

**Local services, local people, local organisation**







**Shrewsbury Walking Football Club**  
Raising awareness of NHS health  
screening

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# Introduction

This year we would like to start this report by recognising and thanking the hundreds of staff and volunteers who work so hard to support the older people of our county. Their commitment and dedication to the organisation makes us who we are and we are all very proud to be part of Age UK Shropshire Telford & Wrekin.

As the older population of Telford and Shropshire grows, we grow and expand to try and continue to meet older people's needs. However, in some areas, staff and volunteers are very stretched trying to meet this demand. In line with other voluntary and community sector (VCS) organisations, we are also seeing increased complexity in the needs of the people we are supporting. We continue to look at as many ways as possible to generate income to grow our services, as well as considering how we might do things differently to meet more need. This year, for example, we established a new dementia respite service.

We are proud that we continue to maintain our high standards of quality. This year we passed our three yearly Charity Quality Standards audit with flying colours. Our auditor commented that we were 'super organised'. We revised the way we evaluate our services and put in place a more robust programme to seek feedback from those who use our services. We have also worked on the development of our Sounding Board to increase our engagement with our diverse communities. We wish to increase our diversity as an organisation and be accessible to all older people.

The Trustee Board took note of the new Charity Governance Code and reviewed its activities against the seven standards. We are continuing to work on developing this in order to achieve the highest standards of the code. In May, we implemented the new General Data Protection rules and established robust processes to ensure we are meeting the requirements.





Our commitment to partnership working continues to grow. We take an active role in our local voluntary sector assemblies and we support the Age UK West Midlands regional networks. We also developed a new Wellbeing & Independence Partnership with Mayfair Community Centre, Royal Voluntary Service, Rural Community Council and Oswestry Qube. Together, we successfully bid for council funding to develop wellbeing and independence services for adults across Shropshire. We are looking forward to working in this exciting new partnership, which starts in April 2019.

We continued to campaign locally and took part in a very successful campaign with Penny the Piggy Bank, highlighting the crisis in care and what this costs the NHS; we had the third largest response in the country to this campaign. We campaigned on hospital transport (Age UK Painful Journeys) and about government proposed changes to licensing for VCS transport providers. We also raised our concerns about the transport implications of the proposed new hospital structure. Our social media presence continues to grow and is a great way for us to reach new audiences.

Sue Robson, Chair of Trustee Board  
&  
Heather Osborne, Chief Executive

**Afternoon of Entertainment**  
Our annual event for older people



**2,325** attendances  
at our dementia  
support groups.

**18,200** enquiries  
handled by our  
reception staff and  
volunteers.

We raised an  
additional  
**£3.25 million**  
in benefits for  
older people.



**1,100**  
older people aided  
by Help at Home.

Over **1,600**

referrals received from  
our NHS colleagues.



**12,400**

attendances  
at our  
Living Well  
activities.

Our befrienders and  
telephone buddies  
volunteered over

**10,000**

hours of their time.



**184** new members  
placed in our  
day centres.

# Our strategic outcomes

Age UK Shropshire Telford & Wrekin is a local charity driven by the needs of older people and passionate to help them fulfil their aspirations. Our staff and volunteers **work with and for older people to improve the quality of later life** every day.

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

- Supporting activities which encourage and help older people to be active in their communities and focusing on activities for more isolated older people;
- Maintaining our befriending and telephone buddy service and constantly seeking ways to enable expansion;
- Raising awareness about loneliness and isolation for older people;
- Encouraging people to volunteer and promoting the benefits of volunteering; and
- Working with other local organisations, businesses and partners to provide support for lonely older people.

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

- Continually reviewing our Help at Home service to meet need and demand;
- Offering Home from Hospital type services in the north and south of the county;
- Securing service through the new Wellbeing & Independence Partnership Shropshire contract to deliver a wider range of services and reduce duplication;
- Piloting a new service to provide respite care for people living with dementia;
- Targeting wellbeing activities which keep older people fit and active;
- Providing supported signposting within GP surgeries;
- Maintaining our Trusted Assessor role to help older people access assistive technology; and
- Working with other local organisations, businesses and partners to provide activities that keep older people independent.

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:

- Providing free information and advice to older people, their families and carers including an opportunity for free legal advice;
- Offering independent and trustworthy advocacy support to enable older people to make decisions which affect their lives;
- Maximising older people's income through benefits advice;
- Working with older people across our rural county to highlight their needs when accessing services;
- Continuing to seek and engage with older people not accessing our services; and
- Continuing to seek income through fundraising, donations and sponsorship to support the free services we offer.

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

- Seeking the views of older people about the services they access to steer future provision;
- Campaigning locally for older people and supporting national campaigns such as Painful Journeys and Switched Off;
- Continuing to support Shropshire Older Peoples Assembly;
- Consulting with our Sounding Board network to capture and understand the views of older people; and
- Influencing local decisions in an effort 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

**1,932**

people in Telford aged 65+ have a formal diagnosis of dementia

**5,453**

people in Shropshire aged 65+ have a formal diagnosis of dementia

**2,325**

attendances at our dementia support groups

This year we have continued to increase our campaigning activity, supported by a robust annual campaigns plan. We have increased our media presence through local newspapers, radio and social media, enabling us to reach a wide audience to raise key issues of importance to older people.

Once again, we took part in a number of annual campaigns such as Dementia Awareness Week, Volunteers' Week and World Elder Abuse Awareness Day.

We worked with the national Age UK charity on a number of campaigns including Winter Warmth which raised awareness of Surviving Winter Grants and Home Energy Checks. We took a very active part in the Care in Crisis campaign (featuring Penny the Piggy Bank) encouraging people to sign postcards asking their MPs to properly fund social care. We had one of the best responses in the country to this campaign.

## 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



# speaking out

We continued to campaign about hospital transport and met with MP Philip Dunne to discuss our concerns.

We focussed on Making Mardol Purple to raise awareness of World Elder Abuse Awareness Day. We continue to be a member of the Dementia Action Alliance and have now trained a number of staff as Dementia Friends Champions. All staff and volunteers are now offered the opportunity to be trained as Dementia Friends when they join our organisation.

We held a public meeting to increase scams awareness with a number of speakers discussing concerns and ways to avoid scams.

We took part in Celebrating Age with Telford Senior Citizens Forum to encourage older people in Telford to try something new, whether it be a physical activity or a craft.

We continue to focus on making Shropshire an Age Friendly county.



# Our services

## Community navigation and support

**1,600**

referrals received from NHS colleagues across Shropshire and Telford & Wrekin

**6%**

increase in referrals to our Care Navigators in Telford & Wrekin

**17**

NHS teams include one of 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.

Working with GPs, nurses and therapists, our team of care navigators and coordinators work in a variety of settings across all of Shropshire and Telford & Wrekin.

They provide 'supported signposting'; helping people to access a wide range of help and support in their neighbourhoods in order to remain independent. This may be when people come out of hospital, with help ranging from shopping to arranging for the installation of equipment in the home; other times it might be in the local general practice, drawing on our team's comprehensive knowledge of available support.

Funded by the NHS, care navigators and coordinators play a crucial role in helping to ease the pressure on clinical services.

### Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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Older people's voices heard on services and issues



# Care navigation

For the past seven years we've delivered a care navigation service in Telford & Wrekin. But what exactly is care navigation?

Care navigators usually work in GP surgeries alongside doctors, nurses and other practice staff. They receive referrals, usually from clinical colleagues, to help support patients to access services available in their community.

The care navigator has a wide knowledge of what is available and will support the patient to get the help they need. Very often the needs of the patient will be different, or more extensive, than the original reason for the referral; the navigator will use their skill at assessing the person's needs to pull together a plan of support.

This case study illustrates the way the service works:

'A GP referred a patient with osteoporosis to me on a Friday afternoon. Due to a change in her medication, the patient had severely limited mobility and continence problems. Her home had no ground floor toilet, so within the hour my referral to our Trusted Assessor resulted in a commode being arranged for delivery.

I assessed the patient at home and discovered that she was the main carer for her husband who has dementia, and both were struggling. I referred them to the Continence Advisory Service and our Help at Home team for domestic support, as neither of them could manage, and to our Benefits advisors to make a new claim for Attendance Allowance.

I followed up on my visit by liaising with the Memory Team, to bring forward the husband's Memory Review. The result: much better support in place for the patient and her husband and one impressed GP.'

# Our services

## Day services and dementia support

**570**

day centre members  
at any one time

**184**

new members  
placed in day centres  
across Shropshire  
and Telford & Wrekin

**417**

attendances at our  
new dementia  
respite service

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

Teams of dedicated volunteers run 38 unique day centres across Shropshire and Telford & Wrekin. They provide a weekly opportunity for older people to meet and enjoy each other's company, with a hot meal and a wide range of activities and entertainment. For many members this is their only social outlet each week.

Our dementia support groups provide regular support for people living with dementia and their carers. This year saw a new 'pop up' group in Shifnal aimed at people with a recent diagnosis.

An exciting development in 2018/19 saw the start of a brand new dementia respite service at Withywood in Shrewsbury.

### 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





# Dementia respite

In 2018, we started a brand new service for people living with dementia. Based in the supported living development at Withywood in Shrewsbury, we offer a break for carers, safe in the knowledge that their loved ones are being well looked-after in lovely surroundings.

With up to 12 people attending each week, the service has been a huge success. Working in partnership with The Wrekin Housing Group and its care arm, Choices, members are cared for by an experienced team of staff and volunteers from Age UK Shropshire Telford & Wrekin, supported by registered care staff.

The service has received overwhelmingly positive feedback from carers:

‘It’s good for me and good for my husband. He even starts getting things ready on the day before and I know he benefits from attending.’

‘We’ve tried lots of different services for mum and this one is by far the best.’

‘I get some time to run errands, meet friends or just have a few hours to myself, knowing that my husband is being safely cared for.’

‘The improvement in mum’s spirits since she started coming here is amazing. Each week she leaves animated and happy, just like my mum used to be.’

‘This wonderful service allows me to spend some quality time with my daughter. We go shopping and do girly things, which we simply weren’t able to do before. I couldn’t imagine our lives without it now. Priceless.’

Inspired by this feedback we now hope to expand our dementia respite service in other parts of Shropshire and Telford & Wrekin.

# Our services

## Help at Home

**1,100**

older people supported in their own homes to stay independent

**27%**

of Help at Home clients are aged 90+

**180**

Home Support Workers helping older people each week

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.

Now in its 17th year, Help at Home continues to be the largest service that we provide.

As well as their practical tasks, our Home Support Workers provide company and a 'watchful eye' over people who often have no family living nearby. This highly valued aspect of our service provides peace of mind that goes a long way beyond just the practical help.

This year we provided in excess of 75,000 hours of service to older people and received referrals from all over the county from a wide range of sources.

A major focus in 2018/19 was working with Shropshire Council and key voluntary sector partners to develop and secure a new service contract, with Help at Home at its core.

### 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



# Partnership

2018 saw the fruition of plans for a new consortium led by Age UK Shropshire Telford & Wrekin with a number of voluntary sector partners (Shropshire Rural Communities Charity, Royal Voluntary Service, QUBE in Oswestry and Mayfair in Church Stretton).

Called the Wellbeing & Independence Partnership for Shropshire (or WIPS for short), the new collaboration aims to pool some of the services, expertise and experience of the five organisations through services that had previously been contracted separately by Shropshire Council.

The range of preventative services offered by the consortium partners will include:

- Practical help to keep people independent (Help at Home);
- A coordinated range of befriending schemes across the county, both short and long-term, and including a telephone befriending service;
- Support for a network of volunteer-led, weekly day centres across the county;
- A comprehensive range of activities to address mental, emotional and physical wellbeing (e.g. exercise, dance, reading, sport and lunch groups amongst others);
- An extensive range of volunteering opportunities and collaboration amongst partners to advertise, recruit and train volunteers across the county;
- Information events in key locations on a range of subjects such as Functional Fitness MOTs, healthy eating or scams awareness.

This is an exciting opportunity and with a five-year contract with Shropshire Council, we will have plenty of time to work hard with our partners for the benefit of thousands of people across Shropshire.



# Our services

## Information and advice

**£3.25m**

in additional benefits acquired for older people

**18,200**

enquiries handled by our reception staff and volunteers

**1st**

we were the highest performing Age UK for benefits take-up in the West Midlands

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.

Each year we deal with thousands of enquiries from older people, their families and carers; our links with the national charity ensure that we are always able to provide the most up to date information.

A team of expert staff and volunteers provide our advocacy and representation service, to help older people when they feel overwhelmed by an issue: they supported 977 older people last year.

It was also a landmark year for our benefits advice service: again provided by a mix of expert staff and volunteers, the team opened over 1,000 new cases.

### Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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Older people's voices heard on services and issues



# Benefits advice

2018 saw our Benefits Advice team achieve new records in assisting people, as for the first time the service helped local older people to claim over £3 million in welfare benefits entitlement.

The monetary benefits claimed provide life-changing income to the older people that receive them. They usually spend the money on improving their wellbeing and independence, allowing them to remain at home for longer and giving them a better quality of life.

The benefits system is complicated and our Information & Advice team have many years of experience guiding older people through the system and securing what they are entitled to. The service is quality accredited and this year the team successfully passed the Age UK Information & Advice Quality Programme, achieving our Advice Quality Standard mark in the process.

In addition to all of this work Age UK Shropshire Telford & Wrekin's Information & Advice services have done some campaigning this year. We assisted the national charity in campaigning about the changes to TV Licencing costs for older people. We also launched an awareness campaign with Citizens Advice Shropshire in making people aware of the changes to entitlement for mixed age couples (where one is of state pension age and the other is not).

# Our services

## Wellbeing and friendship

**12,400**

attendances at our Living Well activities

**260**

volunteers visiting older people

**35**

separate groups to keep older people active and socially connected

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.

Fighting loneliness and isolation are at the heart of everything we do, because their impact on the health and wellbeing of older people can be devastating.

Last year our team of befriending volunteers supported over 370 clients with regular home visits, while each week our telephone buddies made calls to nearly 100 older people, for the first time delivering this service in Telford & Wrekin as well as Shropshire.

Our Living Well groups cater for all interests be they physical, creative or social. This year our Telford & Wrekin services grew from 600 attendances to over 4,600 and our range of activities in Shropshire expanded with new choirs, adult ballet, seasonal afternoon teas and flamenco taster sessions!

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Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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Older people's voices heard on services and issues





# Listening to you

It's always good to hear how much our services are appreciated but it's equally important to know how things could be improved. Each year we ask our clients to tell us what new services they would like to see in their localities and where there are gaps in provision.

The results from this year have been very gratifying; our clients were very positive about their befriending visits, with 80% reporting a beneficial impact on their confidence, mental wellbeing and feelings of isolation. Some of their comments were particularly pleasing:

'I am very grateful to (my visitor) for coming every week. It brightens my week and I feel as if I've gained a friend. We do crosswords together and just click, it's perfect!'

'When my friend comes it's a happy day. We talk, we laugh, if I need help she will help me. The best.'

Our Living Well classes were also extremely well-regarded; 95% would recommend their class or group to others and not a single respondent replied negatively about the quality of our 'back office' support.

'After 61 years of a happy marriage, after my dear wife died there was (is) a gap. Living Well continues to help fill that gap. I have made many friends due to Living Well, every week a new experience. I feel one of the gang, very happy.'

'I would be lost without the activities provided by Age UK.'

These comments, and the dozens more like them, are testament to the hard work and dedication of our brilliant staff and volunteers.

# Our volunteers

**3,000**

hours per annum given by reception volunteers helping with enquiries

**650**

enquiries handled by our volunteer recruitment team

**12**

different areas of our organisation that use volunteers to deliver services

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

Volunteering sits at the heart of everything we do. Most of our services consist of volunteers delivering services supported by a small team of paid staff and as we say every year, without our volunteers we would be unable to function as a charity. We estimate that volunteers provide in the region of £2m worth of 'value' to us every year.

Although we recruit approximately 150 new volunteers every year, timing is key. If we cannot offer the type of role that someone is looking for they may go elsewhere, or we may have the role but cannot find a suitable recruit in a particular area. Nevertheless we continue to be seen as an attractive option and pride ourselves on the support and variety we can offer our volunteers.

## 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



# Volunteering

We have an enviable variety of volunteering opportunities: whatever someone's interest, whatever their experience and whatever the reason for volunteering, we can usually find something that is suitable.

Last year our small volunteer recruitment team handled over 650 expressions of interest in volunteering for us and recruited over 150 new volunteers. This 'conversion rate' (approximately one placement for every four enquiries) compares favourably with the sector and is made possible by the range and variety of the opportunities we offer.

Our volunteers organise our Llandudno Holiday, act as treasurers for lunch clubs, organise day centres, provide administrative support and help to run dementia support groups; they provide reception and enquiry services, help to run our shops and assist people to fill in forms for benefits; they even help to steer the whole organisation, as our trustees are also volunteers.

This variety of opportunity attracts a similar variety of volunteers, who bring with them a huge range of experiences: each person brings something different to their volunteering role.

Volunteering doesn't just benefit the services and their clients, people volunteer for a variety of reasons and for many people the act of volunteering is itself a beneficial and therapeutic activity. It's a great way to forge new relationships whilst keeping physically and mentally active, but it's also a chance to try something new that may be completely different to anything they've done in their previous lives.

Volunteering for Age UK Shropshire Telford & Wrekin really does offer variety on an impressive scale and is the very lifeblood of our charity.

# Fundraising

**£9,000**

raised by our supporters groups

**£65,891**

left to our organisation in legacies

**£64,455**

profit generated from our charity shops

Age UK Shropshire Telford & Wrekin is a local, independent, registered charity and the donations we receive we use locally, to support local people.

We are always encouraged by the number of people fundraising for us, our North Shropshire and Shrewsbury Supporters Groups in particular. Our nimble fingered knitters across the county took part in our Big Knit appeal, generating £1,861.

Our charity furniture shops make an invaluable contribution and raise awareness of our services.

We are grateful to the staff at ReAssure, Denso, Tesco Extra (Shrewsbury) and Darwin Glass & Glazing who have raised funds and provided gifts to our day centre members.

Thanks to grants from Age UK, E.ON, Lady Forester Trust and the Dunhill Medical Trust, we have been able to support even more older people across all our services.

## Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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Older people's voices heard on services and issues





# Charity of the year

Over the past year, lots of people held their own fundraising events or took up challenge events to raise money for Age UK Shropshire Telford & Wrekin.

Some of the people fundraising for us have a personal connection to older people benefiting from our services.

In one heart-warming example, a local schoolgirl held a cake sale at her home raising funds towards our dementia support groups as her grandmother is living with dementia.

In December 2018, we were delighted when the Captain of Shrewsbury Golf Club presented us with a cheque for £4,000 at their Christmas carol concert.

The club chose us as their Charity of the Year, along with another local charity. Club members fundraised all year round holding events, cake sales, raffles and a charity golf day.

The Captain and his wife were inspired to raise funds for Age UK Shropshire Telford & Wrekin because of the support given to the family from our Information and Advice team. We had helped with a difficult situation and gave reassurance to the family when they didn't know where else to turn.

We have been able to support more older people in Shropshire and Telford & Wrekin thanks to the generosity of these and all our other fundraisers.

# 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.

Sadly, in this year we said goodbye to three of our trustees. We were saddened by the sudden unexpected death of Peter Cates, who had worked hard on our governance structures. One of our longest standing trustees, Margaret Lewis, stood down due to other commitments and Geraldine Parkin also stood down. Our previous Chair Anne Wignall, stood down as Chair and became President and Sue Robson was voted on as our new Chair. We voted on a new co-optee Davina Fairweather and 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 and we have four Ambassadors who are all previous long-standing trustees.

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 every meeting.

Due to GDPR we refreshed our membership and now have 54 members 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. We are reviewing our membership in the coming year and hope to increase the diversity of our members.

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 including understanding the needs of older people, and 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 and trusteeship is offered on a regular basis.

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,



**Wear It Woolly Day**  
Fundraising to help older people stay warm in winter

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**

In setting plans and priorities for areas of work, 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.

### **Risk assessment**

In this year, trustees reviewed our risk processes and established a new Strategic Risks register, which is reported on at every board meeting. 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 ongoing process which is overseen by the Finance & Audit Committee. Policies and systems have been established to mitigate or lessen any identified major risk and the business continuity plan is regularly reviewed. In addition the Board is seeking to ensure that risk management is embedded at all levels of the organisation.

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

We reported last year that we had to close our insurance trading activities and so were seeking to wind up our trading company. However, trustees have agreed that we will keep the trading company dormant for now in case we need it for other trading activities.





# Trustees and Principal Officers

## President

Anne Wignall

## Chair

Sue Robson

## Deputy Chair

David Bell

## Treasurer

Emma Dickenson

## Board Members

Peter Cates <sup>1</sup>

Dennis Cook

Sal Hampson

Geraldine Parkin <sup>2</sup>

Nick Renshaw

Davina Fairweather

Margaret Lewis retired from the Board on 18 October 2018.

## Principal Officers

### Chief Executive

Heather Osborne

### Director of Finance

Gina Spencer

### Director of Operations

Kevin Moore

## Patrons

Sir Algernon Heber-Percy KCVO

David Stacey DL

## Life Vice Presidents

Christine Greenhalgh

John Greenhalgh

## Ambassadors

Mike Davis

Mike Magill

Margaret Beckett

Martin Brookes MBE

<sup>1</sup> up to 18 June 2018

<sup>2</sup> up to 25 March 2019

## Afternoon of Entertainment

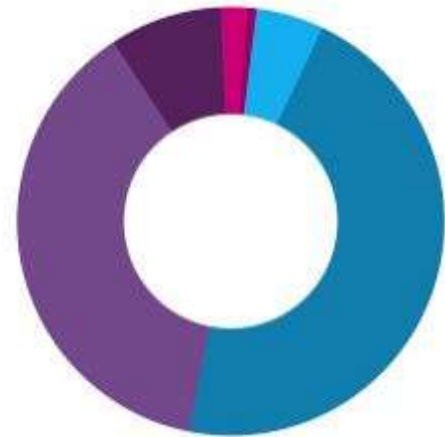
Our annual event for older people

# Financial summary

## Accounts 2018/19

Total Incoming Resources £2,645,020

- Income from Donations, Gifts and Legacies £135,342 (5.1%)
- Income from Grants £1,218,370 (46.1%)
- Income from Client Fees £995,030 (37.6%)
- Income from Retail £225,584 (8.5%)
- Other income (Llandudno Holiday / Misc.) £51,729 (2.0%)
- Investment Income £18,965 (0.7%)



For the fourth consecutive year, we continue on a positive upward trend financially. In terms of growth, sustainability, and reserves, we have been able to generate a surplus of £246,742: that is, in the main due to new and existing chargeable services.

Income grew by £152,811; 6.1% (to £2,645,020); growth achieved by an increase in donations and legacies of 34% (up by £34,547); client fees of 8% (Living Well classes, Dementia Respite and Help at Home up by £72,212 on previous year), 3% income in grants, and 18% in investments dividends and bank interest (an increase on previous year of £2,912).

There was a slight increase in expenditure of 2.7% (to £2,355,816) reflecting an increase in staff numbers.

### Investments

Our investments made an unrealised gain of £21,538 (17/18 £5,552, 16/17 £36,673): a volatile area subject to yo-yoing of the markets

year on year. During 2019/20, we aim to transfer the lower yield investments to evidence based higher yield investments.

### Pensions

The Local Government Pension Scheme (LGPS) Defined Benefit Pension Scheme, which closed to new staff several years ago, gained an increase in liabilities adding £64,000 cost to the bottom line. The tri-annual actuary will occur in 2019.

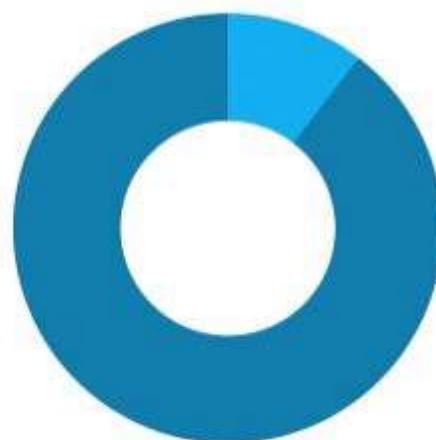
### Net Assets and Reserves

**£1,119,982: an increase of 28%**

Our current level of reserves will be used during the long-term future to prioritise and sustain those services that meet demand in the following areas: isolation and loneliness, dementia and Information & Advice; the majority of which our services reach out and meet but with increasing demand annually. To that end, our reserves are as follows:

## Total Expenditure £2,355,816

- Costs of Raising Funds and Retail £245,527 (10.4%)
- Charitable Activities £2,110,289 (89.6%)



Restricted Funds	£278,206
Designated Reserves	£841,776
Unrestricted Reserves	£363,000
Pension Reserve Liability	(£363,000)
<b>Total Funds</b>	<b>£1,119,982</b>

### Looking ahead to 2019/20

Business planning for the three target areas of loneliness, dementia and Information & Advice will progress to enable us to continue to invest and expand to meet the growth in older population and increasing needs in either intensity or volume.

We are currently reviewing and appraising premises options for the organisation and have designated £228,000 to secure or relocate the head office in Shrewsbury.

### 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).

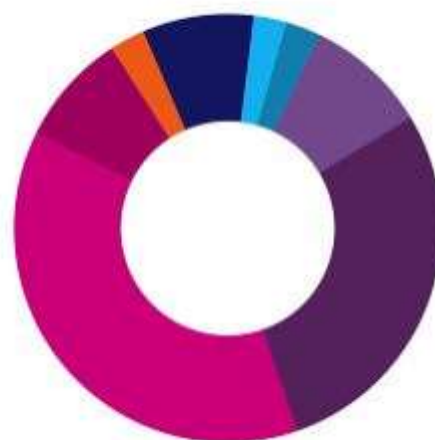
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure, of the charitable group for that period. In preparing these financial statements,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

- select suitable accounting policies and then apply them consistently;



## Sources of Income £2,645,020

- Legacies £65,891 (2.5%)
- Donations £69,451 (2.6%)
- CCG Funding £245,553 (9.3%)
- Local Authority Funding £750,486 (28.4%)
- Client Fees £995,030 (37.6%)
- Retail £225,584 (8.5%)
- Other £70,694 (2.7% events)
- National and Local Grants / Misc. £222,331 (8.4%)



- observe the methods and principles in the Charities SORP;
- make judgements 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 10 September 2019 and signed on their behalf by:

Sue Robson  
Chair of Trustee Board



## Campaigning in Shrewsbury

Raising awareness of the crisis in care



Shropshire  
Telford & Wrekin  
ageUK

**My cake sale raised  
£353 for**

Shropshire  
Telford & W  
  
ageUK

**Fundraiser Lucy Newell**  
Helping our dementia  
support groups

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  
Rotary Club of Ironbridge  
ReAssure  
North Shropshire Supporters Group  
Shrewsbury Supporters Group  
Millichope Foundation  
Ellesmere College  
Denso  
Shrewsbury Choral Society  
Darwin Glass & Glazing  
Tesco (Extra) Shrewsbury  
E.ON  
Shrewsbury Golf Club  
Shawbury Day Centre  
North Shropshire Community Care Trust  
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**



# Auditor's Report

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

## Opinion

We have audited the financial statements of Age UK Shropshire Telford & Wrekin (the 'Charity') for the year ended 31 March 2019 which comprise of the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 Charity's affairs as at 31 March 2019 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 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 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.

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](http://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 17 September 2019



**Great Get Together**  
Combatting loneliness and  
isolation

**AGE UK SHROPSHIRE TELFORD & WREKIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2019**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
<b>Income</b>					
Donations, Gifts & Legacies		99,665	35,677	135,342	100,795
<b>Income from charitable activities</b>					
Grants		573,439	644,931	1,218,370	1,181,637
Client Fees (Living Well, Diamond Dementia & Help @ Home)		942,377	52,653	995,030	922,818
<b>Income from other trading activities</b>					
Sale of Goods		225,584	-	225,584	203,123
Other Income		10,563	41,166	51,729	67,783
Investment	11	18,965	-	18,965	16,053
<b>Total Income</b>	<b>7</b>	<b>1,870,593</b>	<b>774,427</b>	<b>2,645,020</b>	<b>2,492,209</b>
<b>Expenditure</b>					
Fundraising trading: costs of fundraising and retail	2	245,527	-	245,527	239,239
Charitable activities		1,378,756	731,533	2,110,289	2,053,717
<b>Total expenditure</b>	<b>2</b>	<b>1,624,283</b>	<b>731,533</b>	<b>2,355,816</b>	<b>2,292,956</b>
Gains / (losses) on investment assets	4	21,538	-	21,538	5,552
Net income/(expenditure) before other recognised gains and losses		<b>267,848</b>	<b>42,894</b>	<b>310,742</b>	<b>204,805</b>
Transfers between funds	7	(7,198)	7,198	-	-
Actuarial gains/(losses) on defined benefit pension scheme		(64,000)	-	(64,000)	50,000
Net movement in funds		<b>196,650</b>	<b>50,092</b>	<b>246,742</b>	<b>254,805</b>
Total funds brought forward	7	645,126	228,114	873,240	618,435
Total funds carried forward	<b>7</b>	<b>841,776</b>	<b>278,206</b>	<b>1,119,982</b>	<b>873,240</b>

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

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**BALANCE SHEET AS AT 31 MARCH 2019**

	NOTES	£	2019 £	£	2018 £
<b>FIXED ASSETS</b>					
Tangible Assets	3		19,775		26,551
Investments	4		345,078		323,540
<b>TOTAL FIXED ASSETS</b>			<u>364,853</u>		<u>350,091</u>
<b>CURRENT ASSETS</b>					
Stocks		24,175		27,138	
Debtors	5	96,405		198,981	
Cash at Bank and in Hand		1,146,398		721,395	
<b>TOTAL CURRENT ASSETS</b>		<u>1,266,978</u>		<u>947,514</u>	
<b>LIABILITIES</b>					
Creditors Amounts Falling Due Within One Year	6	<u>148,849</u>		<u>128,365</u>	
<b>NET CURRENT ASSETS</b>	8		<u>1,118,129</u>		<u>819,149</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u>1,482,982</u>		<u>1,169,240</u>
Defined Benefit Pension Liability	16		363,000		296,000
<b>TOTAL NET ASSETS</b>			<u>1,119,982</u>		<u>873,240</u>
<b>THE FUNDS OF THE CHARITY</b>					
Designated Funds	7		841,776		604,137
Unrestricted Funds	7		-		40,989
Total Unrestricted Funds			<u>841,776</u>		<u>645,126</u>
Restricted Funds	7		278,206		228,114
<b>Total Funds</b>			<u>1,119,982</u>		<u>873,240</u>

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 10/09/2019 and signed on their behalf by :-



\_\_\_\_\_  
Sue Robson  
Chair

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019**

		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
Cash flows from operating activities:	15	<u>408,312</u>	<u>110,825</u>
<b>Cash flows from investing activities</b>			
Interest Income		18,965	16,053
Purchase of tangible fixed assets		(2,274)	(4,362)
<b>Net cash provided by (used in) investing activities</b>		<u>16,691</u>	<u>11,691</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>		<u>425,003</u>	<u>122,516</u>
Cash and cash equivalents at the beginning of the year		721,395	598,879
<b>Cash and cash equivalents at the end of the year</b>		<u><u>1,146,398</u></u>	<u><u>721,395</u></u>

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019**

**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 £.

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 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 from the estate.

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

**c Donated services and facilities**

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

No amount is included with the Financial Statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees Annual Report.



**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- d Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they relate.
- e Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.
- f Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- g Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- h Staff costs are allocated to activities on the basis of time spent on those activities.
- i Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- j Costs of raising funds include the employee costs of the Head of Income Generation, Fundraising Assistant as well as the direct costs of staging events, volunteers expenses, retail managers and an allocation of overheads.
- k 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.
- l 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).

- m 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.
- n Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis.
- o The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 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>2019</u>	<u>2018</u>
	£	£
Charitable Activities		
Restricted Funds		
Staff Costs	437,511	415,513
Travel	81,039	85,920
Grants	45,879	39,778
Premises Costs	36,863	34,286
Support costs	81,290	88,495
Overheads and project running costs	48,950	45,493
	<u>731,533</u>	<u>709,485</u>
Unrestricted Funds		
Staff Costs	1,184,925	1,161,356
Travel	111,056	102,049
Premises Costs	58,699	65,575
Support costs	(112,041)	(119,642)
Overheads and project running costs	119,192	122,134
	<u>1,361,831</u>	<u>1,331,472</u>
 Total Charitable Activities excluding Governance Costs	 2,093,364	 2,040,957
 Costs of raising funds		
Retail Costs		
Staffing	67,752	64,051
Premises and overhead costs	76,934	81,458
Travel	5,803	6,744
Support costs	20,853	20,025
Income Generation Team (including support costs)	74,185	66,961
	<u>245,527</u>	<u>239,239</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

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

<b>2 TOTAL EXPENDITURE (CONTINUED)</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Governance		
Travel	2,017	2,493
Audit	14,908	10,267
 Total Expenditure	<u>2,355,816</u>	<u>2,292,956</u>
 Expenditure includes:		
Audit fees	14,908	10,267
Depreciation on tangible fixed assets	9,050	15,420

**3 TANGIBLE FIXED ASSETS**

	<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 2018	69,022	21,378	66,000	156,400
Additions	2,274	-	-	2,274
Disposals				
As at 31 March 2019	<u>71,296</u>	<u>21,378</u>	<u>66,000</u>	<u>158,674</u>
 <b>Depreciation</b>				
As at 1 April 2018	65,834	20,322	43,693	129,849
Depreciation for Year	2,446	1,027	5,577	9,050
Disposals				
As at 31 March 2019	<u>68,280</u>	<u>21,349</u>	<u>49,270</u>	<u>138,899</u>
 <b>Net Book Value at 31 March 2019</b>	<u>3,016</u>	<u>29</u>	<u>16,730</u>	<u>19,775</u>
 <b>Net Book Value at 31 March 2018</b>	<u>3,188</u>	<u>1,056</u>	<u>22,307</u>	<u>26,551</u>

**4 INVESTMENTS**

<b>Quoted Investments:-</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Market Value at 1 April 2018	323,539	317,987
Increase (decrease) in market value	21,538	5,552
 <b>Market Value as at 31 March 2019</b>	<u>345,077</u>	<u>323,539</u>
 Investments at cost	<u>244,000</u>	<u>244,000</u>
 <b>Unlisted Investments:-</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Age UK STW Trading Ltd	1	1
 <b>TOTAL</b>	<u>345,078</u>	<u>323,540</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED**

**4 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 2019</b>	<b>Profit/ (loss) for the year 2019</b>
Age UK STW Trading Ltd	Insurance commission	1	-

The financial performance of the subsidiary is as follows:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Summary profit and loss account		
Turnover	-	84,411
Gross Profit	-	84,411
Administrative expenses	-	(84,411)
Profit for the year	-	-
Aggregate amount of capital and reserves	1	1

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

**5 DEBTORS**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Help @ Home Client Fees Outstanding	6,026	7,028
Other Debtors	90,379	91,007
Amounts owed by group undertakings	-	100,946
	96,405	198,981

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

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade creditors	11,747	23,820
Staff Costs	95,380	93,127
Other Creditors and Accruals	14,725	11,418
Deferred income	26,997	-
	148,849	128,365

Included in deferred income is a grant payment received for Care Navigators.

AGE UK SHROPSHIRE TELFORD & WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 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 01.04.18	Income	Expenditure	Transfers	Gains & losses	Balance 31.03.19
	£	£	£	£	£	£
<b>Restricted Funds</b>						
Information and Advice Shropshire	12,898	103,354	90,138			26,114
Living Well Project Shropshire	4,005	54,009	50,669			7,345
Day Centre Infrastructure Support Shropshire	75,977	112,546	82,384			106,139
Volunteers in Place Project		31,039	30,166			873
Living Well Project Telford	6,888	39,808	53,894	7,198		
Day Centre Infrastructure Support Telford	11,383	38,993	39,389			10,987
Advice & Supported Guidance Telford	15,437	74,320	80,912			8,845
Dementia Telford	7,547	13,445	12,541	(8,451)		
Home from Hospital South Shropshire		35,442	32,383			3,059
Community Care Co-ordinators	7,516	28,614	17,509			18,621
Community Navigator (Telford)	1,108	107,987	108,028			1,067
NESIT Project	22,339	29,471	33,572	(18,238)		
Diamond Dementia	27,695	9,819	11,185			26,329
SCCG Diamond Development	5,693	34,105	32,035	(7,763)		
Llandudna Holiday	27,456	38,276	40,802			24,930
Surviving Winter	2,172	2,672				4,844
Dementia Respite Service		20,527	15,926			4,601
Dementia Development Support				34,452		34,452
<b>Total Restricted Funds</b>	<b>228,114</b>	<b>774,427</b>	<b>731,533</b>	<b>7,198</b>		<b>278,206</b>
<b>Unrestricted Funds</b>						
Designated funds						
6 Months Core Service Costs	352,265					352,265
Lease Obligation Reserve	15,000					15,000
Mini Bus Reserve	54,872			7,000		61,872
Redundancy Reserve	152,000					152,000
IT Development Strategy	30,000					30,000
Premises Reserve - potential purchase and refurbishment				228,000		228,000
Service Development				2,639		2,639
<b>Total Designated funds</b>	<b>604,137</b>			<b>237,639</b>		<b>841,776</b>
Material funds						
Charity Shop		235,797	171,342	(64,455)		
Help @ Home Project		1,486,149	1,255,053	(231,096)		
<b>General purpose funds</b>	<b>336,989</b>	<b>69,647</b>	<b>41,703</b>	<b>(23,471)</b>	<b>21,538</b>	<b>363,000</b>
Income Development Project			74,185	74,185		
<b>Total Unrestricted funds (excluding pension liability)</b>	<b>941,126</b>	<b>1,791,593</b>	<b>1,542,283</b>	<b>(7,198)</b>	<b>21,538</b>	<b>1,204,776</b>
Pension Reserve	(296,000)	79,000	82,000		(64,000)	(363,000)
<b>Total Unrestricted Funds</b>	<b>645,126</b>	<b>1,870,593</b>	<b>1,624,283</b>	<b>(7,198)</b>	<b>(42,462)</b>	<b>841,776</b>
<b>Total Funds</b>	<b>873,240</b>	<b>2,645,020</b>	<b>2,355,816</b>		<b>(42,462)</b>	<b>1,119,982</b>

Further details as to the purpose of the funds can be found in the annual report.

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

	2019 £	2018 £
Shropshire Council	682,039	681,763
Telford and Wrekin Council	68,447	167,346
Clinical Commissioning Groups	245,553	161,754
	<u>996,039</u>	<u>1,010,863</u>

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

	2019 £	2018 £
Unrestricted funds include unrealised revaluation surplus / (deficit) of	101,077	79,539

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 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			278,206		278,206
Unrestricted Funds	19,775	345,077	892,367	(363,000)	841,776
	<u>19,775</u>	<u>345,077</u>	<u>1,170,573</u>	<u>(363,000)</u>	<u>1,119,982</u>

**9 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. Travel expenses of £2,017 were claimed during the year (2018: £2,493) also an additional £51 was repaid to trustees for expenses occurred during their volunteer advocate role (2018: £1,617).

**10 STAFF**

The average monthly headcount was 248 staff (2018: 249) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<b>2019</b>	<b>2018</b>
Chief Officer	1	1
Administration Staff	7	7
Project Staff - includes core staff	49	30
Home Support Workers	39	52
	<u>96</u>	<u>90</u>
	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Salaries and Wages	1,582,149	1,568,790
Social Security Costs	55,864	53,284
Employers Pension Costs	85,205	120,804
Staff training	26,074	19,758
	<u>1,749,291</u>	<u>1,762,636</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 £134,028 (2018: £128,788).



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED**

<b>11</b>	<b><u>INVESTMENT INCOME</u></b>	<b><u>2019</u></b>	<b><u>2018</u></b>
		<b>£</b>	<b>£</b>
	Dividends and Interest on Listed Investments	11,380	11,182
	Interest on Cash Deposits	7,585	4,871
		<b>18,965</b>	<b>16,053</b>

**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 2019, the charity had total commitments under non cancelable operating leases as detailed below:

	<b><u>2019</u></b>	<b><u>2018</u></b>
	<b>£</b>	<b>£</b>
Operating leases which expire:		
Within one year	59,147	5,105
Between two and five years	62,131	131,486
	<b>121,278</b>	<b>136,591</b>

The main lease runs until 2020, the break clause in 2019 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>2019</u></b>	<b><u>2018</u></b>
Net movement in funds	246,742	254,805
Add back depreciation charge	9,050	15,420
Deduct interest income shown in investing activities	(18,965)	(16,053)
Deduct gains/ Add losses on investment	(21,538)	(5,552)
Decrease/(increase) in stock	2,963	(13,247)
Decrease/(increase) in debtors	102,576	(75,072)
Increase/(decrease) in creditors	20,484	(4,476)
Increase/(decrease) in pensions	67,000	(45,000)
<b>Net cash provided by operating activities</b>	<b>408,312</b>	<b>110,825</b>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED**

**16 PENSIONS**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Employer's contributions	28,073	28,527
Employees' contributions	3,989	4,045
Total contributions	<u>32,062</u>	<u>32,572</u>
<b>Principal actuarial assumptions</b>	<b>2019</b>	<b>2018</b>
	<b>%</b>	<b>%</b>
Rate of increase in salaries	3.8	3.6
Rate of increase for pensions in payment	2.4	2.2
Discount rate for scheme liabilities	2.4	2.6
Inflation assumptions	2.3	2.1

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

The assumed life expectations on retirement age 65 are:

	<b>2019</b>	<b>2018</b>
	<b>Years</b>	<b>Years</b>
Retiring today		
-Males	23.2	23.1
-Females	26.4	26.3
Retiring in 20 years		
-Males	25.4	25.3
-Females	28.7	28.6

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

	<b>2019</b>	<b>2019</b>	<b>2018</b>	<b>2018</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	50.6	1,025,000	53.0	1,034,000
Other bonds	16.1	326,000	23.1	451,000
Property	5.3	107,000	4.9	96,000
Cash/liquidity	6.4	130,000	2.0	39,000
Other	21.6	438,000	17.0	332,000
Total market value of assets		2,026,000		1,952,000
Present value of benefit obligations		<u>(2,389,000)</u>		<u>(2,248,000)</u>
Net pension asset / (liability)		<u>(363,000)</u>		<u>(296,000)</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED16 PENSIONS (CONTINUED)**Operating costs and income recognised in the statement of financial activities**

	<u>2019</u>	<u>2018</u>
	£	£
<b>Financial expenditure/(income)</b>		
Interest on pension liabilities	57,000	57,000
Interest on plan assets	<u>(51,000)</u>	<u>(49,000)</u>
	<u>6,000</u>	<u>8,000</u>
<b>Other expenditure/(income)</b>		
Current service cost	<u>25,000</u>	<u>26,000</u>
<b>Total operating charge/(income)</b>	<u>31,000</u>	<u>34,000</u>

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

	<u>2019</u>	<u>2018</u>
	£	£
<b>Remeasurements</b>		
-Assets	(59,000)	15,000
-Liabilities	<u>123,000</u>	<u>(65,000)</u>
	<u>64,000</u>	<u>(50,000)</u>

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

	<u>2019</u>	<u>2018</u>
	£	£
Opening defined benefit obligations	(2,248,000)	(2,278,000)
Current service cost	(25,000)	(26,000)
Interest cost	(57,000)	(57,000)
Contributions by employees	(4,000)	(4,000)
Remeasurement loss on assumptions	(123,000)	65,000
Benefits paid	<u>68,000</u>	<u>52,000</u>
	<u>(2,389,000)</u>	<u>(2,248,000)</u>

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

	<u>2019</u>	<u>2018</u>
	£	£
Opening fair value of scheme assets	1,952,000	1,937,000
Interest on plan assets	51,000	49,000
Remeasurements	59,000	(15,000)
Contributions by employers	28,000	29,000
Contributions by employees	4,000	4,000
Benefits paid	<u>(68,000)</u>	<u>(52,000)</u>
	<u>2,026,000</u>	<u>1,952,000</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019 CONTINUED**17 PENSIONS (CONTINUED)****History of experience gains and losses:**

	<u>2019</u> £	<u>2018</u> £
Present value of defined benefit obligations	(2,389,000)	(2,248,000)
Fair value of share of scheme assets	<u>2,026,000</u>	<u>1,952,000</u>
Surplus/ (deficit)	<u>(363,000)</u>	<u>(296,000)</u>

**Potential effect of ongoing case:**

Additional potential costs have been highlighted by the actuarial as a result of an ongoing case:

	£
Additional past service liabilities as at 31 March 2019	18,000
Additional projected service cost for the year commencing 1 April 2019	2,000

However as the case still has scope for appeal , an adjustment hasn't been made in this accounting year.





**Shrewsbury Food Hub**  
Working in partnership to  
reduce local food waste



# 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.ageukstw.org.uk](http://www.ageukstw.org.uk)

## **Our professional advisors**

### **Bankers**

Barclays Bank plc, Shrewsbury

### **Auditors**

Dyke Yaxley Limited, Shrewsbury

### **Solicitors**

Wace Morgan, Shrewsbury



## **Forest Way Day Centre**

Offering a friendly day out for  
older people

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

Age UK Shropshire Telford & Wrekin  
3 Mardol Gardens  
Shrewsbury SY1 1PR

**01743 233 123**

**[www.ageukstw.org.uk](http://www.ageukstw.org.uk)**

Age UK Shropshire Telford & Wrekin is a charitable company limited by guarantee and registered in England and Wales  
Registered Charity Number: 1090445  
Company Number: 04292896  
Registered office is 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR