on the consolidated financial statements to the members of Age UK Shropshire Telford & Wrekin

## Opinion

We have audited the consolidated financial statements of Age UK Shropshire Telford & Wrekin (the 'Charity') for the year ended 31 March 2018 which comprise of the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and Parent Charity Balance Sheet, the Consolidated Cash Flow and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the Charity's affairs as at 31 March 2018 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

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

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's ability to continue to adopt the going concern basis of accounting for a period of at least

twelve months from the date when the financial statements are authorised for issue.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other

information, we are required to report that fact.

We have nothing to report in this regard.

### **Opinion on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the group and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (including the Strategic Report).

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

opinion:

- adequate 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 obtained all the information and explanations necessary for the purposes of our audit.

### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or to

cease operations, or have no realistic alternative but to do so.

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:


**[frc.org.uk/auditorsresponsibilities](https://www.frc.org.uk/auditorsresponsibilities)**

This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the group'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 group'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 group's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Ian Walsh  
Senior Statutory Auditor  
For and on behalf of Dyke Yaxley  
Limited  
Chartered Accountants  
Statutory Auditor

1 Brassey Road  
Old Potts Way  
Shrewsbury

Dated 12 September 2018



Shrewsbury Walking  
Football Club



**AGE UK SHROPSHIRE TELFORD & WREKIN**

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

**FOR THE YEAR ENDED 31 MARCH 2018**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
<u>Income from Continuing Operations</u>					
<u>Income from Donations</u>					
Statutory Authority Grants			152,993	152,993	172,868
Other Grants		43,414		43,414	28,137
Donations and Gifts		54,314	26,681	80,995	75,073
Legacies		19,800		19,800	23,099
<u>Income from charitable activities</u>					
Project Grants		542,724	442,506	985,230	934,523
Client Fees (Living Well, Diamond Dementia & Help @ Home)		900,889	21,929	922,818	839,941
<u>Income from other trading activities</u>					
Sale of Goods		203,123		203,123	121,937
Trading Commission					
Other Income		10,139	42,596	52,735	54,955
<u>Investment income</u>	11	16,053		16,053	16,673
<u>Total Incoming Resources From Continuing Operations</u>	7	1,790,456	686,705	2,477,161	2,267,206
<u>Expenditure from Continuing Operations</u>					
<u>Costs of raising funds</u>					
Fundraising trading: costs of fundraising and retail	2	172,278		172,278	135,007
<u>Expenditure on charitable activities</u>					
Charitable activities		1,403,193	709,485	2,112,678	2,012,131
<u>Finance charges</u>		8,000		8,000	12,000
<u>Total expenditure from continuing operation</u>	2	1,583,471	709,485	2,292,956	2,159,138
<u>Net income from discontinued operations</u>		15,048		15,048	26,063
<u>Gross transfers between funds</u>	7	(2,940)	2,940		
<u>Net income/(expenditure) attributable to the group before other recognised gains and losses</u>		219,093	(19,840)	199,253	134,131
<u>Gains / (losses) on investment assets</u>	4	5,552		5,552	36,673
Actuarial gains/(losses) on defined benefit pension scheme		50,000		50,000	11,000
<u>Net movement in funds</u>		274,645	(19,840)	254,805	181,804
<u>Total group funds brought forward</u>	7	370,481	247,954	618,435	436,631
<u>Total group funds carried forward</u>	7	645,126	228,114	873,240	618,435

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

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**PARENT CHARITY BALANCE SHEET AS AT 31 MARCH 2018**

	NOTES	£	2018 £	£	2017 £
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	3		26,551		37,609
Investments	4		323,540		317,987
			<hr/>		<hr/>
			350,091		355,596
<b><u>CURRENT ASSETS</u></b>					
Stocks		27,138		13,891	
Debtors	5	198,981		123,909	
Short Term Deposits		718,452		596,228	
Cash at Bank and in Hand		2,943		2,652	
			<hr/>	<hr/>	
		947,514		736,680	
<b><u>CREDITORS</u> Amounts Falling Due</b>					
Within One Year	6	128,365		132,841	
			<hr/>	<hr/>	
<b><u>NET CURRENT ASSETS</u></b>	8		819,149		603,839
			<hr/>	<hr/>	
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>			1,169,240		959,435
Defined Benefit Pension Liability	16		296,000		341,000
			<hr/>	<hr/>	
<b><u>NET ASSETS</u></b>			873,240		618,435
			<hr/> <hr/>	<hr/> <hr/>	
<b><u>REPRESENTED BY:-</u></b>					
<b><u>FUNDS</u></b>					
Designated Funds	7		604,137		415,137
Unrestricted Funds	7		40,989		(44,656)
			<hr/>	<hr/>	
Total Unrestricted Funds			645,126		370,481
Restricted Funds	7		228,114		247,954
			<hr/>	<hr/>	
<b><u>Total Funds</u></b>			873,240		618,435
			<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 40 to 54 were approved by the Board of Trustees on 11/09/2018 and signed on their behalf by :-

*Anne Wignall*

\_\_\_\_\_  
Mrs Anne Wignall  
Chair



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**CONSOLIDATED BALANCE SHEET AS AT 31 MARCH 2018**

	NOTES	£	2018 £	£	2017 £
<b>FIXED ASSETS</b>					
Tangible Assets	3		26,551		37,609
Investments	4		323,539		317,987
			<hr/>		<hr/>
			350,090		355,596
<b>CURRENT ASSETS</b>					
Stocks		27,138		13,891	
Debtors	5	105,880		103,889	
Short Term Deposits		718,452		596,228	
Cash at Bank and in Hand		96,045		22,672	
			<hr/>		
		947,515		736,680	
<b>CREDITORS</b> Amounts Falling Due Within					
One Year	6	128,365		132,841	
			<hr/>		
<b>NET CURRENT ASSETS</b>	8		819,150		603,839
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
			<hr/>		<hr/>
			1,169,240		959,435
Defined Benefit Pension Liability	16		296,000		341,000
			<hr/>		<hr/>
<b>NET ASSETS</b>			873,240		618,435
<b>REPRESENTED BY:-</b>					
<b>FUNDS</b>					
Designated Funds	7		604,137		415,137
Unrestricted Funds	7		40,989		(44,656)
			<hr/>		<hr/>
Total Unrestricted Funds			645,126		370,481
Restricted Funds	7		228,114		247,954
			<hr/>		<hr/>
<b>Total Funds</b>			873,240		618,435
			<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 40 to 54 were approved by the Board of Trustees on 11/09/2018 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 2018**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Cash provided by operating activities	15 <u>183,906</u>	<u>25,375</u>
<b>Cash flows from investing activities</b>		
Interest Income	16,053	16,673
Purchase of tangible fixed assets	(4,362)	(3,889)
<b>Cash provided by (used in) investing activities</b>	<u>11,691</u>	<u>12,784</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>	<u>195,597</u>	<u>38,159</u>
Cash and cash equivalents at the beginning of the year	618,900	580,741
<b>Total cash and cash equivalents at the end of the year</b>	<u><u>814,497</u></u>	<u><u>618,900</u></u>

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018**

**1 ACCOUNTING POLICIES**

**a Basis of preparation**

The accounts have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

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 £.

**b Public benefit**

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.

**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.

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.

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- 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 raising 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, retail managers 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.
- n Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following

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).

- 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.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- 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.

**2 TOTAL EXPENDITURE**

	<u>2018</u>	<u>2017</u>
	£	£
Charitable Activities		
Restricted Funds		
Staff Costs	415,513	398,716
Travel	85,920	88,562
Grants	39,778	16,100
Premises Costs	34,286	28,441
Support costs	88,495	102,514
Overheads and project running costs	45,493	41,263
	<u>709,485</u>	<u>675,596</u>
Unrestricted Funds		
Staff Costs	1,211,745	1,170,481
Travel	103,209	111,350
Premises Costs	65,582	73,739
Support costs	(108,519)	(120,797)
Overheads and project running costs	118,416	93,560
	<u>1,390,433</u>	<u>1,328,333</u>
Total Charitable Activities excluding governance costs	2,099,918	2,003,929
Costs of raising funds		
Fundraising trading: costs of fundraising and retail	172,278	135,007
Finance charges	8,000	12,000
Governance		
Travel	2,493	1,122
Audit	10,267	7,080
Total	<u>2,292,956</u>	<u>2,159,138</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**2 TOTAL EXPENDITURE (CONTINUED)**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Expenditure includes:		
Audit fees	10,267	7,080
Depreciation on tangible fixed assets	15,420	18,637
Operating lease costs	51,655	51,655
	<hr/> <hr/>	<hr/> <hr/>

**3 TANGIBLE FIXED ASSETS: GROUP AND CHARITY**

	<b>Office Equipment</b>	<b>Furniture and Fixtures</b>	<b>Motor Vehicles</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>				
As at 1 April 2017	109,776	21,378	66,000	197,154
Additions	4,362			4,362
Disposals	(45,116)			(45,116)
As at 31 March 2018	<hr/> <hr/> 69,022	<hr/> <hr/> 21,378	<hr/> <hr/> 66,000	<hr/> <hr/> 156,400
<b>Depreciation</b>				
As at 1 April 2017	103,992	19,295	36,258	159,545
Depreciation for Year	6,958	1,027	7,435	15,420
Disposals	(45,116)			(45,116)
As at 31 March 2018	<hr/> <hr/> 65,834	<hr/> <hr/> 20,322	<hr/> <hr/> 43,693	<hr/> <hr/> 129,849
<b>Net Book Value at 31 March 2018</b>	<hr/> <hr/> 3,188	<hr/> <hr/> 1,056	<hr/> <hr/> 22,307	<hr/> <hr/> 26,551
<b>Net Book Value at 31 March 2017</b>	<hr/> <hr/> 5,784	<hr/> <hr/> 2,083	<hr/> <hr/> 29,742	<hr/> <hr/> 37,609

**4 FIXED ASSET INVESTMENTS**

	<b>Group</b>		<b>Charity</b>	
<b>Quoted Investments:-</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Market Value at 1 April 2017	317,987	281,314	317,987	281,314
Increase (decrease) in market value	5,552	36,673	5,552	36,673
<b>Market Value as at 31 March 2018</b>	<hr/> <hr/> 323,539	<hr/> <hr/> 317,987	<hr/> <hr/> 323,539	<hr/> <hr/> 317,987
Investments at cost	<hr/> <hr/> 244,000	<hr/> <hr/> 244,000	<hr/> <hr/> 244,000	<hr/> <hr/> 244,000
<b>Unlisted Investments:-</b>	<b>Group</b>		<b>Charity</b>	
	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Age UK STW Trading Ltd	-	-	1	1
<b>TOTAL</b>	<hr/> <hr/> 323,539	<hr/> <hr/> 317,987	<hr/> <hr/> 323,540	<hr/> <hr/> 317,988

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**4 FIXED ASSET INVESTMENTS (CONTINUED)**

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

<b>Subsidiary undertakings</b>	<b>Country of registration or incorporation</b>	<b>Class</b>	<b>Shares held %</b>
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:

	<b>Principal activity</b>	<b>Capital and reserves 2018</b>	<b>Profit/ (loss) for the year 2018</b>
Age UK STW Trading Ltd	Insurance commission	1	-

The financial performance of the subsidiary is as follows:

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Summary profit and loss account		
Turnover	84,411	93,801
Gross Profit	<u>84,411</u>	<u>93,801</u>
Administrative expenses	(84,411)	(93,801)
Profit for the year	<u>-</u>	<u>-</u>
Aggregate amount of capital and reserves	<u>1</u>	<u>1</u>

The subsidiary company had ceased to trade as at 31 March 2018.

**5 DEBTORS**

	<b>Group</b>		<b>Charity</b>	
	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Help @ Home Client Fees Outstanding	7,028	4,356	7,028	4,356
Other Debtors	98,852	99,533	91,007	90,286
Amounts owed by group undertakings			100,946	29,267
	<u>105,880</u>	<u>103,889</u>	<u>198,981</u>	<u>123,909</u>

**6 CREDITORS (Amounts Falling Due Within One Year)**

	<b>Group</b>		<b>Charity</b>	
	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Trade creditors	23,820	24,665	23,820	24,665
Staff Costs	93,127	90,780	93,127	90,780
Other Creditors and Accruals	11,418	17,396	11,418	17,396
	<u>128,365</u>	<u>132,841</u>	<u>128,365</u>	<u>132,841</u>



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**7 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 Shropshire Telford & Wrekin 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.

	Balance 01.04.17	Incoming Resources	Outgoing Resources	Transfers	Gains & losses	Net income from Discontinued Operations	Balance 31.03.18
	£	£	£	£	£	£	£
<b>Restricted Funds</b>							
Information and Advice Shropshire	23,307	93,895	104,304				12,898
Living Well Project Shropshire	13,138	41,174	50,307				4,005
Day Centre Infrastructure Support Shropshire	39,014	119,000	79,409	(2,628)			75,977
Volunteers in Place Project		25,039	27,667	2,628			
Living Well Project Telford	15,929	37,443	46,484				6,888
Day Centre Infrastructure Support Telford	11,234	38,993	38,844				11,383
Advice & Supported Guidance Telford	15,854	63,409	63,826				15,437
Dementia Telford	6,058	12,988	11,499				7,547
Home from Hospital South Shropshire	639	35,532	37,112	941			
Community Care Co-ordinators	8,297	18,562	19,343				7,516
Community Navigator (Telford)	14,367	86,899	100,158				1,108
NESiT Project	31,337	29,351	38,349				22,339
Diamond Dementia	35,340	10,956	18,601				27,695
SCCG Diamond Development	3,994	32,568	30,869				5,693
Llandudno Holiday	27,043	40,896	40,483				27,456
Surviving Winter	2,403		2,230	1,999			2,172
<b>Total Restricted Funds</b>	<b>247,954</b>	<b>686,705</b>	<b>709,485</b>	<b>2,940</b>			<b>228,114</b>
<b>Unrestricted Funds</b>							
Designated funds							
6 Months Care Service Costs	352,265						352,265
Lease Obligation Reserve	15,000						15,000
Mini bus reserve	47,872			7,000			54,872
Redundancy Reserve				152,000			152,000
IT Development Strategy				30,000			30,000
<b>Total Designated funds</b>	<b>415,137</b>			<b>189,000</b>			<b>604,137</b>
Material funds							
Charity Shop		225,137	172,278	(52,859)			
Help @ Home Project		1,444,193	1,189,691	(254,502)			
<b>Total Material funds</b>		<b>1,669,330</b>	<b>1,361,969</b>	<b>(307,361)</b>			
General purpose funds							
Income Development Project	296,344	43,126	71,541	48,460	5,552	15,048	336,989
			66,961	66,961			
<b>Total Unrestricted funds (excluding pension liability)</b>	<b>711,481</b>	<b>1,712,456</b>	<b>1,500,471</b>	<b>(2,940)</b>	<b>5,552</b>	<b>15,048</b>	<b>941,126</b>
Pension Reserve	(341,000)	78,000	83,000		50,000		(296,000)
<b>Total Unrestricted Funds</b>	<b>370,481</b>	<b>1,790,456</b>	<b>1,583,471</b>	<b>(2,940)</b>	<b>55,552</b>	<b>15,048</b>	<b>645,126</b>
<b>Total Funds</b>	<b>618,435</b>	<b>2,477,161</b>	<b>2,292,956</b>		<b>55,552</b>	<b>15,048</b>	<b>873,240</b>

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

	2018 £	2017 £
Shropshire Council	681,763	681,763
Telford and Wrekin Council	167,346	92,080
Clinical Commissioning Groups	161,754	176,114
	<u>1,010,863</u>	<u>949,957</u>

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

	2018 £	2017 £
Unrestricted funds include unrealised revaluation surplus / (deficit) of	79,539	73,987

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**8 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets</b>	<b>Quoted Investments</b>	<b>Net Current Assets</b>	<b>Provisions</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Restricted Funds			228,114		228,114
Unrestricted Funds	26,551	323,539	591,036	(296,000)	645,126
	<u>26,551</u>	<u>323,539</u>	<u>819,150</u>	<u>(296,000)</u>	<u>873,240</u>

**9 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. Travel expenses of £2,493 were claimed during the year (2017: £1,122) also an additional £1,617 was repaid to trustees for expenses occurred during their volunteer advocate role (2017: £1,412).

**10 STAFF**

The average monthly headcount was 249 staff (2017: 226) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<b>2018</b>	<b>2017</b>
Chief Officer	1	1
Administration Staff	7	7
Core Service Staff	7	7
Trading Company Staff	-	2
Project Staff	23	25
Home Support Workers	52	40
	<u>90</u>	<u>82</u>
	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Salaries and Wages	1,568,790	1,499,321
Social Security Costs	53,284	53,854
Employers Pension Costs	120,804	112,611
Staff training	19,758	15,311
	<u>1,762,636</u>	<u>1,681,097</u>

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

The key management personnel comprise of the Chief Executive Officer, Director of Operations and Director of Finance whose total employee benefits were £128,788 (2017: £127,498).

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

<b>11</b>	<b><u>INVESTMENT INCOME</u></b>	<b><u>2018</u></b>	<b><u>2017</u></b>
		<b>£</b>	<b>£</b>
	Dividends and Interest on Listed Investments	11,182	11,254
	Interest on Cash Deposits	4,871	5,419
		16,053	16,673

**12 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.

**13 FINANCIAL COMMITMENTS**

At 31 March 2018, the charity had total commitments under non cancelable operating leases as detailed below:

	<b><u>2018</u></b>	<b><u>2017</u></b>
	<b>£</b>	<b>£</b>
Operating leases which expire:		
Within one year	5,105	19,577
Between two and five years	131,486	47,589
	136,591	67,166

The main lease runs until 2020, the break clause in 2018 was not utilised.

**14 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.

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

	<b><u>2018</u></b>	<b><u>2017</u></b>
Net movement in funds	254,805	181,804
Add back depreciation charge	15,420	18,637
Add back loss on disposal of fixed asset		2,404
Deduct interest income shown in investing activities	(16,053)	(16,673)
Deduct gains/ Add losses on investment	(5,552)	(36,673)
Decrease/(increase) in stock	(13,247)	(7,649)
Decrease/(increase) in debtors	(1,991)	(48,069)
Increase/(decrease) in creditors	(4,476)	(51,406)
Increase/(decrease) in pensions	(45,000)	(17,000)
<b>Net cash provided by operating activities</b>	<b>183,906</b>	<b>25,375</b>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**16 PENSIONS**

	<b><u>2018</u></b>	<b><u>2017</u></b>
	<b>£</b>	<b>£</b>
Employer's contributions	28,527	40,695
Employees' contributions	4,045	4,112
<b>Total contributions</b>	<b><u>32,572</u></b>	<b><u>44,807</u></b>
	<b><u>2018</u></b>	<b><u>2017</u></b>
	<b>%</b>	<b>%</b>
<b>Principal actuarial assumptions</b>		
Rate of increase in salaries	3.6	3.8
Rate of increase for pensions in payment	2.2	2.3
Discount rate for scheme liabilities	2.6	2.5
Inflation assumptions	2.1	2.3

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

The assumed life expectations on retirement age 65 are:

	<b><u>2018</u></b>	<b><u>2017</u></b>
	<b>Years</b>	<b>Years</b>
Retiring today		
-Males	23.1	23.9
-Females	26.3	26.4
Retiring in 20 years		
-Males	25.3	26.2
-Females	28.6	29.2

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

	<b><u>2018</u></b>	<b><u>2018</u></b>	<b><u>2017</u></b>	<b><u>2017</u></b>
	<b>Expected</b>	<b>Fair Value</b>	<b>Expected</b>	<b>Fair Value</b>
	<b>return</b>	<b>£</b>	<b>return</b>	<b>£</b>
	<b>%</b>		<b>%</b>	
Equities	53.0	1,034,000	60.1	1,164,000
Other bonds	23.1	451,000	18.6	360,000
Property	4.9	96,000	5.0	97,000
Cash/liquidity	2.0	39,000	2.2	43,000
Other	17.0	332,000	14.1	273,000
<b>Total market value of assets</b>		<b>1,952,000</b>		<b>1,937,000</b>
<b>Present value of benefit obligations</b>		<b>(2,248,000)</b>		<b>(2,278,000)</b>
<b>Net pension asset / (liability)</b>		<b>(296,000)</b>		<b>(341,000)</b>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**16 PENSIONS (CONTINUED)**

**Operating costs and income recognised in the statement of financial activities**

	<u>2018</u>	<u>2017</u>
	£	£
<b>Financial expenditure/(income)</b>		
Interest on pension liabilities	57,000	66,000
Interest on plan assets	<u>(49,000)</u>	<u>(54,000)</u>
	<u>8,000</u>	<u>12,000</u>
<b>Other expenditure/(income)</b>		
Current service cost	<u>26,000</u>	<u>23,000</u>
<b>Total operating charge/(income)</b>	<u>34,000</u>	<u>35,000</u>

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

	<u>2018</u>	<u>2017</u>
	£	£
<b>Remeasurements</b>		
-Assets	15,000	(284,000)
-Liabilities	<u>(65,000)</u>	<u>273,000</u>
	<u>(50,000)</u>	<u>(11,000)</u>

**Movements in the present value of defined benefit obligations:**

	<u>2018</u>	<u>2017</u>
	£	£
Opening defined benefit obligations	(2,278,000)	(1,963,000)
Current service cost	(26,000)	(23,000)
Interest cost	(57,000)	(66,000)
Contributions by employees	(4,000)	(4,000)
Remeasurement loss on assumptions	65,000	(273,000)
Benefits paid	<u>52,000</u>	<u>51,000</u>
	<u>(2,248,000)</u>	<u>(2,278,000)</u>

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

	<u>2018</u>	<u>2017</u>
	£	£
Opening fair value of scheme assets	1,937,000	1,605,000
Interest on plan assets	49,000	54,000
Remeasurements	(15,000)	284,000
Contributions by employers	29,000	41,000
Contributions by employees	4,000	4,000
Benefits paid	<u>(52,000)</u>	<u>(51,000)</u>
	<u>1,952,000</u>	<u>1,937,000</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018 CONTINUED**

**17 PENSIONS (CONTINUED)**

**History of experience gains and losses:**

	<u>2018</u> £	<u>2017</u> £
Present value of defined benefit obligations	(2,248,000)	(2,278,000)
Fair value of share of scheme assets	<u>1,952,000</u>	<u>1,937,000</u>
Surplus/ (deficit)	<u>(296,000)</u>	<u>(341,000)</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

## **Volunteer Recruitment Office**

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

[www.ageukshropshireandtelford.org.uk](http://www.ageukshropshireandtelford.org.uk)

## **Our professional advisors**

### **Bankers**

Barclays Bank plc, Shrewsbury

### **Auditors**

Dyke Yaxley Limited, Shrewsbury

### **Solicitors**

Wace Morgan, Shrewsbury



Shrewsbury history walk



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



Charity Number: 1090445

Registered Office: 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR