

Annual Report
1 April 2017 - 31 March 2018



The Year - In Brief

During the year, our Helpline service and drop in service dealt with **3,394** information enquiries.

During the year in an increasingly competitive Charity retail market, our income generation team increase their contribution by **7.43%**.

During the year **111** new volunteers started working for the charity in various roles.

Our Compass Officer team also dealt with **1,157** Advice client cases.

Our Compass Officer team provided detailed Compass casework for **2,841** clients.

Our ever popular Lunch Clubs increased in number by 4 new clubs bringing the total to **44**.

Resulting from our casework, we helped clients receive **£4,262,741** in previously unclaimed welfare benefits.

We served just over **175,000** customers during the last year in our retail outlets.

There was a **35.43%** fall in clients reporting they “Hardly ever get out of the house” for social engagements.

The UCLA scale showed a **40.4%** reduction in clients scoring in the high band - Very Lonely.

1,829 older people regularly attended social engagement events organised by the Community Activities Team during the year.

65.8% of our Compass clients showed a improvement on the Warwick and Edinburgh Wellbeing Scale after Compass work.

Organisation

Age UK South Lakeland is an independent registered charity no 1141415

Formerly known as Age Concern South Lakeland, the Charity was established in 1978 and was registered as a company limited by guarantee, No 07540805, from 1 April 2011. All assets and liabilities were transferred to the new charity starting on 1 April 2011.

Age UK South Lakeland is a brand partner with Age UK and a member of the Age England Association of Age UK brand partners.

Registered office: Age UK South Lakeland, 17 Finkle Street, Kendal, Cumbria LA9 4AB

Enquiries: 01539 728118 or admin@ageuksouthlakeland.org.uk

Chief Executive: Penny Pullinger

Purpose

Age UK South Lakeland exists to improve the lives of older people in South Lakeland.

Our ambition is that in South Lakeland everyone in later life:

- Has a decent income.
- Can feel well and enjoy life as much as possible.
- Can access high quality health and care services.
- Feels comfortable, safe and secure at home.
- Feels valued by their local community with opportunities to join, volunteer, learn or work.
- As a citizen with rights, has their voice heard and can influence decisions that affect them.

Our strategy as we work toward this ambition over the next three years, is to work with older people and for older people in order to:

- Provide information, advice and assistance that helps people to access benefits and exercise choice to make best use of their resources and improve their experience of daily life.
- Help build stronger communities that increase people's social contact and wellbeing.
- Support the development of more responsive health and welfare services that offer people holistic and timely services reflecting their needs and circumstances.
- Help the voices of older people to be heard.
- Generate independent income streams that enable us to invest in activity which is not a current public sector priority.

Our ambitions cannot be achieved by our actions alone within South Lakeland. We will continue to work with and through Age UK nationally, with whom we are Brand Partners and have a shared overall strategy. We will also work with the other Age UK groups and any other partners across Cumbria who share our ambition.

As we develop our annual business plan which sets out the actions to deliver strategy, we will:

- Gather and use evidence.
- Involve older people.
- Respond to the particular challenges of dispersed and rural communities in South Lakeland.
- Develop partnerships and the means for strong collaboration within the third sector and with statutory organisations.
- Seek to ensure that our input contributes to lasting improvements for individuals and their communities.

We have adopted a set of values which should be evident to older people, our staff, volunteers and partners in all aspects of our work. They are to:

- Be respectful.
- Be inclusive.
- Be positive.
- Be realistic.
- Be empowering.
- Make a difference in people's lives.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the Organisation's Aims and Objectives and in planning future activities.

People

During the year the Charity was supported by 183 individual members and 27 groups and organisations, 72 individual staff members or the equivalent of 62 full time members of the team.

At the end of the 2017-18 we had a total of 311 volunteers supporting the work of Age UK South Lakeland. These volunteers have contributed over 35,500 hours working with older people, making a significant contribution to the organisations success. We congratulate them once again this year on this magnificent effort.



Income received during 2017/18 for Service Delivery or Infrastructure*

Age UK – Benefits Take Up	£8,742
Age UK – Winter Warmth	£18,250
Age UK – Ambitions for Later Life	£15,750
Age UK – EON HHE Handyperson	£9,900
Age UK – EON Warm Homes Plus	£1,750
Age UK – One Digital	£33,537
Age UK Lancashire – Take Home and Settle	£10,857
Smart Energy GP	£4,895
Cumbria County Council Place Based Prevention Programme	£335,833
Cumbria County Council Operation of Compass Online	£27,295
Cumbria County Council Falls Awareness Champion	£10,000
Cumbria Community Foundation – Place Based Services	£10,112
Cumbria Community Foundation	£7,897
CCG Care Navigator	£48,767
RBS Financial Inclusion	£17,451
United Utilities	£21,178
Big Lottery Reaching Communities – Stay Healthy Longer	£99,186
Postcode Community Trust	£20,000
Eric Wright Trust	£20,000
Agnes Backhouse Charitable Trust	£2,000
Frieda Scott Trust – Friends Exchange	£10,000
The Roselands Trust	£4,600
Proven Family Trust	£400

Grants received during 2017/18 for re-distribution to clients*

Cumbria Community Foundation – Winter Warmth Grants	£45,845
Agnes Backhouse Charitable Trust	£14,000
Ambleside Masonic Lodge	£750

*due to the nature of restricted funding not all grant income is expended in the year it is received.

Client Services

Our client work for the 1st of April 2017 to the 31st of March 2018

At the beginning of this financial year the client services team were busily engaged in training all our delivery partners in Cumbria on the correct usage of the Compass assessment process and how to use the online digital platform. The Compass in Cumbria service was funded by Public Health Cumbria County Council and covered the whole of the county. The training needed to be delivered to several service providers at all operational levels. (a) District Administrators (b) Organisation Administrators, and (c) System Operators.

All this training was in support of the roll out of the Age UK South Lakeland Compass operational methodology across the county. This was required because Cumbria Public Health had made their granting offer contingent on grantees using the full system whilst delivering services. There were six training sessions held at various locations around the County and a number of sessions delivered directly at partners' offices. The training also included the Health and Wellbeing Coaches team employed by Cumbria County Council.

Whilst all the training was going on we also had to gear up and deliver our services across the south of the county. There were two new workstreams included in the Compass in Cumbria program, "Home from Hospital" and "Trusted Assessor". The grant also required that we deliver our services in Barrow and District and parts of Copeland. This required us to find, equip and become operational in working offices servicing the two new areas included in the grant agreement. It is fair to say that the beginning of the year was incredibly busy, and as the year progressed, it just got busier.

Trusted Assessor

Whilst our Client Services team were busy training our delivery partners for Compass in Cumbria, they also attended training on "Trusted Assessor". This provides for the prescribing of aids to help those with physical limitations move around their home safely, this includes getting in and out of their homes. The purpose of this workstream is to reduce the pressure on the County Council's Occupational Therapy team and to reduce the clients' waiting times.



Home from Hospital

The second new workstream was Home from Hospital. This workstream was designed to assist people without a support network to help when they were discharged from hospital. The support we provide can take many forms, often it is just ensuring the patient has everything they need when they arrive home, food in the fridge, fresh milk etc. Often the patient has been away from their home for a number of weeks so we ensure

everything is in place for their return. This will include ensuring the house is warm enough on their return, a little cleaning, shopping and sorting out any issues with pets if necessary, we will also help them to access any benefits they may be entitled to. The Age UK South Lakeland team will also arrange to collect the patient from hospital in one of our HfH vehicles and get them safely home - without the need to sit around waiting for an ambulance to do so.



Casework General

Many readers will already be aware of how we go about our casework here in South Lakeland; however the Compass in Cumbria project required that we extend our operational footprint to include Barrow and District and Millom. It is worth therefore just reviewing what we do in

a little more detail. The key element to our operational strategy is the structure implied by the Compass process. It is important to note that Compass is not just about the assessment and risk stratification process, it is the underlying structure that provides the framework for how we work.



From helping clients who just need some information to working with clients with multiple and complex problems over several months, the structure ensures that our clients and very busy officers are supported at every point of the

process. This ensures that even with a heavy caseload, important details are not missed and our clients receive a consistently high standard of holistic service.

Our service offer is multi layered to match the needs of our clients, the first layer is:

Information only – We use this for clients who present as just needing a little information. These clients may contact us by telephone or by dropping into our offices. When an officer speaks to the client they make an assessment of whether this is simply a request for information or whether there is another underlying issue that has not been communicated. Very often a client may contact us driven by an immediate need but there are other significant underlying issues that have precipitated that immediate need, it is the officer's job to recognise these clients and engage with them further.

When this is clearly just a request for information, we provide the information or support the client to access the information themselves. We simply record the client's postcode, how they contacted us and the reason for contact. A client record or case record is not created at this stage, as that this would be seen as a barrier to such a light engagement. When there are very clearly other issues that need addressing, the referral, with the clients permission, will be escalated to an advice case – with the client's agreement.

During the last year, we dealt with 3,394 Information only enquiries.

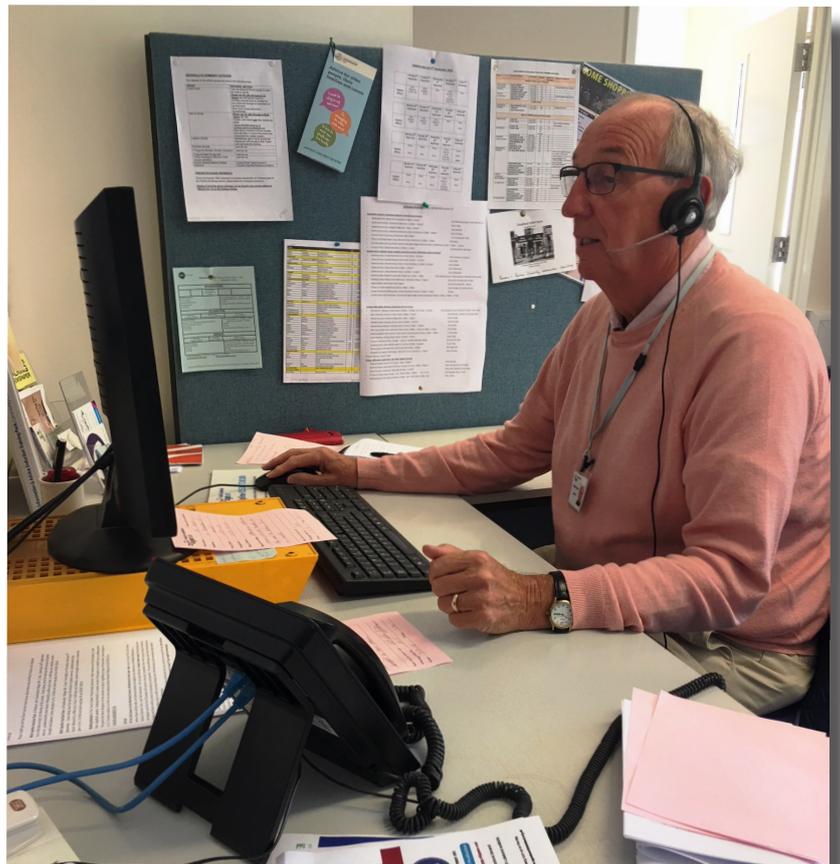
Advice cases – An advice case is used when the client's needs are more than simply the provision of information. If an Age UK South Lakeland officer provides advice to a client on any topic, we need to record exactly what advice was given. We acquire advice cases from a number of sources:

Self, family or friend – These would either come in via our Helpline or a drop in. The officer would first discuss with the client in an open friendly way the reason for contact and try to ascertain the nature of the issue or issues. Many of these will be escalated from an information enquiry.

MARS or telephone referral from another Third Sector organisation – This referral route can provide us with more information, however an Age UK South Lakeland officer will engage with the client to explore further the nature of the issues.

MARS or telephone referrals from statutory organisations – Very often these referrals are made for single issues but upon further assessment we discover there are often a number of significant issues causing concern.

All referrals are triaged and if the Age UK South Lakeland officer feels it is safe, the advice provided will be recorded and the case closed down. If, however, the officer is not satisfied that the provision of advice is enough to satisfy the client's needs, the case will be passed on to the Client Services team, with the agreement of the client. All cases will remain advice cases until a qualified Compass Officer decides it merits escalation to a Compass case. On occasion the solution to the needs of the client is not something we deliver ourselves; in those cases a MARS referral would be raised to the appropriate agency and the referral will be tracked by the referring officer.



During last year we dealt with 1,157 advice cases.

Volunteering and Community Action Team

Engagement opportunities

2017-18 was another successful year for the Community Activities team, despite the year presenting new challenges. The members of the team have worked exceptionally hard to keep the current activities running and to set up new projects. One particular challenge was the need to start setting up new activities in the Barrow and Millom areas. The needs in these areas are very different from those in South Lakeland, but as a starting point, the team set up two lunch clubs and then a Walking Football group in Barrow, in conjunction with the Barrow Leisure Centre. A Walking Netball group has also been set up in conjunction with Chetwynde School in Barrow. In order to do this, we had to create new partnerships with people who have local knowledge and this strategy has served the team well. In the Millom area, a new Gentle Exercise class started and continues to go from strength to strength.

99 Community Activity Volunteers are at the core of our engagement work. These volunteers run groups, organise activities and provide support for people in their local communities. It is important that the volunteers are trained to perform their role, both in the particular service they provide, but also in the wider work of Age UK South Lakeland; to enable them to act as ambassadors for us in their community. It is also important to us that the services we offer are of a high quality, and the volunteer training and feedback is vitally important in achieving this. Our volunteers give many hours of time and effort to ensure that the work we do is of a high standard and that the older people in their communities are well supported.

When a Compass officer completes an assessment, it often indicates that the client needs to improve their social interactions. Our data tells us very clearly that it is not only the very practical and critical interventions provided by the Compass officer team that are most impactful. Very often, improving a client's social interactions, linking them into a social group can make the most significant difference. Clients can be linked into any of our social engagement programs by either:

- Their Compass case officer making an internal referral to the Community Activities Team.
- Referring themselves into the engagement opportunity by simply phoning in.
- By being referred into the engagement opportunity by any one of our Compass in Cumbria partners who can access the details of our social engagement opportunities on the online portal.

Lunch Clubs

There are 44 Lunch Clubs providing delicious meals, good company and enjoyment to 900 people throughout South Cumbria, in pubs, restaurants and cafes. This is a great way to get to know other people and meet up monthly and also to be in touch with Age UK South Lakeland.

10,800 meals are enjoyed each year by our lunch club members.



Friends Exchange

Loneliness and isolation are recognised as being detrimental to mental and physical health and the Friends Exchange service goes from strength to strength - an initiative designed to combat loneliness and isolation among older people in South Lakeland. By March 2018, 175 clients had been referred to Friends Exchange by a variety of health and social care organisations and the service had also recruited 49 volunteers. Once trained, our Friends Exchange volunteers provide regular home visits or weekly phone calls to their clients. Specialist volunteers may also offer a series of one-to-one IT sessions to clients in their own homes.

49 volunteers provide weekly visits or phone calls to 175 lonely individuals.



Digital Inclusion

The Digital Inclusion programme has been concentrating on the Age UK One Digital project over the past year. In total 1035 people were supported in using a laptop, tablet or smartphone to access information on the internet. 896 of these people were introduced to the concept of computing and 139 people took part in a training session specially tailored to their needs. In addition to this project, we have had funding from the People's Postcode Lottery to purchase 100 tablets over the next 3

three years. These tablets form a loan service to introduce newcomers to the internet and also to help people who are wishing to try before they buy a tablet, to see how they get on with it.

2017-18, 19 tablets have been loaned out and Broadband connection provided.

Walking Team Sports

Three Men's Walking Football teams have been successfully running in Milnthorpe, Cartmel and Kendal with the help of the Football Association and Kendal Leisure Centre. The guys enjoy getting together and playing the game at a slightly slower pace and have even played some matches against each other. Excitement mounted towards the end of the year, when invitations were issued to all to take part in a tournament to be held at the St George's National Football Coaching Centre in Staffordshire.

11 members of Cartmel Men's Walking Football took part and reached the quarter finals of the competition. In January 2018, taster sessions took place in Kendal for Walking Netball and Walking Rugby with a view to setting up these groups during the year.



96 older people enrolled for Men's Walking Football, 16 for Walking Netball and 45 for Walking Rugby during the year.

Men U Can Cook

24 men attended our very successful 2017 courses to learn how to cook some simple, healthy every day meals in a very relaxed atmosphere and got to taste the end results. At Christmas they cooked Christmas Lunch for the Trustees and Senior Managers – this was delicious!



24 men learned to cook homemade soups, scrumptious risottos, fresh pasta dishes and summer pudding, chocolate traybake and raspberry yoghurt ice cream.

Allotment

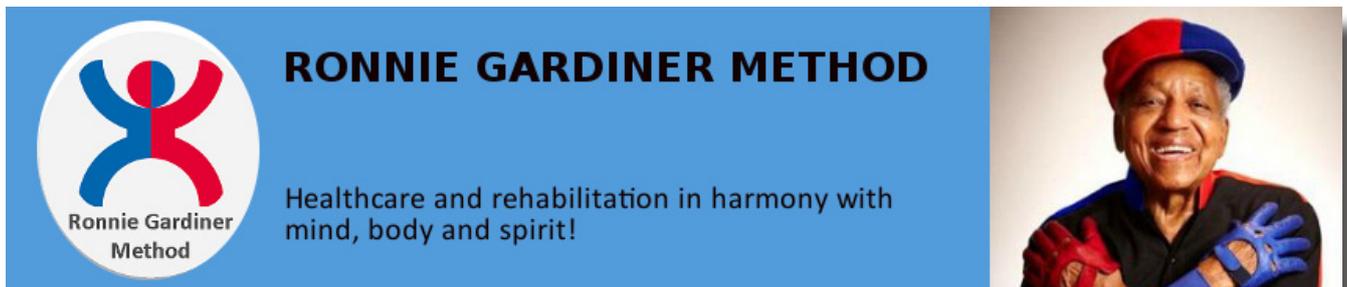
Our allotment in Kendal goes from strength to strength and produces vegetables and fruit for the volunteers to share. We are appealing for more Allotmenters to get involved. It might be of interest to people who have had a plot in the past and who are finding it a bit too much to work a plot on their own. It's sociable, with good chat, cups of tea and a friendly welcome.

Courgettes, leeks, rhubarb, beetroot, potatoes, onions, sweetcorn, sweet peas and copious amounts of parsley grew on our allotment in 2017-18.

Ronnie Gardiner Method

Exercise classes continued to run in the Gateway Centre throughout the year. This new exercise method uses rhythm, melody and harmony and has benefits for those who have diseases or injuries of the brain and is proving to be beneficial for our clients. The 2018 programme includes an extra class to satisfy the growing popularity of this activity.

“My husband is more alert and able to concentrate better on conversation than ever before” – comment from the wife of a client.



Gentle exercises

Levens, Crosthwaite and Windermere were new groups adding to this popular service. 20 exercise groups ran throughout the area during the year, with approximately 500 members between them. The exercises help with mobility, strength and balance.

850 exercise class sessions provided opportunities for local people to increase their fitness and reduce their risk of falls.

Brewery Arts Partnership

The new drama group called “Act your Age” continued to flourish in 2017-18. They produced and acted in a play called “Has Anyone Seen Beryl?” involving members of the Brewery Youth Theatre group in an intergenerational play about a lady with dementia. Everyone involved in the play thoroughly enjoyed the experience and learned a great deal. In 2018 they have plans to work with Headlong Theatre on a national project which will culminate in the group performing at Bristol Old Vic in 2019.

Volunteers

At the end of the 2016-2017 period a total of 312 volunteers supported the work of Age UK South Lakeland. These volunteers have again contributed over 35,500 hours working with older people, making a significant contribution to the team’s success. We congratulate them once again this year on this magnificent effort.

Income Generation

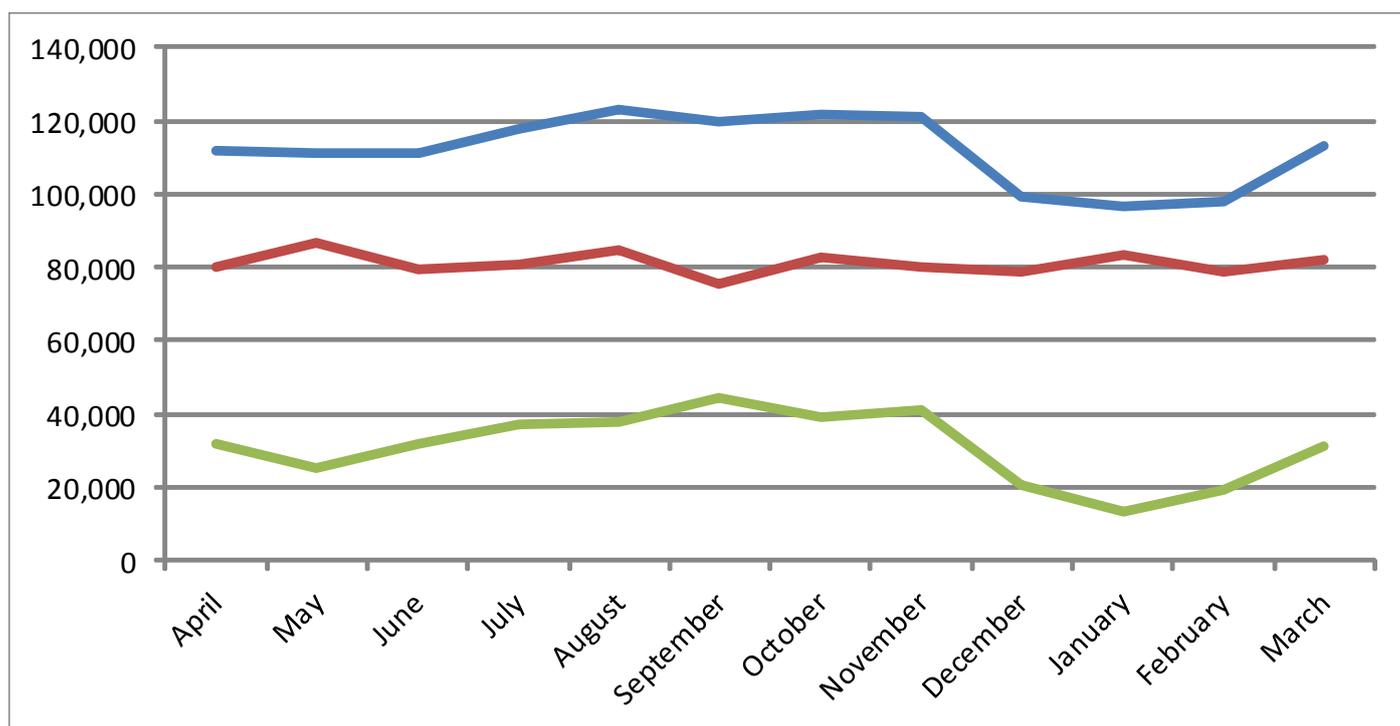
The Charity Shop retail environment becomes increasingly competitive year on year. The competition does not just come from the number of charity outlets now on offer, it also comes from the fact that many of the competitors have raised their game and become a lot more professional in their retail offer. Our ever-present challenge is to remain ahead of the pack with new ideas and innovations. We have also got to continually look at our offer, review and make the changes necessary to remain competitive. This year we closed two of our outlets, one in Ambleside and one in Grange. The decision is always difficult, particularly when the shops had been in operation for such a long time.

Currently the media is full of stories about high street iconic names hitting hard times with many well-known household names closing down altogether. It is a very tough environment at the moment and to survive we have to be prepared to try different things and take informed risks. To increase our contribution to the charity we have to be creative. Had we been solely reliant on our traditional small charity shop estate, the contribution to the charity would be less than £35,000 (considering Milnthorpe in the Superstore category).

The panel below shows the operating costs, sales, and surplus generated in all of our outlets. There is always a challenge in charity retailing, our challenge during the year was to re-invigorate our smaller shops, maintain our presence in the Superstores and Warehouse and also identify any other opportunities to increase revenue.

Retail Outlets	Operating Costs	Total Sales	Surplus Generated	
Bowness Shop	£63,972	£78,548	£14,576	£20K
Finkle Street Shop	£60,363	£71,143	£10,780	£40K
Milnthorpe Shop	£123,075	£215,664	£92,589	£80K
Ulverston Shop	£62,770	£62,908	£138	£100K
Windermere Shop	£52,291	£59,934	£7,643	£120K
E - Trading Online sales	£73,649	£108,194	£34,545	
Grange Superstore	£166,421	£232,455	£66,034	
Ulverston Superstore	£167,409	£235,051	£67,642	
Warehouse Kendal	£163,483	£253,798	£90,315	
Ambleside Shop	£22,248	£13,058	£-9,190	NB* - Ambleside and Grange small shops ceased operation in June and July respectively.
Grange Shop	£15,961	£13,259	£-2,702	

The following panel shows the performance of the whole of the retail estate during the year. Blue = Income, Red = Operating costs, Green = Surplus generated.



- During the year to increase our online presence and take advantage of a previously untapped revenue stream, we introduced wholesale sales to our Ebay offer. This not only increased our online sales but diverted a significant number of items from re-cycling.
- In order to re-invigorate our smaller shop in Ulverston, one side of the Market Street shop was converted into “Kids at Age UK” which now sells a wide range of baby and children’s wear and toys. This initiative did not impact on the performance for this year as it was only introduced later in the year; we are monitoring the progress going forward.
- Whilst our core sales are predominantly donated goods, the introduction of bought-in goods gives us the opportunity to attract new interest in visiting our outlets. The sales of bought-in goods for the year was £175,000 against an overall sales figure of £1,344,011, this is just 13% of sales. However the introduction of bought in goods has far bigger impacts, particularly for our larger outlets.
- The Home and Garden Centre was opened in the Grange Superstore utilising a former storage area which resulted in an extra 1000 square feet of retail space. This will increase our footfall at the Superstore and have an overall impact. This initiative is also being monitored.
- Our challenges continue into the next year. Whilst Age UK South Lakeland was the first in the area to open the larger “Superstore” offers, the model is now being copied by other charities. Not only do we need to be first, we also need to be the best if we are to maintain and grow our ability to contribute to the charity’s financial needs.

Governance

In accordance with the Charity's governing document the following Trustees who had retired by rotation were re-elected by the Members at the Annual General Meeting held on 15 September 2017:

John Bateson
Janet McLeod

In addition the following Trustees who had been co-opted to the board on 28 January 2017 were elected by the Members at the Annual General Meeting held on 15 September 2017:

Sarah Senior
Janet Wright

Peter Smith had been elected Chairman at the Annual General Meeting held in September 2015 and holds office for three years and shall not serve more than two consecutive terms of office.

In accordance with the governing document the Trustees can co-opt up to one third of their number, however during the course of the reporting period no trustees were co-opted.

At the Trustees meeting held on 26 September 2017 the appointment of Janet McLeod as Vice Chairman was confirmed for a further year.

During the year the Finance sub group, which reports directly to the Board of Trustees, met as required. The group consists of two Trustees and two Senior Officers and has the purpose of considering financial matters in more detail.

Investments and Finance

Sanlam Private Investments manage the organisation's investment portfolio on behalf of the Trustees. The Trustees review investment performance every six months and receive reports from the investment company every quarter. The Trustees consider that the guiding principle of the agreed investment policy is to generate funds for the Charity, but that they will not invest in a particular business in the following circumstances

- Where such investment might conflict with the aims, objectives or activities of the Charity. For example, investment in the tobacco or alcohol industries would be inconsistent with the health and wellbeing priorities for the Charity.
- Where such investment might hamper the work of Age UK South Lakeland by alienating actual or potential financial supporters.

Funding and activity

During the financial year the principal sources of income were Trust Funds (e.g. Eric Wright and Frieda Scott), Big Lottery, Age UK, donations from individuals, and earned income from the sale of donated and bought in goods. There was also a minimal level of bank interest. The interest from our investments stayed within the overall portfolio value and became part of our draw-down to fund our activities.



In January 2017 the charity set up a wholly-owned subsidiary to take over and develop the small amount of trading done in new goods. The subsidiary continues to remit all profits made to the parent company by gift aid.

Risk Management

The Board of Trustees is responsible for the management of risks faced by the Charity. There is a formal annual review, but risks are identified and assessed and controls established throughout the year. Key controls during 2017/18 have included:

- Formal agendas for all committee and board activity.
- Comprehensive strategic planning, budgeting and management accounting.
- Established organisational structures and lines of reporting.
- Clear authorisation and approval levels.
- Procedures as required by law for the protection of vulnerable adults and children.

The Board of Trustees is satisfied that major risks have been identified and measures are in place to ensure that they are adequately mitigated where necessary.

Building a secure future

The Trustees maintain free reserves, which are Charity funds to be realised at short notice if required. Should the funds fall below the agreed level, immediate steps would be taken to reinstate them by cutting project expenditure. The value of the premises we own in Finkle Street, Kendal are not taken into account in calculating these reserves.

The Trustees review the reserves on an annual basis and for the year 2017/18 considered £400,000 to be a reasonable holding.



In reviewing the level for the year 2018/19 the Trustees take into account the following:

- Normal day-to-day fluctuations in working capital and cash flow.
- Three months of salary and rental obligations based on the 18/19 budget.
- Possible emergencies, such as cessation of trading at one of the retail units for the sale of donated goods or the loss of three months' sales for the Kendal Furniture Warehouse.

The Trustees considered £400,000 to be a reasonable amount to hold in reserves at the start of the year and the organisation's "Safeguarding the Future" policy includes specific guidance regarding reserves. When setting the budget for the year 2017/18 the Trustees agreed a reduction in overall reserves of £165,198 to keep day-to-day services going, but noted that the situation would need to be reviewed again at the half year point.

Development and induction

All new Trustees are offered the opportunity to meet with key staff in the organisation, and are given copies of Board of Trustees' minutes and papers for the past six months, the most recent Trustees' Annual Report and Accounts, a copy of the Constitution and CC3 – The Essential Trustee (Charity Commission). In addition regular Trustee Development days are held and Trustees are encouraged to attend staff "Away Days".

Premises

In February 2005 the Trustees purchased premises at 17 Finkle Street, Kendal. The centre includes a retail outlet; an older people's resource area; offices and interview rooms for the Charity.

In 2011/12 the Trustees agreed to enhance the facilities available in Kendal to provide additional office and meeting space and now lease premises at the rear of 17 Finkle Street, in a building known as Liberty House.



During the year retail trading premises were also rented in 9 locations as follows:

- Kendal Furniture Warehouse, Modgate House, Station Yard
- Windermere Shop, 20 Main Road
- Grange Shop, Palmerston House, Kents Bank Road (closed August 17)
- Grange Superstore, Station Square
- Ulverston Shop, 19-21 New Market Street
- Ulverston Superstore, Canal Head, Oubas Hill
- Milnthorpe Shop, 39 Beetham Road
- Ambleside Shop, Compston Road (closed August 17)
- Bowness Shop, 53 Quarry Rigg

We also rent community venues across the district for social, physical and educational activities.

Working relationships

During the year, the Trustees used the professional services of Barclays Bank, 9 Highgate, Kendal; Stables, Thompson & Briscoe (Registered Auditors), Lowther Street, Kendal and Harrison Drury (Solicitors), Bridge Mills, Stramongate, Kendal.



We work closely with Age UK Brand Partner colleagues at county, regional and national levels, sharing experience and skills towards our common aims.

Quality Monitoring

In addition to monitoring all complaints, comments and thanks that we receive, we have developed structured mechanisms for evaluating the quality and impact of our services. During 2017 /18 the Charity was successful in achieving re-accreditation of the management, governance and risk controls award ISO9001 and ISO14001 and the Information Security Management award – ISO27001.



The Charity also holds the Age UK Organisational Quality Standard and the AQS Advice Quality Standard at Casework level.

Statement as to disclosure of information to auditors

In so far as the Trustees are aware, there is no relevant audit information of which the Charity's auditors are unaware and they 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.



Statement of Trustees' responsibilities

The Trustees (who are also directors of Age UK South Lakeland for the purpose of company law) are responsible for preparing the Annual Report and financial statements in accordance with applicable law and 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 Charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 (Statement of Recommended Practice); make judgements and 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 a going concern basis unless it is inappropriate to presume that the Charity will continue in operation.



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



Financial Summary

In the year to 31 March 2018 the Charity reported a net surplus of £8,585, but this was turned into a loss of £4,693 by the reduction in the valuation of investments of £13,278. The year-end balance sheet valuation was £1,373,968 compared with £1,378,661 at the previous year end.

The position was better than the expected budgeted investment in services of £165,182.



The financial statements were approved by the Board on 31 July 2018 and signed on its behalf by

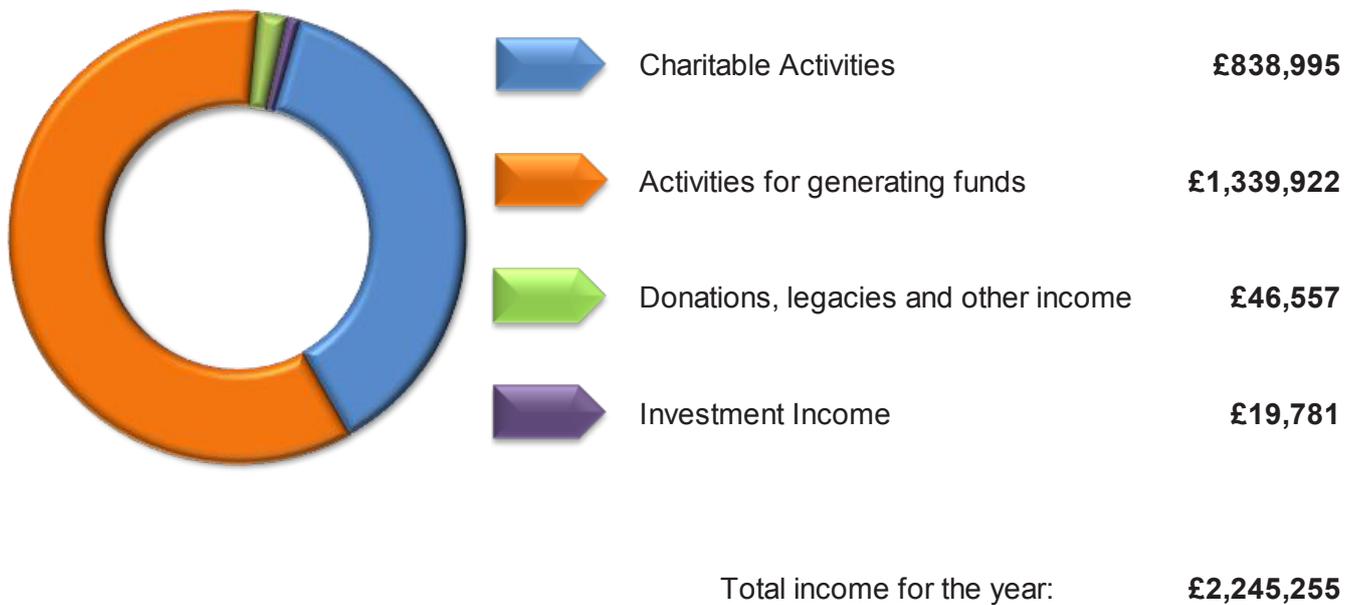
Handwritten signature of Peter Smith.

Peter Smith (Chairman)
Directors' statement

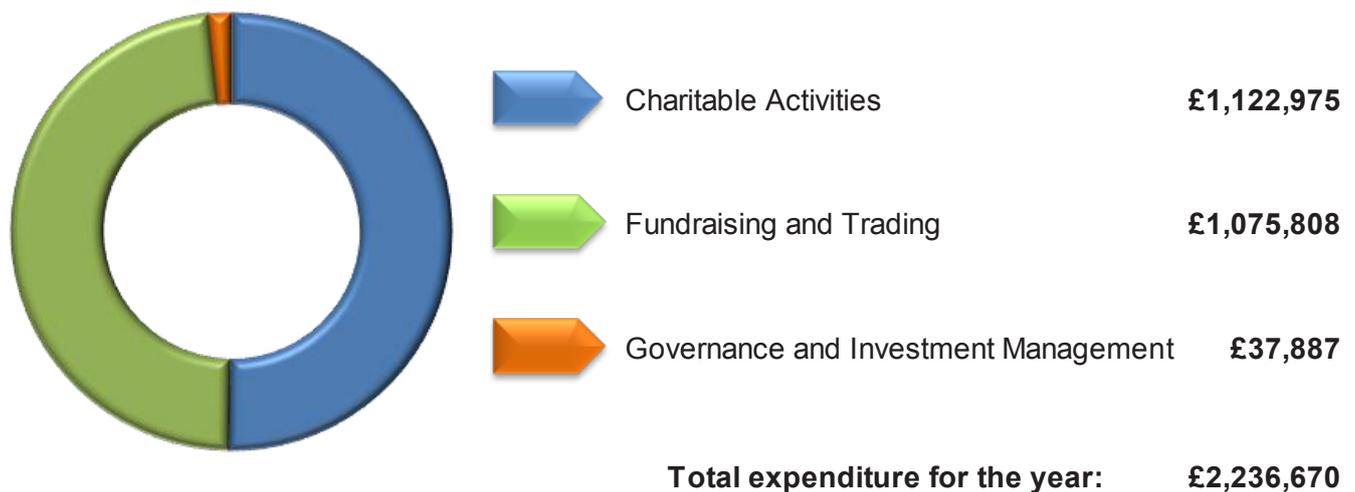
The auditor has issued unqualified reports on the full annual financial statements and on the consistency of the Trustees' report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498(2)a, 498(2)b, or 498(3) of the Companies Act 2006.



Where did our money come from?



How did we spend our money?



On behalf of all the staff, volunteers and clients of Age UK South Lakeland we would like to thank all those who have funded our work during the year. A complete list of funders is available in our Trustees' Report and Financial Statements.

Age UK South Lakeland Limited is a registered charity number 1141415 and company limited by guarantee. Registered in England and Wales No: 7540805.

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