



Age UK Somerset
(A Charitable Company Limited by Guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2017

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900



Age UK Somerset
Contents
For the Year Ended 31 March 2017

	<u>Page</u>
The History of Age UK Somerset	
Our Patrons	
Reference and Administrative Details	1
Organisation Chart	2
Trustees' Annual Report	3 - 22
Independent Examiners' Report	23
Statement of Financial Activities	24
Balance Sheet	25 – 26
Statement of Cashflows	27
Notes to the Financial Statements	28 - 44



The History of Age UK Somerset

Our charity was founded in 1948 and adopted the name Age Concern Somerset in 1972.

In 2009 the national Age Concern body joined forces with Help the Aged to form the new national charity - Age UK - in 2010.

We joined the Age UK family in October 2010, but we remain autonomous and independent.

Age UK Somerset is the largest charity working with and for older people in the county, and we are responsible for raising all our own funds.

For some services, we negotiate agreements with local authorities, health trusts or social services. For others, we bid for grants from charitable trusts and foundations.

There is a charge to clients for some services.

The charity has a wholly owned subsidiary, Age UK Somerset Trading LTD, which was established to operate non-charitable activities and then gift aid all profits across to the charity.

We also receive a very small share of the profits from the charity shops run in Somerset by Age UK National.

Donations are received from individuals and clubs and as legacies in peoples' wills.

Our Patrons

Mrs Anne Maw
Lord-Lieutenant of Somerset



The Rt Revd Peter Hancock
The Bishop of Bath and Wells



Age UK Somerset
Reference and Administrative Details
For the Year Ended 31 March 2017

Trustees and Directors 2016/2017

H J Lukins (Chair)
D F Johnson FCA (Treasurer)
J Keech
A Van Vliet
M Latham
G Briscoe
J Alexander
B Gibbs (Hon)

Chief Executive

P Dolan MSc PGDM CMgr FCMI

**Principal Office and
Registered Office**

Ash House
Cook Way
Bindon Road
Taunton
Somerset
TA2 6BJ

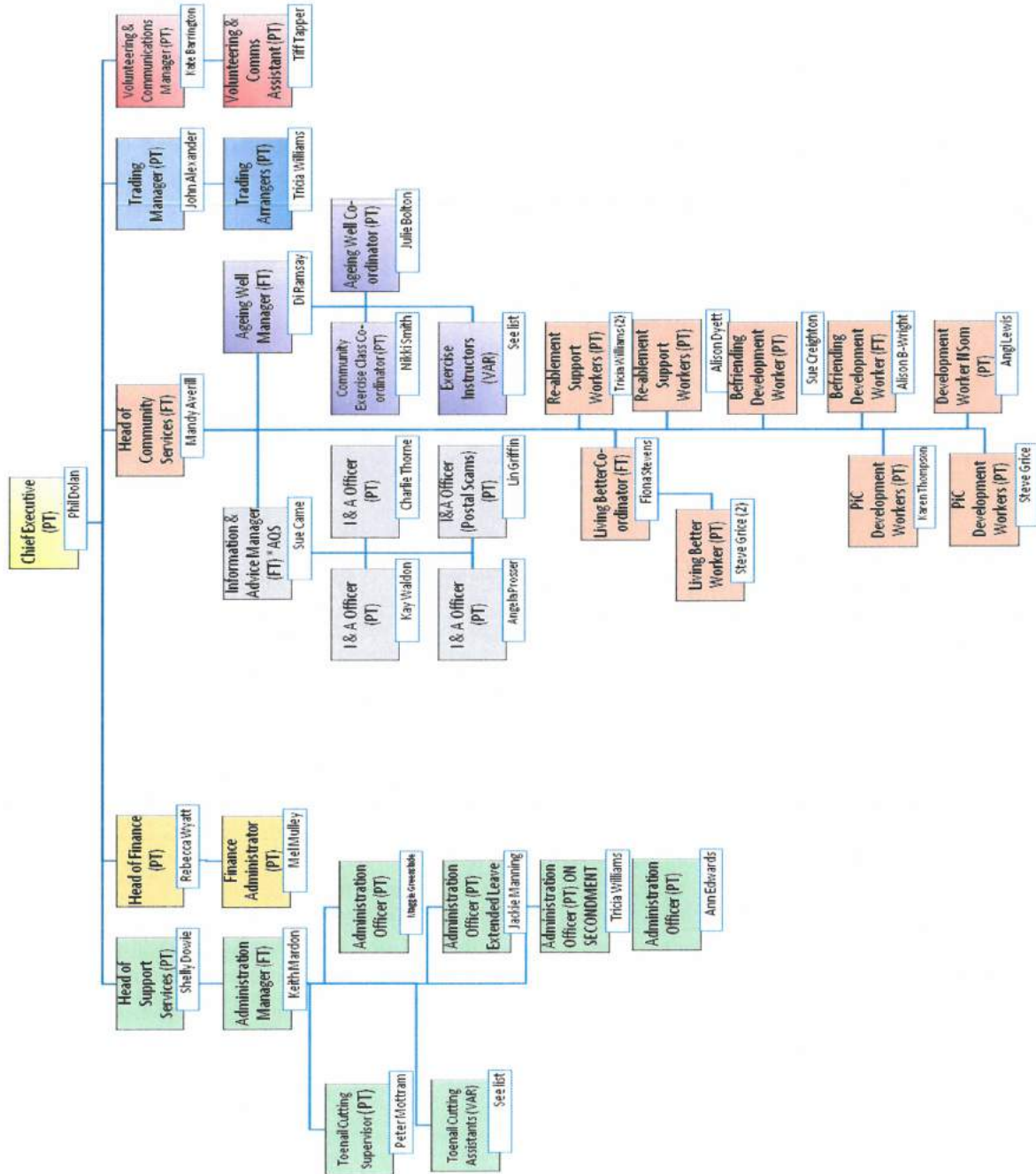
Solicitors

Porter Dodson
The Quad
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Independent Examiner

Alexandra Shore FCA CTA
A C Mole & Sons
Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Structure, Governance and Management
Organisation Chart as at February 2017
Our Valued Staff



The trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the charity and group for the year ended 31 March 2017.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Head of Finance

Rebecca Wyatt
MAAT



Rebecca has been with Age UK Somerset since 2009, firstly as a Finance Assistant then progressing to Finance Officer and finally to Head of Finance, her position over the last 2 years. She has a BSc in Mathematics and a background in Investment Banking prior to taking time out to raise a family. She also has the MAAT (Member of the Association of Accounting Technicians) qualification gained whilst here with us at Age UK Somerset. Rebecca enjoys working on projects for improvement and is looking forward to future challenges in addition to the current focus of raising awareness in the organisation of budgeting tools aimed at maximising financial outcomes.

Chief Executive

Philip Dolan
MSc PGDM CMgr FCMI



Phil has been CEO at Age UK Somerset since 2015. He has been CEO at 4 different organisations in both the public and charity sector over the last 18 years. Phil is professionally qualified with the Institute of Revenues, Rating and Valuation and holds an MSc in strategic management. Leading an outstanding team of staff and volunteers, Phil is delighted to see Age UK Somerset playing a leading role in working in partnership with the NHS in promoting a balanced care agenda for older people that encompasses a more personalised clinical and social care approach.

Governing document

Age UK Somerset is a company limited by guarantee governed by its memorandum and articles of association dated 26 May 1992 which were amended to allow for current governance arrangements and to extend the geographical area of benefit on 28 August 2003. New memorandum and articles of association were adopted 5 April 2011 to legally reflect the change of name of the charity. It is registered as a charity with the Charity Commission.

Appointment of trustees

The trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at an annual general meeting of the company in accordance with the company's articles of association.

In addition the trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the board.

Within our board of Trustees we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial, health, property background.

THE BOARD

Trustees are volunteers.

The trustees who served during the 2016/2017 Financial Year were:

Heather J Lukins. Chair of Trustees

Heather is Somerset born and bred and is Chair of Trustees at Age UK Somerset, a position she has held since 2012. Heather has also served as a director of the trading company since 2009.

A Chartered Surveyor by profession she gained her BSc (Hons) in Valuation & Estate Management at the University of the West of England. She remains a Chartered Surveyor with retired status.

Throughout her property career Heather has been both employed and latterly self employed in business including that as sole proprietor of McKinlays Commercial Property Consultants (until December 2010). With her husband she now has a mixed property portfolio of commercial and residential properties.

Heather brings a wealth of commercial and entrepreneurial experience to the board and has served on a number of local and regional business and commerce bodies.



Date of Appointment: 31st May 2012

David Johnson. Honorary Treasurer

David hails from Plymouth and after graduating from Cardiff University with an Economics degree moved to Taunton in 1987. He has worked at a local firm, BJDixon Walsh (now Monahans) since qualification as a chartered accountant in 1992.

He deals with a wide range of clients from different sectors, mainly owner managed businesses and this breadth of experience in the commercial world brings a different perspective to the charity.

David is married with three children and has strong sense of family and community. He has been involved with a number of local charities over the years on a personal level or in a professional capacity. He has been honorary treasurer of Age UK Somerset since January 2014.



Date of Appointment: 23rd January 2014

Jeanette Keech. Trustee

Following a commercial career in marketing and public relations, Jeanette was, in 2004, invited to join Age UK Somerset. Her initial appointment was as a director of the trading company but subsequently she was invited to serve as a Trustee on the main board. At around the same time Jeanette was appointed Non-Executive Director at Musgrove Park Hospital - a position she held for 9 years. This was followed by her election as a Musgrove Governor representing the Taunton Deane area. Jeanette is also currently chairman of a GP's Patient Participation Group. This Musgrove and Age UK work has led to further NHS involvement on a number of key development projects.



Date of Appointment: 28th August 2008

Ann Van Vliet. Trustee

Ann Van Vliet grew up in the Cotswolds. She has a degree in history and received management training in the engineering industry. In 1978 she joined the NHS working firstly in Acute and then Mental Health Service Hospitals.

After two years managing Youth Training Schemes in Birkenhead and Liverpool, Ann managed community hospitals in Cheshire, followed by 24 years in various senior roles developing GP, Dental and Pharmaceutical and Ophthalmic services. She moved to Somerset in 2002 and retired in 2009. Ann chairs the Sedgemoor Health Walks Group. She keeps active with Yoga, Pilates and swimming.



Date of Appointment: 1st February 2013

Michael Latham. Trustee

Mike spent almost 30 years working for Nationwide Building Society before setting up his own Mortgage Consultancy in 2007. He joined Age Concern Somerset in 1990 after doing a research project regarding the Charity shops operated by the Charity at that time. He has served as Treasurer, Chair and also Vice-Chair during that time. He has seen the Charity grow and develop enormously over that time, during good times and difficult periods alike and brings experience and context to the role as well as his financial expertise. Mike is married with 2 grown up daughters.



Date of Appointment: 16th November 1993

Graham Briscoe Trustee

Graham is a Chartered Engineer, Chartered Information Technology Professional, a Certified Management Consultant and a fellow of the British Institute of Facilities Management. He has worked in many management services throughout his thirty year corporate career.

Since 2005, following his early retirement, he has built up a portfolio of "Community Investment" involvement, including FE College Governance at Weston College and Bath College, a visiting Fellowship and Lectureships at a number of Universities and NED positions with a number of local Housing Associations in the South West. He has extensive non-executive and trustee experience gained in a variety of organisations. He currently provides pro-bono "Change Management and Facilities Management" support to Charity, Voluntary and "Not for Profit" organisations in South West and South East Wales. Finally Graham was appointed last year as an elected member of the Governors' Council at Bristol University Hospital representing North Somerset.



Date of Appointment: 28th September 2016

Date of Resignation: 11th April 2017

Jacqui Alexander. Trustee

Jacqui grew up in Zimbabwe in Africa, where she acquired a determination to help others. After immigrating, she and her family put down roots in Taunton where Jacqui attended Bishop Foxes Community School followed by Richard Huish College.

Jacqui now works at a local firm of Solicitors but her role takes her all over the South West. Her practice area is Private Client with a focus on mental capacity and the legal needs of elderly clients. She is a member of the Chartered Institute of Legal Executives and, continually the scholar, plans to acquire further accreditations in her particular niche of law.

She is the newest and youngest of the Age UK Somerset Board of Trustees and brings with her a great deal of enthusiasm.



Date of Appointment: 21st January 2016

Date of Resignation: 9th November 2016

Brian Gibbs. Honorary Trustee

Brian is a former senior RAF Officer who, on leaving the Service, became Company Secretary at Taunton Cider. He was a member of the executive team that completed a management buyout and subsequent listing on the London Stock Market.

Brian was one of the founding directors of the charity's trading company and has been a trustee of Age UK Somerset for over 15 years. He is a Chartered Secretary, member of the Chartered Management Institute and a former President of Taunton Chamber of Commerce. Brian is married with 2 grown up children and has lived in Somerset since 1981.



Date of Appointment: 29th August 2002

Date of Resignation: 3rd October 2013

Date of Appointment as Hon' Trustee: 3rd October 2013

Trustees are elected at the Annual General Meeting. At each AGM one third of the trustees who are subject to retirement by rotation shall retire from office. Unless notified in writing by the trustee, the date of appointment of a new trustee is taken as the date of resignation of the previous trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee induction and training

New trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the charity and its policies and procedures. This is encompassed in a trustees' handbook which is regularly updated and provides a ready reference point for the most generally used information.

Organisation

The board of trustees, which can have up to 7 members, administers the charity. The board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration. Trustees rarely seek costs for travelling expenses etc in the aim to keep costs to the minimum and enable us to maximise our funds for our charitable aims.

The trustees form subcommittees when required, for example Finance, and if necessary officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the trustees to manage the day to day operations of the charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the trustees.

Company status

The charity is a company limited by guarantee and does not have a share capital.

Each member of the company undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Related parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK, and became a Brand Partner with them in September 2010.

Partnership activities during the year have centred around the ongoing development of key areas related to service development, joint income generation, retail and trading.

It is envisaged that the new Brand Partnership with Age UK will strengthen the local presence and reach of Age UK Somerset.

The charity's wholly owned subsidiary, Age UK Somerset Trading LTD, was established to operate its trading activities and is in its 16th year of operation. The trading subsidiary acts as an agent in the sale of various products and services for which a commission is received. A number of the products sold are regulated by the Financial Conduct Authority (FCA) (previously the Financial Services Authority, FSA) and procedures are in place, and regularly monitored, to ensure that the necessary standards are maintained. The wholly owned subsidiary gift aids its profits to the charity.

Our aims and objectives

The **legal objects** of the charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset.

The charity has the **general aim** of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement:

Our **vision** for what we want for older people in our area is quite simple:

for older people in Somerset and North Somerset to be able to have access to information and services to enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our **mission** therefore encompasses what we will do to make the vision a reality:

Our role is to promote the wellbeing and independence of older people and add value to later life.

We will put the needs of older people at the heart of all we do by providing comprehensive and accessible information and services. We aim to ensure that everything we do will focus on achieving the best for older people by exhibiting the following values:

- As we value the **independence** of our organisation to direct our business and select our objectives, so we will argue for everything that sustains and maximises the independence of the individual.
- We strive to earn the **respect** of our partners and users and will respect the wishes and aspirations of others.
- We endeavour to ensure that the lifestyle and circumstances of older people guarantees their **dignity** at all times.
- In working *with* older people, we will seek to **empower** them.
- We will celebrate **diversity** and offer **equal opportunities**.

The main **objectives** for the coming period are as outlined in the Age UK Somerset Strategic Plan 2016-2020 with the over-arching aims of **Impact, Affordability and Sustainability**:

- To maintain a robust management structure
- To secure sufficient funds from a wide range of sources
- To ensure the RIGHT resources are deployed in the RIGHT place at the RIGHT time
- To provide a range of accessible information and support
- To ensure well-trained and motivated staff and volunteers are recruited and retained
- To deliver a communications strategy to enhance internal communications and external contacts
- To identify and develop external strategic relationships and possible partners
- To develop closer working relationships with Age UK nationally and regionally including maximising campaigning.
- To develop more opportunities for input from older people
- To manage all financial resources robustly to ensure we maximise their use for charitable purposes.
- To apply Equality and Diversity practices in all we do.

The **main areas of activity** were the delivery of **direct services to older people**; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the charity does. All services aimed to improve the wellbeing and quality of life of and for older people. Several services were delivered 'at home' and provided the additional benefit of a social visit and interaction for those who may live alone. All the services operated on a continuing improvement basis, and feedback from service users was vital in determining the future development of those services delivered.

The promotion of partnership and co-ordination was a key area for the charity and involved working with others who shared the 'Age UK' name as well as the myriad of clubs and groups for older people which are liberally scattered across the area. In addition the charity worked closely with statutory partners in Health and Social Care and with the wider voluntary sector.

The charity had a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as pension reform and paying for care. This is an area of work that continues to develop.

How Our Activities Deliver Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset, and are designed to provide support and/or activity which enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work and the number of beneficiaries we serve. We are also continuing to improve our collection of this data to further evidence our work for the future.

The trustees have had due regard to the Charity Commission guidance on public benefit.

Our Achievements and Performance

Charitable Services – Who used and benefited from our services?

During the year Age UK Somerset continued to operate and develop direct services to older people.

Advocacy Services

- Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions. This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as seeing personal callers and responding to letters and electronic enquiries. A small team of community-based I & A officers take the service to locations across our area making the service accessible to more older people. The service was delivered to 4,383 people during the year.
- Advocacy case work is also delivered across the whole of our area, providing one to one support to older people in making their views known and in accessing services and benefits. Thanks to the outstanding efforts of our team of over 40 trained volunteers we provided this service to 1,533 individuals. Included in this work was the support to 886 clients to apply for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £2.2m into the local economy and having a significant impact on the individuals.
- Both of the above services were active in assisting older people experiencing difficulty in paying fuel bills by providing grants which came to us from Somerset Community Foundation's 'Surviving Winter' programme in Somerset and from the Quartet Community Foundation in North Somerset.

Somerset ageUK

WE REALLY NEED VOLUNTEERS
to help older people around
Weston Super Mare to
receive the support they need

As a Volunteer with our Information and Advice section you will become a crucial part of a well-respected team. After training, and only when you are confident, you will visit older people in their own homes to help them get the support that they need. More often than not, this support will be financial and the clients will need assistance in completing benefit claims forms.

Last year Age UK Somerset Volunteers helped claim over £3m for older people in our area! The cases you will be offered will be in your local area and you'll receive travel expenses. Each case will offer different challenges & the role is flexible so you only need take the cases that suit you.

For this role the Volunteers we need must:

- Be over 18.
- Be happy to have a DBS check undertaken.
- Have good listening and problem-solving skills.
- Have good written & verbal communication skills.
- Have a friendly disposition and empathy with Older People.

Please could YOU help?

Can you give a little time to make a big difference?
To find out more about Volunteering with Age UK Somerset please
email volunteers@ageuksomerset.org.uk
or call **01823 345627**

Registered Charity 1011192

Ageing Well

Ageing Well is the service that provides older people with opportunities to stay fit and active. Through a mix of regular classes, currently an average of 110 classes each month, and one-off taster sessions, thousands of older people are gaining significant health benefits. In attempts to provide opportunities to men we have introduced very successful 8 week courses in fly fishing run by experienced, volunteer tutors. These are always over-subscribed and have waiting lists for the next course. We continue to provide a wide range of classes, from traditional chair-based activities through Yoga and Tai Chi to gym classes, with sessions led by trained volunteers or paid qualified instructors. We continue to ensure all our venues are accessible and in a variety of locations and types of premises.



Somerset
ageUK www.ageuksomerset.org.uk

Learn Fly Fishing

with our friendly 6 week coaching course



Curry Mallet Village Hall

Higher Street, Curry Mallet, Taunton, TA3 6SY

Thursdays 10am-12noon from 2nd March


Total cost of £60 which includes equipment & refreshments

For further information please contact
ageingwell@ageuksomerset.org.uk
or call 01823 345626



Somerset
ageUK www.ageuksomerset.org.uk

Fitness, Fun and Friendship




Riverside Church

The Exchange, Hamilton Road, TA1 2EQ

Thursdays, 2pm-3pm
£3.50 per session
Starts 16th February
All welcome

For further information call 01823 345626 or email ageingwell@ageuksomerset.org.uk



Toenail Cutting Service

This service, which is part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people living in Somerset, with the aim of improving their quality of life and mobility. Cuts are delivered by trained assistants mainly in clinic sessions across the county, four times a year as defined by the Podiatry Service. As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We currently have over 1200 clients accessing this service.



Befriending (Together) Service

Aimed at combating the loneliness and isolation of older people across Somerset and North Somerset, trained volunteers provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible. We now have almost 200 active partnerships. However, there continues to be a growing waiting list for this service as we strive to recruit more volunteers and seek additional funding. Those who are placed on the waiting list for one to one support are offered opportunities to participate in group activities and are signposted to other agencies if appropriate.



PLEASE CAN YOU HELP?

**We desperately need more
Volunteers to make a difference to
the lives of people like Pam.**



Pam would often spend day after day after day at home not seeing or speaking to anyone. She was lonely and felt very very low

When we were able to match her with a Volunteer her life changed dramatically for the better. Now she gets out, sees people, does things, is much happier and no longer feels lonely!

BUT THERE ARE MANY MORE LONELY OLDER PEOPLE IN PAM'S SHOES IN NORTH SOMERSET AND THEY ARE WAITING FOR A VOLUNTEER'S SUPPORT.

Our Volunteers make all the difference.

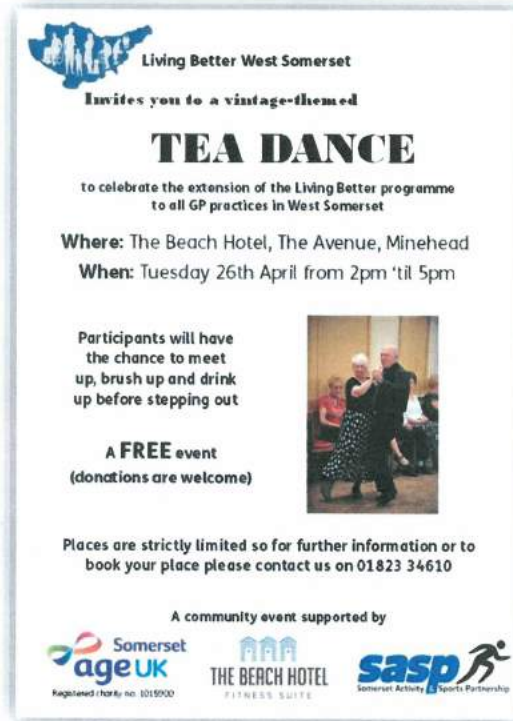
Please can you help?

For more details please call Alison on 07906 195874
email alison.blackhall@ageuksomerset.org.uk

Registered Charity: 1015900

Living Better Programme

This programme ran until late 2016 and was commissioned by Somerset CCG. It focussed on helping elderly and frail clients referred by GPs in West Somerset. The programme provided one on one support to these clients to help them realise ambitions and goals they had set themselves. Despite poor health, these individuals were delighted to be able to focus on fun and enjoyable pursuits and reported real improvements in their confidence, happiness and feeling of well-being.




Living Better West Somerset
Invites you to a vintage-themed
TEA DANCE
to celebrate the extension of the Living Better programme
to all GP practices in West Somerset

Where: The Beach Hotel, The Avenue, Minehead
When: Tuesday 26th April from 2pm 'til 5pm


Participants will have
the chance to meet
up, brush up and drink
up before stepping out

A FREE event
(donations are welcome)



Places are strictly limited so for further information or to
book your place please contact us on 01823 34610

A community event supported by



North Somerset Trading Standards

A project with North Somerset Trading Standards where our staff member, Lin Griffin, worked with local people who had sadly featured on the 'suckers list'. Age UK Somerset helped some eighty vulnerable and elderly people who had been victims of scamming.

We were very proud that Lin Griffin who ran the project received a commendation by the Chartered Trading Standards Institute for her hard work. Hero awards celebrate outstanding contributions to consumer protection by individuals or groups of people and are nominated by the trading standards community.



Other initiatives in 2016/17

We continued to develop our partnership approach with the NHS during the year and, together, started developing services in both Musgrove hospital and the thirteen community hospitals around Somerset through our 'Partners in Care' service and having Age UK Somerset staff working as part of the Countywide Re-ablement service.

Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers and we have 380 active volunteers.

We aim to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June, and also in December. The volunteers have indicated they appreciate these.



Whilst it is difficult to calculate, we estimate that last year volunteers contributed around 25,000 hours helping to make our services both successful and very cost effective.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution they make to the organisation and to the lives of older people.

We couldn't do what we do without these wonderful human beings!

Somerset
ageUK

**Ageing Well
Volunteers Needed**

Volunteers needed to lead our exercise sessions for older people.

Volunteers needed across the whole of Somerset.

Stay in shape while helping others!

For more information please call Ageing Well at Age UK Somerset on
01823 345627

email: volunteers@ageuksomerset.org.uk
visit our website: www.ageuksomerset.org.uk

aging well

Registered Charity No. 601966

Quality Marques

The Organisational Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset was delighted to achieve the Organisational Quality Standards in March 2015 and certification remains valid subject to satisfactory reviews.



Our Advocacy and Information and Advice services hold the Advice Quality Standard Certification for Advice with Casework in the following categories: Health and Community Care; Older People; and Welfare Benefits. This is audited every two years by Advice Services Alliance.



The Chief Executive is the Registered Care Manager, and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service. The last assessment by the CQC resulted in Age UK Somerset being given the highest classification for this type of service.



Fundraising

In common with most charities, we are operating in a changing and challenging local environment as far as funding our work is concerned. As access to grants from statutory authorities reduces significantly, and we will be faced with tendering to deliver services more frequently, we need to seek unrestricted funds from other sources. The entire team is charged with generating funding from the community and other sources and has developed a strategy for doing so.

Events seek to attract fundraising but they also give us the opportunity to extol what we do and for 'awareness' within the Somerset region and beyond.

Just some of the fundraising events and activities during our 2016/2017 financial year:

The Annual 'Innocent Smoothie' Campaign

July 2016



<http://www.thebigknit.co.uk/>

Originating back in 2003, Innocent asks us to send little woolly hats. The hats are put on their smoothies, and for each one sold they make a donation of 25p to Age UK national from whom we then in turn receive our allocation.

To date, volunteers of the UK have knitted an astonishing 6 million hats raising over £1.9m and has also raised awareness of the great work done by charities like Age UK

Jean's Story Video

September 2016

Commissioned from Somerset Film (a film production & training social enterprise).

Age UK Somerset's Befriending Service

Our short film shows the difference that one of our Befriending Volunteers has made to the life of Jean (and Sir Digby).

We were nominated for a Charity Film Award!



https://www.youtube.com/watch?v=4d7X_tz886k



Age UK Somerset Ball

Haselbury Mill
South Somerset

September 2016

We were very honoured that our Guest Auctioneer, Clare Rawle of BBC Bargain Hunt & Antiques Road Trip kindly auctioneered for us at this high profile event



That evening we premiered our film, Jean's Story (above)

Maudie's Story Video

November 2016

Commissioned from Somerset Film (a film production & training social enterprise).

Ageing Well - Fitness, fun and friendship.

Maudie tells you in her own words why she goes to an Ageing Well exercise session and what she gets out of it.

Wells Cathedral Carol Service

December 2016

We are so fortunate that our former CEO, Alan Bartle, offered to help us organise this fabulous annual event



Somerset ageUK Kindly Sponsored by: **Girlings**
With support from: **Santander**

The Age UK Somerset Charity Ball 2016

Friday May 13th 7pm til late

All money raised will go towards projects to reduce loneliness in older people

Live music from The Blues Others

Tickets £40

Welcome drink 3 course meal Fun casino Dancing til midnight Auction & raffle Photo booth

The Great Tithe Barn
Haselbury Mill, near Crewkerne, Somerset TA18 7NY

Tickets available from:
Web: www.tinyurl.com/auksball email: tickets@ageuksomerset.org.uk
Or call: 01823 345627
Transport available from Bridgwater, Taunton and Yeovil
Registered Charity No.: 1015900

<https://www.youtube.com/watch?v=5J-julOP1ek>



Local Charities Day

Taunton Town Centre

December 2016



When our very own Kate Barrington introduced her amazing creation 'Bertie the Blue Nosed Reindeer' to the world.



Bertie hit the local TV news headlines and went on to be sold to Points West for £250. The proceeds of which came to Age UK Somerset

<http://www.bbc.co.uk/programmes/p041g2mk>

www.bbc.com/news/live/uk-england-bristol-38304272

<https://www.youtube.com/watch?v=OsGC-SX8SgY>

[http://www.somersetcountygazette.co.uk/news/taunton-news/14990682.Move over Rudolph there s a new reindeer in town and he dispes mince pies from his bottom/](http://www.somersetcountygazette.co.uk/news/taunton-news/14990682.Move-over-Rudolph-there-s-a-new-reindeer-in-town-and-he-dispenses- mince-pies-from-his-bottom/)



Taunton Racecourse

February 2017

A collection at Taunton Racecourse by volunteers who kindly collected £306.



What's Good for You Event

March 2017

Staged by The Lyngford Park Surgery, Priorswood, Taunton as part of National Mental Health Awareness Week in conjunction with the Somerset CCG, Somerset Partnership and North Taunton One Team.

Our stand was manned by volunteers.



Risk Management

The trustees have in place a formal risk management process to assess risks and implement risk management strategies for the charity and its subsidiary trading company.

This process includes review by trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact, and identifies the means of mitigating these risks.

During his time with us, our CEO Phil Dolan has prepared the following relevant strategic papers;

- 2015 Business Continuity Plan
- 2015/2016 The Continuing Viability of AUKS 2015 onwards
- 2020 Strategic Business Plan. Financial sustainability is a key strategic aim in the business plan

Key Risks include;

- **Loss of Contracts.** A loss of a contract can mean a substantial financial loss for the Charity. This not only means a loss of one of our services for older people but also sadly impacts on staff causing loss of jobs within our organisation and can lead to a strong effect on morale within the organisation.
- **Adverse Publicity - National, Regional & Local.** For example during this financial year The Sun newspaper published a detrimental report on an Age UK product, Utilities. This has and continues to some extent to have unfavourable attention in the media. Whilst we are a local charity we have been in some instances 'tarded with the same brush' and can lead to a strong effect on morale within the organisation.
- **Staff Sickness.** We have had a particularly difficult year due to staff sickness and it has alerted us to some weak spots, particularly the loss of key personnel in our management team. We have been very lucky that our CEO and staff have covered where possible but if there is a lengthy absence this can prove problematic and stressful to those upon whom it impacts.
- **I.T. Failure.** As with many organisations both large and small we rely heavily on I.T. for banking, finance recording and reporting, staff recording all files etc. We retain the services of a Bristol based company called Solsoft to support us in our I.T. infrastructure requirements.
- **Financial Fraud.** We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the charity from potential fraudulent acts impacting on our banking and financial processes.
- **Loss of Premises** through fire, act of God or malicious behaviour by third party.
- **Staff & Volunteers Safety.** All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Personnel Officer. All policies are available to Volunteers and Staff at all times at Ash House and on Sharepoint.

The Risk Management process is reviewed annually and monitored during the year.

Relevant AUKS Policies and assessments* are reviewed on a periodic rolling basis to include, although not exhaustive;

- R18 Fire Risk Assessment
- R20 2017 Trading Risk Assessment
- R21 Appendix Insurance Guide for Fundraising & Activities
- R23 Volunteers Week Risk Assessment
- R25 COSHH Hazardous Substances Inventory
- R25 COSHH Assessment
- R28 2016 Combined Advocacy & Perapatetic Risk Assessment
- R31 Vulnerable Personnel Risk Assessment Template
- R32 2016 Driving at Work Risk Assessment
- R32 Appendix ROSPA Winter Driving Tips
- R33 2016 Reablement Service Risk Assessment
- R34 Partners In Care

**Each 'Service' has its own risk assessment(s)*

Each time AUKS has a new activity/service a risk assessment will be undertaken

Financial Review for the year

The accounts show the consolidated results of the charity and its subsidiary trading company.

Consolidated Statement of Financial Activities

Total income from all sources for the year was £750,278, an increase of £43,731 (6.2%) from the previous year.

Trading activities were carried out during the year through the charity's wholly owned subsidiary trading company, Age UK Somerset Trading LTD. Trading continues to be a valuable source of income to the charity: during the year it contributed £127,219 to the total income referred to above. This was a decrease of £1,576 on the year.

Balance Sheet

At the year end the group's net assets stood at £265,937 of which £51,754 was in restricted funds. Details of the funds and the movements therein are given in Notes 21 and 22 to these accounts.

Summary

The overall deficit of £115,119 (2016: £97,580) was less than budgeted. The financial position of the charity is, in the board's view, satisfactory, although raising funds to finance the charity's work becomes more difficult each year. Its funds are at present at an acceptable level to provide a sound basis for supporting the work of the charity with older people across Somerset and North Somerset.

Review of Principal Funding Sources

The board of Age UK Somerset adopts a policy of seeking to attract a diverse and varied selection of funding sources and, wherever possible, to enter into longer term agreements with funders. By not being over-dependent upon any one source of funds this provides some security of income for the charity.

The bulk of the charity's funds arise under agreements with organisations who wish to support some part of the charity's aims and objectives but the charity also welcomes legacies and donations from members of the public and is able to recover tax under the Gift Aid scheme on qualifying donations.

The charity conducts trading activities through its wholly owned subsidiary, Age UK Somerset Trading LTD, whose profits are donated under Gift Aid to the parent charity. These activities include acting as an agent in the sale of insurance products, Aid Call alarms and funeral plans.

Working Relationships

The Charity is a member of the Age England Association, a Brand Partner of Age UK and a member of the Age England Enterprises Trading Alliance.

Those who have enabled us to deliver our charitable objectives during the year included:

Age UK; Somerset County Council; North Somerset Council; Sedgemoor District Council; South Somerset District Council; Taunton and Somerset NHS Foundation Trust; Somerset CCG; North Somerset CCG; Somerset Partnership NHS Foundation Trust; Somerset Community Foundation; Quartet Community Foundation; Tone Leisure; Knightstone Housing; Wessex Water; Waitrose Ltd; North Somerset CAB and South Somerset CAB, Girlings Retirement Rentals, Taunton Racecourse, North Somerset Trading Standards

The Charity would wish to thank all other organisations and individuals who have supported its activities during the year.

Reserves Policy

The board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to enable the continuation of the group's operations for a 3 to 6 month period taking into account any contractual liabilities that are likely to crystallise in the event of the charity wholly or partly ceasing operations and to provide for the funding of anticipated capital expenditure. The board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £180,000. This figure is significantly lower than in the previous year and is due in the main to a reduced budgeted deficit for the coming financial year in addition to decreased commitments as contracted liabilities draw closer to their end dates. At 31 March 2017 the free reserves held in the General Fund amounted to £208,634. The reserves held in excess of the policy will be used to fund the ongoing services.

Investment Policy

The board has the power to invest the charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project, when the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are normally placed on interest-bearing deposit. These are split between the charity's principal bankers, Santander Corporate Banking, National Westminster Bank and the Charities Official Investment Fund (COIF).

Plans for Future Period

The charity is committed to extending the range of services it delivers in the furtherance of its charitable objectives. A number of prospective new services could reflect our partnership approach with the NHS in both Somerset and North Somerset.

For example, the charity is working closely with Taunton and Somerset NHS Foundation Trust to improve the number of Advanced Care Plans (ACPs) agreed by older patients. Age UK Somerset is keen to see an expansion of the excellent Partners In Care service where many older patients have benefitted from Age UK Somerset's 'problem solving' provision.

Talks are also ongoing in North Somerset for an Integrated Care service that has the potential to save the NHS £2 for every £1 invested in a ground breaking Age UK service.

The charity will naturally continue to diversify sources of funding to meet ever increasing demands and opportunities in a challenging economic environment when the number of older people continues to grow. The charity will also continue its efforts to control overhead costs and expenditure to ensure the maximum amount of its resources are available to serve the community.

Statement of Trustees' Responsibilities

The trustees (who are directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

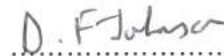
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure of the charitable 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 judgements and accounting estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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

Approved by the board of trustees on 28th September and signed on its behalf by:
2017


.....
H Lukins
Chair


.....
D F Johnson FCA
Treasurer

Age UK Somerset

Independent Examiners' Report to the Trustees on the Unaudited Accounts of Age UK Somerset

I report on the accounts of the Charitable Company and Group for the year ended 31 March 2017, which are set out on pages 24 to 44.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Charity's Trustees (who are also the directors of the company and group for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144 (2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The Charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants England & Wales.

Having satisfied myself that the charity and group is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act;
- to state whether particular matters have come to my attention.

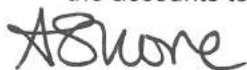
BASIS OF INDEPENDENT EXAMINERS' REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

INDEPENDENT EXAMINERS' STATEMENT

In connection with my examination, no matter has come to my attention

- 1 Which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Alexandra Shore FCA CTA
A C Mole & Sons Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton Somerset
TA1 2PX
Sm October 2017

Age UK Somerset

Consolidated Statement of Financial Activities (including Consolidated Income and Expenditure Account)
For the year ended 31 March 2017

	Unrestricted Notes	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
		£	£	£	£	£	£
Income:							
Donations, gifts and legacies 2		28,066	9,084	37,150	72,509	3,408	75,917
Other trading activities		127,219	-	127,219	128,795	-	128,795
Investments		1,224	-	1,224	1,744	-	1,744
		-----	-----	-----	-----	-----	-----
		156,509	9,084	165,593	203,048	3,408	206,456
Income from charitable activities:							
Services 5		147,370	-	147,370	135,240	-	135,240
Grants and contracts 6		71,000	324,608	395,608	71,000	214,035	285,035
Other 7		15,198	26,509	41,707	10,879	68,937	79,816
		-----	-----	-----	-----	-----	-----
Total income		390,077	360,201	750,278	420,167	286,380	706,547
		-----	-----	-----	-----	-----	-----
Expenditure:							
Raising funds 8		6,529	-	6,529	-	-	-
Cost of other trading activities		68,093	-	68,093	63,930	-	63,930
Charitable activities 9		173,694	617,081	790,775	160,349	579,848	740,197
		-----	-----	-----	-----	-----	-----
Total expenditure		248,316	617,081	865,397	224,279	579,848	804,127
		-----	-----	-----	-----	-----	-----
Net (expenditure)/income for the year before transfers		141,761	(256,880)	(115,119)	195,888	(293,468)	(97,580)
Transfers		(270,146)	270,146	-	(277,518)	277,518	-
		-----	-----	-----	-----	-----	-----
Net movement in funds		(128,385)	13,266	(115,119)	(81,630)	(15,950)	(97,580)
Fund balances at 1 April 2016		342,568	38,488	381,056	424,198	54,438	478,636
		-----	-----	-----	-----	-----	-----
Fund balances 31 March 2017		214,183	51,754	265,937	342,568	38,488	381,056
		-----	-----	-----	-----	-----	-----

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

Balance Sheets
As at 31 March 2017

	Notes	Group £	2017 Charity £	Group £	2016 Charity £
Fixed assets					
Tangible assets	16	5,549	5,549	2,290	2,290
Investments	17	-	2	-	2
		<u>5,549</u>	<u>5,551</u>	<u>2,290</u>	<u>2,292</u>
Current assets					
Debtors	18	63,217	77,930	50,489	111,394
Cash at bank and in hand		256,391	240,319	388,452	324,281
		<u>319,608</u>	<u>318,249</u>	<u>438,941</u>	<u>435,675</u>
Liabilities:					
Creditors falling due within one year	19	(59,220)	(57,863)	(60,175)	(56,911)
		<u>260,388</u>	<u>260,386</u>	<u>378,766</u>	<u>378,764</u>
Net current assets					
		<u>265,937</u>	<u>265,937</u>	<u>381,056</u>	<u>381,056</u>
Total assets less current liabilities					
		<u>265,937</u>	<u>265,937</u>	<u>381,056</u>	<u>381,056</u>
Net assets					
		<u>265,937</u>	<u>265,937</u>	<u>381,056</u>	<u>381,056</u>
The Funds of the Charity					
Unrestricted Funds					
General funds	21	214,183	214,183	342,568	342,568
		<u>214,183</u>	<u>214,183</u>	<u>342,568</u>	<u>342,568</u>
Restricted funds	21	51,754	51,754	38,488	38,488
		<u>265,937</u>	<u>265,937</u>	<u>381,056</u>	<u>381,056</u>
Total Charity Funds					

The company and the group are entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

The members have not required the group or company to obtain an audit of their financial statements for the year ended 31 March 2017 in accordance with Section 476 of the Companies Act 2006.

Consolidated Balance Sheet
As at 31 March 2017

The trustees acknowledge their responsibilities for:

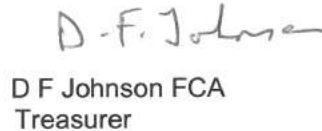
- (a) ensuring that the group and company keep accounting records which comply with Section 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the group and company as at the end of each financial year and of the group's profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company and group.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to small companies regime.

Approved by the board for issue on ^{20th}..... 2017 and signed on its behalf by:
September



H J Lukins
Chair



D F Johnson FCA
Treasurer

Age UK Somerset**Statement of Cashflows**
For the year ended 31 March 2017

	Notes	Group £	2017 Charity £	Group £	2016 Charity £
Cashflows from operating activities					
Net movement in funds for the year		(115,119)	(115,119)	(97,580)	(97,580)
Adjustments to cash flows from non-cash items					
Depreciation	16	3,712	3,712	1,388	1,388
Finance Income	4	(1,224)	(1,224)	(1,744)	(1,744)
		—————	—————	—————	—————
		(112,631)	(112,631)	(97,936)	(97,936)
Working capital adjustments					
(Increase)/decrease in debtors	18	(12,728)	33,464	20,960	73,788
Increase/(decrease) in trade creditors	19	(955)	952	(13,848)	(13,775)
		—————	—————	—————	—————
Net cash flow from operations		(126,314)	(78,215)	(90,824)	(37,923)
Cashflows from investing activities					
Interest from investments	4	1,224	1,224	1,744	1,744
Acquisitions of tangible assets	16	(6,971)	(6,971)	(2,706)	(2,706)
		—————	—————	—————	—————
Net (decrease) in cash and equivalents		(132,061)	(83,962)	(91,786)	(38,885)
		—————	—————	—————	—————
Cash and cash equivalents at the beginning of the reporting period		388,452	324,281	480,238	363,166
		—————	—————	—————	—————
Cash and cash equivalents at the end of the Reporting period		256,391	240,319	388,452	324,281
		—————	—————	—————	—————

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

1 Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements 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) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiary, Age UK Somerset Trading LTD, on a line by line basis. The "Group" heading within the balance sheet refers to the consolidated accounts of Age UK Somerset and Age UK Somerset Trading LTD. All intra-group transactions are eliminated on consolidation.

In the parent company financial statements the investment in the trading subsidiary is accounted for at cost less impairment.

A separate Statement of Financial Activities or income and expenditure account, for the Charity itself has not been presented because the Charity has taken advantage of the exemptions afforded by Section 408 of the Companies Act 2006. The deficit in the year for the charity was £115,119 (2016: deficit £97,580). Note 17 gives details of the results of the subsidiary undertaking for the year to 31 March 2017.

All amounts are presented in £ sterling.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

1.2 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. As at 31 March 2017 there were 6 members.

The company is incorporated in England and Wales and the company registered office is detailed on page 1, reference and administration details.

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

1.3 Income

Income from generated funds:

All incoming resources are included in the SOFA when the Charity and Group is legally entitled to the income it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: 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 Trust that a distribution will be made, or when a distribution is received from the estate.

Receipt of 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.

Income from other trading activities represents income generated within the trading subsidiary. The major line of income relates to commission income from the sale of services in the year.

Income from investments is recognised when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

Income from charitable activities:

Income from grants, contracts and government grants, where "capital" or "revenue" is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Where no conditions are attached to grant income they are recognised within donations, gifts and legacies and where conditions relating to performance of services are attached i.e. contracts, grant income is recognised from charitable activities grants and contracts within the Statement of Financial Activities. Where grant income is received in advance of conditions outside the charity control being met, income is deferred until grant conditions are met within creditors: grants received in advance. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are included in the period in which the charity is entitled to receipt, it is probable that economic benefits will flow to the entity and the amount can be reliably measured.

Age UK Somerset

Notes to the Financial Statements **For the year ended 31 March 2017**

1.4 Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably.

All expenditure is recognised on the accruals basis.

Costs of other trading activities is expenditure incurred in generating the trading subsidiary funds.

Expenditure on charitable activities comprises costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. See 1.5 below for details on support and governance cost allocations.

Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1.5 Allocation of support costs and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Support costs include premises costs, finance, personnel, payroll and governance costs which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents.

Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.6 Pension costs

The group and charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the statement of financial activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.7 Operating leases

The group and charity classify the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

1.8 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

1.9 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.10 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities due to grant conditions outside the charity control not being met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met.

1.11 **Financial instruments**

The charity and group only has financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are therefore recognised at transaction price and subsequently amortised cost.

1.12 **Taxation**

The company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the company, and is therefore included in the relevant costs in the Statement of Financial Activities. The charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.13 **Fund accounting**

General Funds are unrestricted funds which are available for use at the discretion of the board in furtherance of general objectives of the charity, and which have not been designated for other purposes.

Designated Funds comprise unrestricted funds that have been set aside by the board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts.

Restricted Funds are to be used for specific purposes as laid down by the donor.

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

1.14 Critical accounting estimates and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The trustees are of the opinion that there are no estimates or assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

1.15 Donated services

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 Donations, gifts and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Donations and gifts	21,686	9,084	30,770	14,433	3,408	17,841
Legacies	500	-	500	46,317	-	46,317
Age UK grants – charity shops	5,880	-	5,880	11,759	-	11,759
	<u>28,066</u>	<u>9,084</u>	<u>37,150</u>	<u>72,509</u>	<u>3,408</u>	<u>75,917</u>

The charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

3 Other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Income from trading activities	127,219	-	127,219	128,795	-	128,795
	<u>127,219</u>	<u>-</u>	<u>127,219</u>	<u>128,795</u>	<u>-</u>	<u>128,795</u>

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Interest receivable	1,224	-	1,224	1,744	-	1,744

5 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Ageing Well Somerset	74,580	-	74,580	75,465	-	75,465
Ageing Well North Somerset	22,612	-	22,612	16,513	-	16,513
Advocacy fees	7,249	-	7,249	8,253	-	8,253
Toenail cutting fees	39,014	-	39,014	30,465	-	30,465
NS & Somerset services	3,915	-	3,915	4,544	-	4,544
	147,370	-	147,370	135,240	-	135,240

6 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Local authorities	71,000	111,051	182,051	71,000	94,483	165,483
NHS Somerset and NHS North Somerset	-	128,786	128,786	-	62,278	62,278
Other trusts and foundations	-	84,771	84,771	-	57,274	57,274
	71,000	324,608	395,608	71,000	214,035	285,035

Age UK Somerset

**Notes to the Financial Statements
For the year ended 31 March 2017**

7 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Age UK brand partnership	15,000	-	15,000	10,500	-	10,500
Other income	198	26,509	26,707	379	68,937	69,316
	<u>15,198</u>	<u>26,509</u>	<u>41,707</u>	<u>10,879</u>	<u>68,937</u>	<u>79,816</u>

8 Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Charity ball	5,523	-	5,523	-	-	-
Carol service	1,006	-	1,006	-	-	-
	<u>6,529</u>	<u>-</u>	<u>6,529</u>	<u>-</u>	<u>-</u>	<u>-</u>

9 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
		£	£	£	£	£	£
Staff costs		19,264	414,044	433,308	13,623	384,352	397,975
Volunteer expenses		303	17,723	18,026	419	18,212	18,631
Travel		93	29,460	29,553	308	25,466	25,774
Recruitment		63	401	464	-	298	298
Premises costs		112	1,213	1,454	1,522	67	1,589
Communication and Office costs		148	9,062	9,210	314	7,168	7,482
Service related costs		-	40,479	40,479	-	37,158	37,158
Grants payable	12	-	3,700	3,700	-	6,540	6,540
Governance costs	11	4,119	-	4,119	7,074	3,188	10,262
Other costs		-	1,498	1,369	-	-	-
		<u>24,102</u>	<u>517,580</u>	<u>541,682</u>	<u>23,260</u>	<u>482,449</u>	<u>505,709</u>
<u>Support costs</u>							
General Office		2,737	60,023	62,760	2,209	64,518	66,727
Senior management		20,771	966	21,737	21,769	-	21,769
Finance		22,211	22,887	45,098	18,660	19,053	37,713
Combined services		99,341	15,625	114,966	82,241	12,621	94,862
Income generation		4,532	-	4,532	12,210	1,207	13,417
		<u>173,694</u>	<u>617,081</u>	<u>790,775</u>	<u>160,349</u>	<u>579,848</u>	<u>740,197</u>

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

9 Expenditure on charitable activities (continued)

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the board on the following basis:

<u>Support cost</u>	<u>Basis of apportionment</u>
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

10 Auditor/Independent examination remuneration

	2017	Charity	2017	Subsidiary	2017	Total
	£	2016	£	2016	£	2016
		£		£		£
Auditors remuneration – predecessor firm						
Audit services	-	4,000	-	1,800	-	5,800
Accounting services	360	2,000	-	-	360	2,000
Independent examiner remuneration						
Independent examination	660	-	-	-	3,630	-
Accounting services	2,970	-	900	-	900	-
	<u>3,990</u>	<u>6,000</u>	<u>900</u>	<u>1,800</u>	<u>4,890</u>	<u>7,800</u>

11 Governance costs

	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds	Funds	Funds	Funds	Funds	Funds
	£	£	2017	£	£	2016
			£			£
Independent examination fee	660	-	660	-	-	-
Audit fee	-	-	-	4,000	-	4,000
Accountancy	3,330	-	3,330	2,000	-	2,000
Consultancy fee	-	-	-	-	3,106	3,106
Legal fees	61	-	61	967	82	1,049
Trustee recruitment	9	-	9	47	-	47
Trustee expenses	59	-	59	60	-	60
	<u>4,119</u>	<u>-</u>	<u>4,119</u>	<u>7,074</u>	<u>3,188</u>	<u>10,262</u>

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

12 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2017	Unrestricted Funds	Restricted Funds	Total Funds 2016
	£	£	£	£	£	£
Grants have been paid out for the following activities:						
<u>Surviving Winter</u>						
Amounts paid to individuals	-	3,700	3,700	-	5,850	5,850
<u>Other grants</u>						
Amounts paid to individuals	-	-	-	-	690	690
	<u>-</u>	<u>3,700</u>	<u>3,700</u>	<u>-</u>	<u>6,540</u>	<u>6,540</u>

13 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (2016: none). Travelling expenses totalling £59 (2016: none) were reimbursed to 1 (2016: none) Trustee Director. No donations were received from the Trustee Directors during the year (2016: none).

14 Wages and salaries

	2017 £	2016 £
Wages and salaries	576,961	527,838
Social security costs	33,792	31,851
Other pension costs	28,643	25,974
Other staff costs	683	572
Redundancy costs	2,812	-
	<u>642,891</u>	<u>586,235</u>

Presented within expenditure as follows:

Costs of commercial trading activities	51,321	44,953
Expenditure on charitable activities:		
Staff Costs	433,308	397,975
Support costs allocated	158,262	143,307
	<u>642,891</u>	<u>586,235</u>

No individual employee was paid over £60,000 (2016: nil).

Age UK Somerset

Notes to the Financial Statements
For the year ended 31 March 2017

14 Wages and salaries (continued)

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2017	2016
	No	No
Commercial trading activities	2	2
Charitable activities	21	19
Governance	1	1
	<hr/>	<hr/>
	24	22
	<hr/>	<hr/>

The average head count during the year was 62 (2016: 54).

The key management personnel of the group comprise those of the charity and the key management personnel of its wholly owned subsidiary Age UK Somerset Trading LTD. The key management personnel is identified as the chief executive officer. The total employee benefits, inclusive of pension, of the key management personnel of the charity were £39,623 (2016: £39,231).

15 Defined contribution pension scheme

The charity and group makes contributions to pension schemes on behalf of employees which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £28,643 (2016: £25,974).

Contributions totalling £4,873 (2016: £4,676) were payable to the scheme at the end of the year and are included in other creditors.

Age UK Somerset

Notes to the Financial Statements
For the year ended 31 March 2017

16 Tangible assets – Charity and Group

	Computers	Other	Total
	£	Equipment	£
		£	£
Cost			
As at 01/04/2016	3,175	989	4,164
Additions	6,971	-	6,971
	<hr/>	<hr/>	<hr/>
As at 31/03/2017	10,146	989	11,135
	<hr/>	<hr/>	<hr/>
Depreciation			
As at 01/04/2016	1,544	330	1,874
Charge for year	3,382	330	3,712
	<hr/>	<hr/>	<hr/>
As at 31/03/2017	4,926	660	5,586
	<hr/>	<hr/>	<hr/>
Net book value			
As at 31/03/2017	5,220	329	5,549
	<hr/>	<hr/>	<hr/>
As at 31/03/2016	1,631	659	2,290
	<hr/>	<hr/>	<hr/>

17 Investments

	Total	Charity
	2017	Total
	£	2016
		£
Age UK Somerset Trading LTD		
Ordinary shares of £1 each	2	2
	<hr/>	<hr/>

Age UK Somerset Trading LTD (Company no 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

17 Investment (cont'd)

The principal activities of the company was that of acting as an agent in the sale of insurance, Age UK Funeral Plans and other related products. The trading subsidiary gift aids its taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The Registered Office is Ash House, Cook Way, Bindon Road, Taunton, Somerset, TA2 6BJ.

The results of Age UK Somerset Trading LTD were as follows:

	2017	2016
	£	£
Turnover	127,219	128,795
Costs of sales	(51,563)	(56,637)
	-----	-----
Gross profit	75,656	72,158
Administrative expenses	(16,530)	(7,293)
	-----	-----
Operating profit	59,126	64,865
Gift aid to Age UK Somerset	(59,126)	(64,865)
	-----	-----
	-	-
	=====	=====
The assets and liabilities were:		
Current assets	27,914	76,177
Current liabilities	(27,912)	(76,175)
	-----	-----
Total net assets	2	2
	-----	-----
Called up share capital	2	2
	-----	-----
	2	2
	=====	=====

18 Debtors

	Group	2017	Group	2016
	£	Charity	£	Charity
		£		£
Trade debtors	40,183	28,791	28,236	16,230
Amounts due from group undertakings	-	26,555	-	72,911
Other debtors	16,831	16,831	10,123	10,123
Prepayments	6,203	5,753	12,130	12,130
	-----	-----	-----	-----
	63,217	77,930	50,489	111,394
	=====	=====	=====	=====

Age UK Somerset

Notes to the Financial Statements
For the year ended 31 March 2017

19 Creditors: Amounts falling due within one year

	Group	2017	Group	2016
	£	Charity	£	Charity
		£		£
Trade creditors	7,974	7,974	5,087	5,087
Other creditors and accruals	33,347	32,911	28,888	26,542
Taxation and social security	10,999	10,078	11,168	10,250
Grants received in advance	6,900	6,900	15,032	15,032
	<hr/>	<hr/>	<hr/>	<hr/>
	59,220	57,863	60,175	56,911
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

20 Grants received in advance

	Group	2017	Group	2016
	£	Charity	£	Charity
		£		£
Balance as at 1 April 2016	15,032	15,032	28,576	28,576
Amount released to income for charitable activities	(15,032)	(15,032)	(28,576)	(28,576)
Amount deferred in year	6,900	6,900	15,032	15,032
	<hr/>	<hr/>	<hr/>	<hr/>
Balance as at 31 March 2017	6,900	6,900	15,032	15,032
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

21 Statement of funds – Group and Charity

	Balance 1 April 2016	Income	Expenditure	Transfers	Balance 31 March 2017
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	80,292	(154,633)	78,591	4,250
Ageing Well North Somerset	-	21,392	(49,938)	28,546	-
Befriending Together	18,935	28,139	(32,481)	-	14,593
Information and Advice	-	20,190	(121,508)	101,318	-
North Somerset (SCAMS)	2,324	8,156	(14,289)	3,809	-
Living Better North Somerset (Alliance Homes Together)	-	29,083	(36,506)	8,123	700
Living Better West Somerset	-	43,176	(44,953)	1,777	-
North Somerset & Somerset Services	-	37,880	(42,840)	5,460	500
Partners in Care	11,036	50,350	(37,668)	-	23,718
Surviving Winter	6,193	5,500	(3,700)	-	7,993
Toenail Cutting	-	21,706	(63,312)	41,606	-
Winter Reablement	-	13,837	(14,753)	916	-
Volunteers Events and Training Sponsorship	-	500	(500)	-	-
Total restricted funds	38,488	360,201	(617,081)	270,146	51,754
Unrestricted funds					
Designated:					
Information and advice	-	7,248	-	(7,248)	-
Aging Well Somerset	-	74,580	-	(74,580)	-
Aging Well North Somerset	-	22,613	-	(22,613)	-
North Somerset & Somerset Services	-	3,915	-	(3,915)	-
Toenail Cutting	-	39,014	-	(39,014)	-
Total designated funds	-	147,370	-	(147,370)	-
General	342,568	242,707	(248,316)	(122,776)	214,183
Total unrestricted funds	342,568	390,077	(248,316)	(270,146)	214,183
Total funds	381,056	750,278	(865,397)	-	265,937

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

21 Statement of Funds (continued)

Restricted Funds

- Ageing Well Somerset is a project to promote healthy lifestyles and improved mobility for older people with activity classes organised across Somerset.
- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by North Somerset PCT.
- Befriending Together is aimed at providing a service to help combat loneliness and isolation across Somerset and North Somerset.
- Information and Advice provides face to face and telephone access to up to date information on older people's issues and provides advice on services that are available.
- Information and Advice North Somerset (SCAMS) is to provide in North Somerset an up to date information service regarding housing, social and personal matters.
- Living Better North Somerset is volunteer befriending with a difference. The service is funded as part of the Older Persons Support Alliance, working in partnership with Alliance Living, Rethink (reconnect floating support) and Carers Trust Phoenix. We work with clients to an agreed "My Life Plan" which is formed from a "Guided conversation" making it person centred. The service is funded as part of the partnership for 6 months, beyond this timescale service can be continued with Client, Volunteer and AUKS agreement. The Living Better service can provide enabling support and befriending aiming to impact on an individual's health and wellbeing, including social isolation.
- The Living Better West Somerset project in partnership with the West Somerset GP Federation and SOMPAR is about developing an integrated approach to Health & Social Care working with the third sector. Guided conversations enable older people to identify goals, which are supported and reviewed to achieve outcomes including less social isolation and better choices in use of services.
- North Somerset & Somerset Services relates to community activity services for over 55s to help reduce social isolation, keep connected to the community via friendly, patient computer tuition and making new friends by attending social groups. We keep people linked in with how to stay involved, keep socially active and develop skills.
- Partners in Care is based at Musgrove Park Hospital working closely with the hospital and other voluntary support agencies to support vulnerable patients throughout the discharge process including Information and Advice, transport home, settling in, home visits for a number of weeks and signposting.
- Surviving Winter is a small grant giving programme with funds provided by the Somerset Community Foundation and Age UK, to support older people in Somerset experiencing fuel poverty in winter and funds provided by Quartet Community Foundation to support those in North Somerset.
- Toenail Cutting provides a basic toenail cutting service via a network of community based clinics. This service has been registered with the Care Quality Commission to enable a small scale domiciliary service to be provided to housebound older people.

Age UK Somerset

Notes to the Financial Statements For the year ended 31 March 2017

21 Statement of Funds (continued)

- Winter reablement is a county wide service in partnership with the NHS to support people coming out of hospital to aid a timely or early discharge, or to help prevent an avoidable hospital admission by assisting people at high risk of being admitted or re-admitted where they can be safely supported at home.
- Volunteers Events and Training Sponsorship is much appreciated funding from Girlings to assist with volunteer training and provision of a Christmas event treat as our way of thanking our wonderful volunteers for their invaluable work.

Designated Funds

- Information and Advice includes unrestricted service fees income of £7,248 received from the service. The designated fund has been transferred to offset restricted expenditure in this service.
- Aging Well Somerset includes unrestricted service fees income of £74,580 received from the service. The designated fund has been transferred to offset restricted expenditure in this service.
- Aging Well North Somerset includes unrestricted service fees income of £22,613 received from the service. The designated fund has been transferred to offset restricted expenditure in this service.
- North Somerset & Somerset Services includes unrestricted service fees income of £3,915 received from the service. The designated fund has been transferred to offset restricted expenditure in this service.
- Toenail Cutting includes unrestricted service fees income of £39,014 received from the Toe Nail Cutting service this designated fund has been transferred to offset restricted expenditure in this service.

22 Analysis of net assets between funds – Group

	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
Tangible fixed assets	5,549	-	5,549	2,290
Net current assets	208,634	51,754	260,388	378,766
	<hr/>	<hr/>	<hr/>	<hr/>
	214,183	51,754	265,937	381,056
	<hr/>	<hr/>	<hr/>	<hr/>

The analysis for the charity is identical to the Group with the exception of the unrestricted funds, where investments represent £2 and net current assets £208,632. The difference relates to the issued share capital of Age UK Somerset Trading LTD.

Age UK Somerset

Notes to the Financial Statements
For the year ended 31 March 2017

23 Operating Leases

The following amounts were charged to the Statement of financial of activities during the year:

	Group	2017	Group	2016
	£	Charity	£	Charity
		£		£
Operating leases	36,975	36,975	30,716	30,716

24 Commitments

At 31 March 2017 the charity and group had annual commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2017	2016
	£	£
Less than one year	33,046	33,046
Between two and five years	11,371	44,416
	<hr/>	<hr/>
	44,417	77,462
	<hr/>	<hr/>
	2017	Other
	£	2016
		£
Less than one year	12,091	30,116
Between two and five years	1,883	11,941
	<hr/>	<hr/>
	13,974	42,057
	<hr/>	<hr/>

