



Supporting independence and wellbeing

Annual report and accounts 2013–14



**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
LEGAL AND ADMINISTRATIVE INFORMATION**

Constitution	Age Concern Southampton is governed by the Age Concern Standard 3 Gold Constitution dated 23rd July 1997 and is registered under the Charities Act 2011 Charity Registration No 1122954. The Charity was registered on 26th February 2008. With effect from the 1st August 2008, the Charity took over the activities, assets and liabilities of Charity number 201856, which was constituted on 15th September 1959 and was registered as a charity on 31st January 1962.
Trustees	Richard Homer Tim Stafford Philip Sampson (Appointed 17 October 2013) Elizabeth Mizon Christine Robinson (Appointed 17 October 2013) Bo Priestley (Appointed 17 October 2013) Roxana Carare
Chair of the Board of Trustees	Elizabeth Mizon
Vice Chair of Trustees	Bo Priestley
Secretary	Peter Bennie
Charity number	1122954
Company number	08144912
Principal address	1 Saxon Gate Back of the Walls Southampton Hampshire SO14 3HA
Registered office	1 Saxon Gate Back of the Walls Southampton Hampshire SO14 3HA
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Contents

About our charity	2
Welcome to our year	4
Strengthening our work	5
Meeting older people's needs in Southampton	7
How we help	8
About our people	15
Finance	20
Financial statements	22

About our charity

Our aims and objectives

Age UK Southampton (the operating name of Age Concern Southampton), as defined by the Memorandum and Articles of Association, aims to promote the relief of older people living in Southampton in any manner that is deemed by law to be charitable. It works in partnership and collaboration with other local charities, voluntary bodies, statutory authorities and organisations in furtherance of its charitable purposes.

Age UK Southampton welcomes older people from all cultures, religions and sexual orientation.

In going about our work and establishing our aims and objectives, the trustees have given careful consideration to the Charity Commission's guidance on public benefit. We provide an indication of the extent of our public benefit activities in the 'How we help' section (starting at page 8).

Our objectives are:

- To provide support and services to all older people, and those who care for them, living in the City of Southampton
- To promote positive ageing and independence by encouraging and supporting active and healthy lifestyles
- To inform people of their rights and choices
- To reduce social isolation, poverty and health inequalities

Services and activities

We offer our clients:

- Information and advice on a wide range of issues affecting older people, including benefits, finance, pensions and social care
- A Money Matters service helping to reduce financial hardship and poverty
- A Visiting Service to those who are lonely, isolated or housebound
- An Active Friends service providing support and encouragement for those who wish to become more socially and physically active
- Promotion of healthy living by helping to increase the levels of physical and social activity and improving diet
- Day care for the physically and mentally frail at our dedicated centre at Padwell Road
- Computer training to help people access technology

More details of our work are given later in this report.

Governance and management

The charity is a company limited by guarantee and governed by its memorandum and articles of association. It is registered as a charity under the Charities Act 2011 on 26th February 2008.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

Richard Homer
John Bayliss (Resigned 23 January 2014)
Tim Stafford
Philip Sampson (Appointed 17 October 2013)
Elizabeth Mizon
Christine Robinson (Appointed 17 October 2013)
Bo Priestley (Appointed 17 October 2013)
Michael Cleary (Resigned 9 August 2013)
Roxana Carare
Terence Holden-Brown (Resigned 29 July 2013)

Trustees are either appointed directly by the members or co-opted by the Board and confirmed at the Annual General Meeting.

Trustees serve for three years initially, after which period they may put themselves forward for re-appointment. New Trustees are recruited through suitable agencies and local organisations with the aim of providing the Board with a wide range of relevant skills, knowledge and expertise. Induction training emphasises roles and responsibilities, making use of Charity Commission publications, together with an introduction to the structure of the organisation and the activities in which it is engaged.

The Board of Trustees are responsible for making strategic and policy decisions. The operational and day-to-day decisions are made by the Chief Officer.

Welcome to our year at Age UK Southampton

Age UK Southampton is an independent local charity that has been working to improve the lives of Southampton's older people for over 50 years, though for many years under the name of Age Concern Southampton. Our 11 staff and 150 volunteers run a wide range of activities to help our city's older citizens stay happy, healthy and connected to normal daily activities.

We also offer a comprehensive telephone and face-to-face information service, so that our clients and the families and friends who support them can access the help and support that is available in the city.

At Age UK Southampton we believe that growing old should not have to be an ordeal. We are working towards our city being a place where older people (including ourselves as we age) can continue to enjoy life, not just struggle along. But as Southampton's population ages, our small charity will need to expand to offer more high-quality, tailored services – especially to our 'oldest old' people and those living on very meagre incomes.

In meeting this challenge, we are fortunate to be part of a wider national network of local Age UKs, including Portsmouth and the Isle of Wight, with whom we regularly share practical information on, for example, how to run intensive support services for older people coming home from hospital. Increasingly, we are also working with Southampton City Council and local NHS services to provide 'wrap around' help when and how older people and their families need it. Being part of a new integrated national Age UK is really helpful and supportive as it has the combined resources of the former Help the Aged and Age Concern charities behind it.

2013/4 has been a busy, exciting year for us. We sadly said goodbye to Anne Carty as our Chief Officer but welcomed Peter Bennie to take her place. With him and several new and knowledgeable trustees we set about reviewing our charity and its place in the new world where local authorities are obliged to play a different, sometimes smaller, role.

We began the review by identifying the greatest needs of elderly people in Southampton and how best we could meet those needs and how this would be funded. One solution we have explored has been to work with other charities, the Health sector and the City Council in being a part of the Better Care Fund programme for Southampton (more on this review later in this report.)

The review did include talking to some of our volunteers about how they see the service challenges we face, and how we can use their skills and knowledge better in the future. Huge thanks are due to them. All of our activities, whether it's home visiting, running computer classes or helping clients get out of the house, rely on their contribution. It's no exaggeration to say that without our volunteers' time and commitment, we simply could not do what we do.

We also thank everyone who supports us: whether it is our wonderful staff who give us so much more than we should expect; all the professionals that advise us; our generous donors; some of whom have remembered us in their wills; and our Trustees who this year have given the charity so much of their time.

This Annual Report looks back at our year. But we are determined to look ahead and keep moving forward to meet the challenges of this rapidly changing environment, to make sure Age UK Southampton continues to be ready and able to improve the lives of as many of the elderly in the city as we are able.

Finally, a big thank you to Southampton's older people, who remain at the heart of all we do, as our clients and as many of our volunteers. They continue to prove to us that it is indeed possible to 'love later life', in the words of our new national charity strap-line!

Liz Mizon – Chair of Trustees **Peter Bennie** – Chief Officer

Strengthening our work

Age UK Southampton has been working with The City's older people for over 50 years, and we are widely regarded as a trusted local charity. But the traditional role of voluntary organisations is changing fast, and there are new expectations of what we can do on all sides.

As a charity, we are governed by a board of volunteer trustees. In spring 2014, the Board decided with their new Chief Officer Peter Bennie to hold a series of workshops to think through the challenges and opportunities facing our small charity in a rapidly changing environment.



Age UK Southampton's Board of Trustees

During our strategic review, we kept coming back to three main challenges:

- **The need for our services will increase.** The number of older people in Southampton is growing much faster than the rest of the population, with those over 80 set to double in the next 20 years. These 'oldest old' citizens are more likely than most to face ill health, but have less support from increasingly scattered families. Isolation will continue to be a problem for many. All this will increase demands on public services, especially the NHS, putting pressure on over-stretched budgets. How can we help meet these growing needs? How can we learn more about 'what works best' for Southampton's older people, whom we exist to serve?
- **Funding will continue to be a challenge.** Without more resources, we simply cannot expand services. But as local councils get squeezed, grants have been cut, and there is huge competition for money from organisations such as the Big Lottery. There is also lots of competition out there for good volunteers, without whom we can do nothing. How can we become volunteers' charity of choice? How can we build new income streams but stay true to our charitable aims, building a healthy mix between money we earn, grants and fundraised income?
- **We need to grow, but in the right way.** Many new commercial organisations, such as retirement home providers, are stepping in to help fill the gaps in older people's services. But we are a charity, and we want to continue meeting needs others don't or can't. At the same time, there are new opportunities to work with social services and the NHS as part of wider government policy to 'join up' older people's care. What do we bring to the table that's special? How can we work more closely with other local charities and public sector bodies, as expert and equal partners?

Looking ahead, it's clear we will need to grow our services. Where needed, we will also need to design and develop new initiatives, such as helping older people settle in when they get home after a stay in hospital. This will mean careful research into what local older people most need. We will also need to recruit more volunteers, actively developing our existing volunteers' skills and role, so they join us as their charity of choice.

Going forward, our strategic priorities are to:

- Modernise our services
- Strengthen how we use our people
- Generate more income
- Collect better data
- Reach more local older people in need
- Develop key partnerships
- Make good use of national Age UK as a resource

In summary, we are determined to develop ourselves in a business-like way!



Meeting older people's needs in Southampton

Located on the south coast of one of the UK's wealthiest regions, Southampton is a diverse, steadily growing modern city with a number of major employers, exciting new buildings and a promising future.

At the same time, it faces considerable challenges. It is densely packed, with higher population concentrations than most other south coast cities (except Portsmouth), and has much older, poorly insulated housing.

It also has pockets of considerable poverty, especially in the centre of the City. Official estimates of levels of deprivation across England's local authorities put Southampton in the top quarter of most deprived areas. The City also suffers from wide variations in the quality of health and life expectancy of its residents, the broad picture often masking communities that are experiencing poor quality of life.

Southampton's older citizens: some facts and figures

- **Life expectancy:** A man living in Bassett can expect to live to 80.6 years, but for a man living in Bitterne, a poorer area just few miles away, this drops by 5.3 years to just 75.6 years. For a woman, the difference is slightly less: 84 as against 79.9 years
- **Old age poverty:** Older people aged 75 and over are more likely to live in low-income households than younger pensioners. Single female pensioners are more likely to be in low-income households than single male pensioners or pensioner couples.
- **Housing:** 3,863 households in the city are defined as 'deprived, very elderly, mainly single pensioners living in council owned, purpose built accommodation'.
- **Health:** Nationally, 85% of people aged over 65 have at least one chronic condition; amongst the over 85s this rises to 93%. Nearly half of all over 85s have four chronic conditions or more.
- **Older carers:** The 2011 Census estimates Southampton has over 20 thousand unpaid carers. A growing number of carers are older people. Carers are twice as likely to have poor health, increasing further with duration and intensity of care.
- **Dementia:** The number of over 85s with dementia-related conditions in our city is set to increase by 15% from 5,200 to 6,000. Of these, two thirds live in the community and one third in care homes

How we help

Age UK Southampton offers a wide range of services for older people living in the City. Details of these are given below.

Information and Advice (I & A) Service

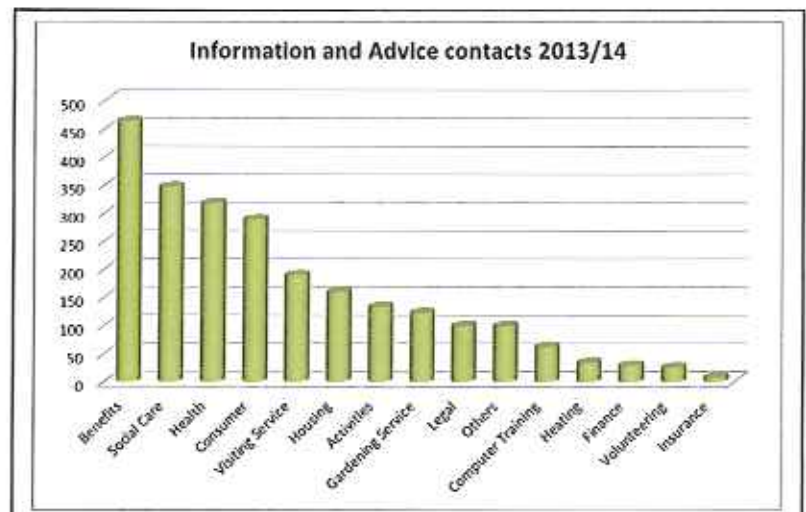
This service offers free confidential information and advice on a range of issues affecting older people. During 2013/14 our friendly team supported 1,637 people, finding potential solutions to 2,374 issues of concern. And Age UK Southampton's Advice and Information service is a growing service. From 2013 to 2014 the number of contacts addressed increased by 27%.

The areas addressed and numbers of contacts supported are shown below.

Age UK Southampton – Information and Advice contacts 2013/14 by advice topic

Topic	No. of contacts in year
Benefits	463
Social Care	346
Health	317
Consumer	288
Visiting Service	189
Housing	159
Activities	133
Gardening Service	122
Legal	99
Others	99
Computer Training	62
Heating	34
Finance	29
Volunteering	26
Insurance	8

"I am now living in sheltered accommodation. It is absolutely lovely, the flat is just what I wanted. . I want to thank you for your time in dealing with my problem."
Female I & A client



The Information and Advice provision runs as a 'drop in' service. It is open Monday to Friday 10am to 4pm. It can also be reached by calling 023 8036 8636 or by e-mailing info@ageuksouthampton.org.uk

Health and Wellbeing programmes

Promotion of health and wellbeing is at the heart of all Age UK Southampton's activities and services. Encouraging older people, through person-centred approaches, to take more control over the management of their health mentally, physically and socially is vital to improve the quality of older people's lives. Hence strong partnerships with local health providers and support organisations have been established so that Age UK Southampton and its partners now work together to address health issues and inequalities facing older people in our city.

1. Dementia (Active) Friend Volunteer Services Project

Funded by Southampton City Clinical Commissioning Group (SCCCG), this project came to an end in September 2014 and new funding for a new Dementia Support Services – Community Development Grant was awarded in October 2014 for a further year. This new project will embed the Active Dementia Friends service into our mainstream Active Friends and home-based services. It will remove the label of 'dementia'; due to early intervention and support so participants can 'maintain a normal life as long as it is safe to do so'. Ageing challenges will ultimately affect us all and labels only serve to stigmatise and worry. In addition and for the first time we will be trialling a paid-for service.

2. Lunch and Laughs Clubs

Funding from the Thornhill Community Health Group (TCHG) will expire at the end of March 2015. Due to the success of these Lunch and Laughs groups at two sheltered housing accommodation sites in Thornhill we have been asked to submit an application for further funding before March 2015.

We have received many positive comments about the success of these lunch clubs and our funder has visited on at least two occasions and seen first-hand how much everyone enjoys them. These lunch clubs have proved beyond question the important role they play in helping to reduce isolation and loneliness among many of the residents.

3. Grove Road Medical Practice

Our collaboration with the Grove Road Medical Practice in Shirley continues to develop. Weekly dance/movement classes are still running almost two years after we encouraged this to happen. Weekly walks have also been set up by a Healthcare Assistant (HCA) attracting 12 patients each week and a strong social bond has been established amongst members.

Moving in to 2015 we are planning to place a Person Centred Planning Volunteer in this practice as a pilot. The work will be collaborative and we will encourage the GPs to select a small section of their patients we will work with. It is important alongside this work we evaluate and monitor outcomes.

4. Exercise classes

The Cooperative Community Fund provided a small fund that allowed us to trial a pilot **home fitness kit** for 24 patients (referred to us by the Grove Medical Practice). We worked in partnership with Active Options who recommended the kit, supplied a DVD and at the beginning demonstrated how to use the equipment. In addition and importantly they gave every person a mobility evaluation at the beginning and end of the trial. Early results are extremely encouraging and our report will be circulated by the end of December.

The Hampshire & Isle of Wight Community Foundation (HIWCF) have funded a two year project for three **sponsored exercise classes** in the Shirley area of the city. This project commenced at the beginning of September this year. Each class will be monitored and members offered a free mobility evaluation developed for us by Active Options. Results and outcomes will be captured and case studies obtained to evidence the value of this work as a "preventative" intervention that supports older people to experience the benefit of exercise as an integral part of their daily lives.

Case Study

Wilson had a severe stroke and was advised by healthcare professionals to go to a gym and, although keen, Wilson was unable to do this on his own. Age UK Southampton found Wilson a volunteer who could drive him to the gym and he began his new fitness regime.



He is a strong-willed gentleman determined to fully recover and the volunteer has noticed he appears stronger and fitter. When describing his empowering relationship with the volunteer, Wilson stated: *"the most accurate mirror of your wellbeing is in the eyes of somebody else – I sometimes cannot see how much I have improved, but she keeps telling me and this makes such a huge difference to me!"*

This project is the just beginning of our vision for older people, and heralds the start of a 'fitness revolution' for the older people of our city. Ultimately we want to spread this work across Southampton. We are building capacity in exercise classes before starting new ones, and also encouraging existing exercise classes to join our network of qualified instructors. Furthermore we want to agree best practice, standard evaluations for all, outcomes measured for both physical and social benefits.

5. Nichols Town Surgery

Earlier this year we were approached by a prominent GP to conduct a new "self-management" prototype. Working with healthcare professionals we held three consecutive meetings with a small number of Asian patients with multiple health issues. Initial results were positive and all agreed we should seek ways to build on this work. Since then we have met with senior staff from Nichols Town and St Mary's Surgery and agreed we should continue our working relationship. Without doubt this prototype increased our credibility within the NHS and the Clinical Commissioning Group.

6. Person Centred Planning Volunteers

Again we were approached by Southampton City Clinical Commissioning Group to put forward a proposal to recruit and train three Person Centred Planning (PCP) Volunteers. We were successful and will be placing one PCP Volunteer in each of the three localities in the city. One in the Grove Medical Practice (Shirley), one in Nichols Town / St Mary's Surgery (Central) and one in Woolston Surgery (East). This is a pilot and we will work with each practice to meet the needs of their very different patient profiles.

Active Friends Service

Funded by Lloyds TSB Foundation for two years, the Active Friends service provides support and encouragement for lonely and isolated older people who want to re-integrate into community life but who may lack the confidence to make those first steps. Clients are accompanied by an Active Friend volunteer to activities such as coffee mornings, lunch clubs or physical activities like swimming, Tai Chi or walking groups. Clients are supported until they feel confident to participate in activities independently.

In the past twenty months, the project has already directly helped 78 people (40 older, isolated people and 38 volunteers).

Among those who benefited from physical activity:

- One client managed to visit a nearby town which she hasn't done for years
- Another one cycled with a volunteer
- A third one managed to use her car after a long break from driving.
- A few clients managed to go on a walk after a long break from activity
- A client who suffers from agoraphobia was able to visit a nearby store to do some shopping and have a drink in a café.
- A lady who was advised by her GP to attend a swimming class was assigned a volunteer who regularly takes her swimming. Our volunteer is helping this lady get through a difficult time in her life as her husband is seriously ill. The volunteer helped the lady become more active and to reduce some of the painful symptoms of her condition. The volunteer also became a friend whom the lady can confide in at this difficult time.

Case study

Last year Noel had a fall and lost consciousness. He came back from a hospital and was referred to Age UK Southampton to participate in the Active Friends project. Noel has always been a keen cyclist, he cycled throughout most of the UK. Noel was assigned a volunteer to help him get back to cycling again. On a couple of occasions, they went cycling to the Southampton Common and it was a great experience for them both. Noel recently said: *I didn't realise how low in mood I was last year, people tell you, but it's difficult to see. Now I am a completely different person.* Noel is indeed bright, energetic and full of life.



Because many of the Active Friend volunteers are international students, the experiences they have had as volunteers at AUKS will be utilised in their prospective careers upon return to their home countries.

Money Matters

Funded by Comic Relief for three years, the Money Matters project aims to reduce financial and fuel poverty for older people in Southampton. Working in partnership with the Environment Centre, this project provides an information and advice outreach service through home visits

which supports older people to access benefits, grants, budgeting and other financial advice and fuel efficiency measures.

Case Study

Mrs A was referred to Money Matters by a local disability support group. She was living alone in a house with no central heating and on a very low income. Money Matters supported her to increase her benefits income, including an increase in Disability Living Allowance which made her eligible to claim Pension Credit and Council Tax Reduction (a total yearly increase of £2704). She then became eligible to receive the Warm Home Discount (an annual rebate of £135 on her electricity account). Additionally, receipt of Pension Credit also meant that Mrs A was now able to access the Government's Affordable Warmth funding towards the cost of installing central heating.

As at March 2014 the project is at the half way point and has continuously been in increasing demand. To date we have directly supported 186 customers through home visits. The project has increased benefit income of older people in Southampton to the value of £135,000. We have also supported people with energy efficiency advice and direct help to reduce the cost of fuel bills by providing bespoke advice, grants for boilers and home insulation and other measures.

In August 2013 we initiated a weekly drop-in at the West Itchen Community Trust Ropewalk Community Centre in central Southampton. We increased our reach to migrant communities through a variety of targeted outreach promotional activities including accessing community groups, street outreach and networking with other professionals.

Customer feedback has been hugely positive and 98% of Money Matters customers would recommend the service to other people. We have achieved a wide range of outcomes for customers impacting positively on their health and well-being and reducing isolation as customers report that the increased income (and reduced outgoings) means that they can afford to buy better food, keep warm and access social activities.

Through the home visits we have also been able to identify a wider variety of needs beyond the project's

main aims and address these through Age UK Southampton services and referrals to other agencies, impacting positively on the quality of life for older people

Volunteering Support and Opportunities

It has been another successful year for our volunteer programmes. We have highly skilled, motivated and engaged volunteer base which has in turn helped our charity to deliver a more efficient and effective service for our clients. We currently have 140 active volunteers with a number waiting to be placed.

A number of volunteer social events organised during the year have been very well attended and enjoyed.

Our volunteers' dedication, enthusiasm, skills and expertise are highly valued and appreciated by all our staff and Trustees.

Our volunteer Steering Group continues to be active and involved in the charity's development and provides a useful link between our Board of Trustees and our volunteers.

We offer a wide range of opportunities for volunteers which can help with skills development, enhancing confidence and self-esteem, providing work experience, or simply giving something back to the community.

Through volunteering with our charity, many have been successful in finding work, including employment with Age UK Southampton.

Computer Classes

Our one-to-one computer classes and drop-in sessions continue to be successful and in demand. These are run entirely by volunteers and are currently held in Challis Court, a sheltered housing association, and in Cobbett Road library. A small charge is made for each session to cover volunteer costs and refreshments.

Padwell Road Day Care Centre

Padwell Road Day Care Centre is attached to Charles Wyatt House older person's accommodation, part of Saxon Weald Housing Association. Services purchased by Southampton City Council are currently contracted out to Age Concern Hampshire. However, with changes to adult services across the city and cuts in local government funding, it is likely that the contract for this Centre will change during 2015.

The Centre provides contracted day care for older people who are mentally or physically frail. Members are predominantly referred through Social Services but as a result of the introduction of personal budgets, there has been an increase in the number of self-referrals who seek support for themselves and respite provision for their loved ones and carers. In excess of 100 places are available each week and there are a wide range of physical, spiritual and cognitive activities taking place each day, which are much enjoyed by members. The Sensory room has been developed and provides many benefits to members. Plans to refurbish the bathroom are underway in order to provide a more accessible bathing service for members and non-members.



Padwell Road has been operating for over 25 years and is a very friendly, vibrant and highly-regarded day care centre run by a dedicated team of staff and volunteers.



Gardening Service

We continue to offer a valuable gardening service through an arrangement with Green Insight Limited, a local social enterprise.

Fundraising

We have been able maintain provision of services through continuation of funding agreements from previous years including Comic Relief (Money Matters project); Lloyds Bank Foundation (Active Friends project); Thornhill Community Health Group (Lunch and Laughs lunch clubs); Heart Research and British Heart Foundation (Change of Heart project); Southampton City Council/ Clinical Commissioning Group for the (Memory Services project); Age UK national (£43,600 grant support).

Trustees are aware of the lack of significant new contracts and grants for services and are prioritising this area of work for 2014-15.

Future development

Having become a Brand Partner of the national charity, Age UK, in February 2013, Age UK Southampton developed its working relationship, exploring how Brand Partnership would enable the charity to access support and expertise, to access funding streams and grant opportunities, and to raise our profile as a charity. There is significant opportunity to utilise Age UK national resources to support our growth ambitions during 2014-15.

A pan-Hampshire trading alliance, of which we are a member along with other neighbouring Age UK partners, started trading in December 2013, with the purpose of generating an income which will enable us to support the delivery of our charitable services and contribute to our long-term sustainability.

With an ageing population and further budget cuts being made by local government affecting charities and statutory services in particular, the demand for care and support of older people will only increase. In order to meet this demand, we will develop new charged-for services, and work closely with Health and Adult Social Care to adapt our services in a way that will enable us to fund provision through cost savings and reduced service demand.

The need to find suitable alternative premises within the City from which to operate will increase in 2014-15, as we deliver services for more older people, and develop our footprint across the City.

Age UK Southampton Trustees, staff and volunteers remain committed to ensuring that the charity improves and expands its service provision in order to meet the needs of all older people living in Southampton.

About our people

Across our mix of volunteers, Trustees and paid staff, Age UK Southampton enjoys a tremendous mix of skills, expertise and dedication. Our people are our greatest asset, and we value every one of them, from the 80 year-old volunteer who has been visiting an elderly person for over 20 years, to the younger members of staff who bring new skills and enthusiasm to the team.

Some of our clients become volunteers, and many of our volunteers will become clients for other service as their needs change with the years.

As an organisation, we are committed to supporting all of our people to both give and get the most from their relationship with Age UK Southampton.

Meet the staff team



Louise Assinder - Business Development Manager

Louise has a fifteen year track record of developing sustainable innovative partnerships and managing successful teams at major national charities such as the RNLI and more recently, Help for Heroes. Her motivation for working with Age UK Southampton is a personal one – her Grandma and the difficulties that she faces on a day-to-day basis at her stage of life, even with a supportive family. Through working at Age UK Southampton, Louise is able to help others in similar situations and make a positive difference to their later life.



Peter Bennie – Chief Officer

Peter joined Age UK Southampton as Chief Officer in December 2013, bringing substantial senior management experience in the commercial and not-for-profit sectors. He has run his own businesses, worked in the oil industry, retail and office equipment markets, and sees significant opportunities for Age UK Southampton to develop chargeable services to support its charitable work. His motivation comes from seeing his actions and initiatives make a positive difference to people's lives.



Mary Carnegie - Information and Advice coordinator

Mary retired from a nursing career having worked as a Nursing Sister in a busy Accident and Emergency department over 30 years. After retirement she had time and commitment to become involved her local community and attended several courses to improve her knowledge regarding local and the wider Southampton community. Mary is now a member of several groups and very involved with local residents. She is also a trustee of Southampton Voluntary Services. Mary became a staff member of Age Concern as a befriending service coordinator from 1999-2003. This led to her working as an I & A Coordinator part time. Mary works to support older people and give them a better quality of life.



Stephen Cashman - Marketing, Communications and Fundraising Officer

Stephen specialises in marketing and event organisation. He spent nearly 30 years working for arts organisations across the Country. These included: the Bath Fringe Festival; the Royal Opera House - Covent Garden; and the arts and events service of Hartlepool Borough Council. He's thrilled to be working with Age UK Southampton, because he feels it is somewhere he can use his skills and experience to enhance awareness of, and engagement with, appropriate opportunities and services for people in later life.



Graham Chamberlain – Information and Advice Service Officer

Graham is the Information and Advice Service Officer having started in 2011. Previous to this he had careers in banking, betting shop management and a brief time in pub management. He joined as a volunteer on the I. & A. desk for Age Concern Southampton. Following nine months as a volunteer he was asked if he would be interested in a paid position. Graham accepted this readily and as time has progressed this role has expanded, to now include accounts work.



Andy Fulford – Volunteer Service Coordinator

Andy moved to the voluntary sector in 1994, and set up two Shopmobilities, was Volunteer and Outreach Manager with a sight loss charity and worked in community transport in Winchester and Southampton. He came to Age UK Southampton in 2012. He enjoys working with the same client group as he has worked with since 1983. This entails working with volunteers to help them get the pleasure from making a positive difference to older people's lives.



Linda Moon - Services Navigator and Assessment Officer

Linda's post will make a real difference to the lives of older people living in the Southampton area. After initially following a career in nursing, studying for a nursing qualification, she returned to university and studied for a degree in Sociology. Shortly after finishing her degree Linda began her advice career in Shepherds' Bush, London. She later specialised in Welfare Benefits advice and worked for both Fareham and Southampton CAB's; both roles involved working with elderly people in their homes before taking up employment with DAIN Southampton.



Peter Oleski – Active Friends Coordinator

Peter worked in the Polish private sector before moving to Southampton in 2011. He graduated from the University of Southampton with Master's degree in Gerontology in 2012 and joined Age UK Southampton in January 2013 to run the Active Friends Project. Peter enjoys working as a gerontologist and not only conducts research, but also works with older people and volunteers in the field. He has recruited a high number of volunteers and helped many older people in the city.



Ranjan Patel – Services Officer

Born and educated in India, after a masters degree, Ranjan worked as a lecturer at the SNTD Womens' University branch in Junagadh (India). She came to Southampton in 1990 after her marriage to join her extended family. She then started her UK career, initially as a bi-lingual assistant in the class room then as a sessional interpreter and translator. Ranjan has been working with Age UK Southampton since 2001 and is currently a Services Officer, working to make a difference in older people's lives.



Eva Richmond- Money Matters Project Officer

Eva has a background of over 20 years working in the voluntary sector supporting a range of people with different vulnerabilities, including homelessness, substance and alcohol misuse, vulnerability to sexual exploitation, and people living in deprived and marginalised communities. She has worked at Age UK Southampton for just over 2 years developing and co-ordinating the Money Matters Project. Eva is passionate about working at Age UK Southampton and making a positive difference to the lives of older people.



Claire Roberts - Services Manager

Claire says "I am delighted to be joining AgeUK Southampton at such an exciting time and I am looking forward to developing and delivering Information and Advice Services to meet the needs of local residents". Having worked in the public sector for many years Claire has a sound background in customer care and is aware of the issues and concerns that face the older residents of Southampton. She has helped deliver a number of strategies for vulnerable people including Disabled Facilities Grants, Home Improvement Loans and Energy Efficiency projects to name but a few. Her aim is to continue to build on existing achievements and deliver a progressive, customer focused service that is cost effective and will still meet the demands of an increasing older generation.



Phil Williams - Health and Wellbeing Development Officer

Phil's background is in customer facing roles predominantly in sales-through-service, account management, recruitment and latterly customer service management. He has successfully changed career six times, two of which were unplanned due to redundancy. He passionately believes we all have the ability, with the right support, to make positive changes in our lives to achieve our goals. Having begun volunteering with Age Concern Southampton, he was offered an opportunity to join the charity in November 2010. Phil has extensive life experience of many challenging situations - both personally and professional - and has learnt to develop strategies to manage situations. He sees this as a source of his credibility in his work.

Meet the Trustees



Liz Mizon BEd. - Chair of Trustees

Liz was born in the North of England but came to Southampton for her first appointment as a primary school teacher. Since then she has lived in different parts of England, as well as in Australia, the US and Italy, during which time she continued her interest in education and wrote a walking guide to Tuscany. When she returned to Southampton she began a career in local politics and became a city councillor, a cabinet member and finally Mayor of the city. It was during her year as Mayor she became involved with Age Concern Southampton, choosing it as one of her charities. In 2013 Liz was awarded the title of Honorary Alderman of Southampton. As well as being a Trustee of Age UK Southampton she is active in many organisations in the city including school governors, U3A and the humanists.



Bo Priestley – Trustee and Vice Chair

Bo is a communications professional with extensive successful experience of creating plans, products and insights for voluntary and public sector organisations. She brings with her a good knowledge and experience in strategic planning and implementation, team development and financial planning. She has held a number of directorship and senior management roles within the charity, health and social care and higher education sectors. Bo is an experienced researcher, has a Postgraduate diploma in publishing and marketing, as well as a double first in English from Cambridge University.



Phil Sampson BA, ACMA, CGMA – Treasurer

Phil is a qualified Chartered Management Accountant with considerable experience in Engineering, Construction, Business Services, Pharmaceutical, Publishing and FMCG sectors. In addition to his financial management expertise, Phil brings with him a wide range of other skills and experience, including legal, regulatory compliance and strategic planning. He is also a parent Governor of Thornden School and sits on the Curriculum and Finance committees.



Dr Roxana Carare PhD Neuropathology - Trustee

Roxana is a leading researcher in Alzheimer's disease at the University of Southampton. In 2011 Roxanna organised a conference entitled 'Ageing: The Interface between community, clinic and laboratory' to bring together her work with Age Concern Southampton and her research work, and to identify how local partners could work together. Amongst her many activities, Roxana is the Chair of the Steering Committee for Women in Science, Engineering and Technology in the University of Southampton, and Honorary Consul of Romania in the South of England.



Richard Homer - Trustee

Richard is a retired professional senior executive, experienced in general management, business development, sales and marketing and project management. He has a proven ability of operating within set budgets as well as managing staff teams to meet deadlines, improve performance and achieve profitability targets. He has worked at director and board level.



Chris Robinson – Trustee

Chris is recently retired from local government, her most recent post being a strategic manager in Services for Young Children within the Children's Services Department of Hampshire County Council. Her long career in education has involved policy making, strategic planning, managing staff, budget management. She has been a school governor for 12 years and more recently has become acting chair of a voluntary management committee of a pre-school. She has also been a volunteer for a local charity for nearly 20 years so she understands the role of trustee very well. Chris is a qualified British Sign Language practitioner and has first-hand experience of caring for elderly people and the adult social care system.



Tim Stafford – Trustee

Tim was born in Hampshire and has lived in Southampton for the past 20 years. Tim joins Age UK Southampton with 30 years experience in national charities in the UK and New Zealand. He is currently a senior manager for Guide Dogs, leading on all activities including services, fundraising, volunteering, community engagement and communications. Tim understands the pressure on the health and social care sector and believes that well managed charities can certainly achieve much more through collaboration with other organisations and with the essential ingredient of effective and well trained volunteers.

Finance

Treasurer's Review

Age UK Southampton's Board of Trustees agreed a deficit budget of £123,860 for 2013-14, projecting closing reserves of £273,490. Primarily through postponing recruitment of new staff to fill vacancies created through resignations, the actual deficit for the year is £110,233, and closing reserves stand at £284,776. Income (£288,803) was £218 higher than projected; expenditure (£399,036) was £13,409 lower than projected.

It was recognised last year that the reduction in income from Southampton City Council would have a very significant impact on the charity's ability to provide the range of services so much needed by older people.

Hence the Trustees, working with the Chief Officer, committed to a programme of review, investment and restructuring of services with the aim of creating a sustainable model for the future.

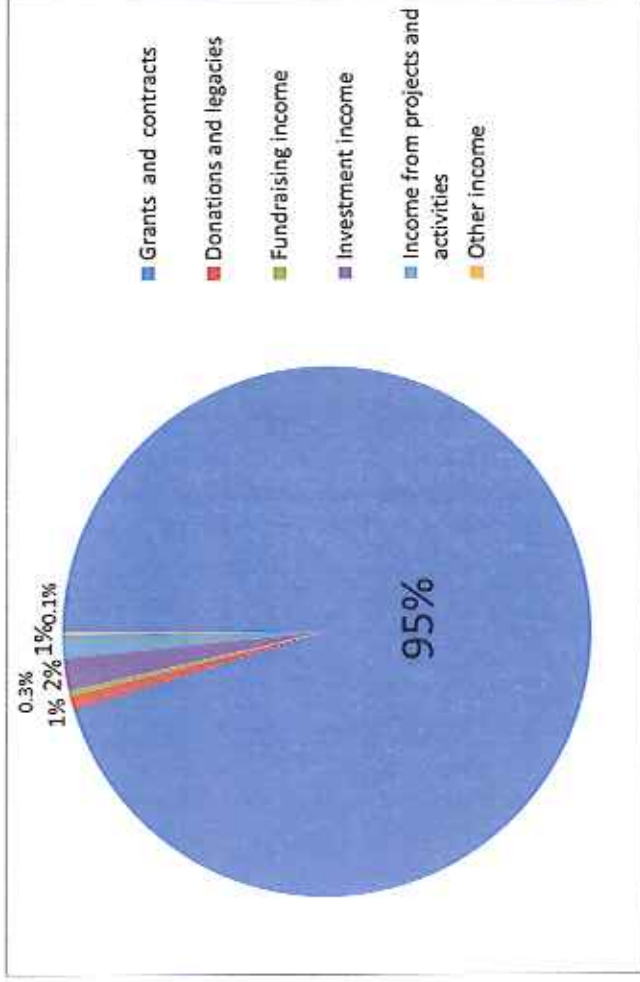
Whilst the financial position of the charity remains robust with unrestricted reserves of over £237,000, the charity faces significant challenges in generating revenue from all sources in order to fulfil its charitable objectives, and meet the ever-increasing needs of a rising number of older people.

The charity intends to meet these challenges by further investment from reserves into:

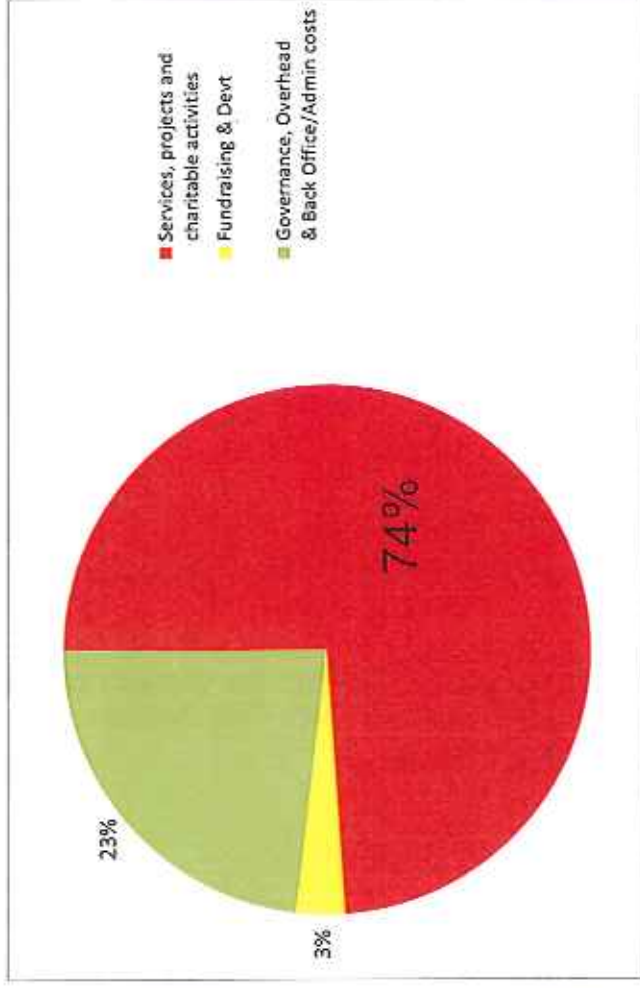
- partnership working to lower cost bases and develop new collaborative bidding opportunities
- diversifying income streams to maximise opportunities for community fundraising, chargeable services, grant and trust income, and contracted services
- rationalising and remodelling the service portfolio to make it simpler for clients and referrers to understand and access, and increasing the proportion of expenditure that goes on service delivery
- capitalising on support and shared learning from Age UK national and the Brand Partner network
- identifying skills requirements for the organisation to achieve these objectives, and investing in new posts where needed

Age UK Southampton 2013-24

Where money came from



How money was used



Financial statements

The Trustees present their financial statements for the year ended 31 March 2014. These have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006 and the Statement of Recommended Practice, *Accounting and Reporting by Charities*, issued in March 2005.

Financial policies

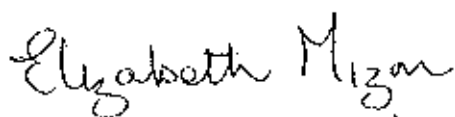
- **Reserves** - The Trustees' policy is to maintain unrestricted reserves of at least 6 months unrestricted expenditure. Given the uncertainty in the economic environment and the limited amount of funds available for investment, the Trustees believe that reserves should only be placed in short term deposits
- **Risk** - The Trustees continue to conduct a rolling review of major risks to which the charity is exposed and are taking steps to mitigate such risks. This includes a full review of all policies and procedures to meet statutory obligations

Acknowledgements

The Trustees gratefully acknowledge support received from various organisations including our Independent Examiner, Fiander Tovell LLP, and our solicitors, Paris Smith LLP.

Whilst all volunteers are offered reimbursement for expenses incurred in the course of their duties, many do not make a claim. No financial figure has been attributed to the work undertaken by volunteers due to the difficulty in evaluating such time, but without their commitment and countless hours, the charity would not be able to fulfil its charitable aims. Our paid staff team is hugely committed to the development of services in the City, and regularly give their time and energy beyond their paid hours, supporting clients with compassion and professionalism.

We therefore offer them our sincere thanks, as well as Southampton City Council, Southampton City Clinical Commissioning Group, Age UK and Southampton Charitable Trust and all our donors and friends.


18/12/2014

Elizabeth Mizon
Chair of the Board of Trustees

Company Registration No. 06144912

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
INDEPENDENT EXAMINER'S REPORT**

TO THE TRUSTEES OF AGE CONCERN SOUTHAMPTON

I report on the financial statements of the charity for the year ended 31 March 2014, which are set out on pages 24 to 34.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of Age Concern Southampton for the purposes of company law, are responsible for the preparation of the financial statements. 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 being a member of the Institute of Chartered Accountants in England and Wales.

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

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

Basis of independent examiner's 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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking 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 financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

(a) which gives me reasonable cause to believe that in any material respect the requirements:

- (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

have not been met; or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.


David Harper, FCA

Flander Tovell LLP
Chartered Accountants
Slag Gates House
63/64 The Avenue
Southampton
Hampshire
SO17 1XS

Dated: 18/12/2014

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

FOR THE YEAR ENDED 31 MARCH 2014

	Notes	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
<u>Incoming resources</u>					
<u>Incoming resources from generated funds</u>					
Voluntary income					
Donations and legacies		2,485	17	2,502	34,402
Activities for generating funds					
Fundraising income		698	186	884	16,411
Investment income	2	5,747	-	5,747	7,633
		<hr/>	<hr/>	<hr/>	<hr/>
		8,930	203	9,133	58,446
<u>Incoming resources from charitable activities</u>					
Grants receivable - government & public authority contracts	3	45,947	229,287	275,234	369,715
Income from projects and activities		1,732	2,282	4,014	12,514
Other incoming resources		259	163	422	200
		<hr/>	<hr/>	<hr/>	<hr/>
Total incoming resources		56,868	231,935	288,803	440,875
<u>Resources expended</u>					
Costs of generating funds					
Fundraising costs		254	-	254	1,827
Charitable activities		71,822	320,502	392,324	356,790
Governance costs		6,458	-	6,458	5,565
		<hr/>	<hr/>	<hr/>	<hr/>
Total resources expended	4	78,534	320,502	399,036	364,182
Net (outgoing)/incoming resources before transfers		(21,666)	(88,567)	(110,233)	76,693
Gross transfers between funds					
		(33,318)	33,318	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
Net movement in funds		(54,984)	(55,249)	(110,233)	76,693
Fund balances at 1 April 2013		292,426	102,583	395,009	318,316
		<hr/>	<hr/>	<hr/>	<hr/>
Fund balances at 31 March 2014		237,442	47,334	284,776	395,009
		<hr/>	<hr/>	<hr/>	<hr/>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
BALANCE SHEET**

AS AT 31 MARCH 2014

	Notes	£	£	2014 £	2013 £
Fixed assets					
Tangible assets	7		1,663		5,515
Current assets					
Debtors	8	3,032		3,956	
Cash at bank and in hand	9	312,557		392,378	
				<u>396,334</u>	
		315,589			
Creditors: amounts falling due within one year	10	(32,476)		(6,840)	
				<u></u>	
Net current assets			283,113		389,494
			<u></u>		<u></u>
Total assets less current liabilities			284,776		395,009
			<u></u>		<u></u>
Income funds					
Restricted funds	12		47,334		102,583
Unrestricted funds			237,442		292,426
			<u></u>		<u></u>
			284,776		395,009
			<u></u>		<u></u>

For the financial year ended 31 March 2014 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

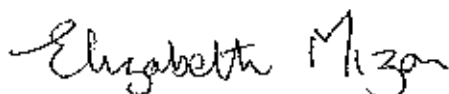
Directors' responsibilities:

The members have not required the charitable company to obtain an audit of its financial statements for the year in question in accordance with section 476;

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board on ...18/12/2014



Elizabeth Mizon
Chair of the Board of Trustees

Company Registration No. 06144912

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2014

1 Accounting policies

1.1 Basis of preparation

The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005 and the Companies Act 2006.

1.2 Incoming resources

Grants are accounted for on an accruals basis and allocated between funds according to the basis for the grant being provided. Where the charity is required to repay any part of the grant a provision is made for the amount due to be repaid.

Donations and legacies receivable are accounted for when receipt is virtually certain and the amount can be reliably known or estimated. In the case of unsolicited donations this is usually only when received. All other income is accounted for under the accruals concept. No amounts are included in the financial statements for services donated by volunteers. Donated capital items are included within the financial statements at their current value at the time of donation. Shop trading income is receivable on a profit share basis.

1.3 Resources expended

All expenses are accounted for on an accruals basis. Expenditure incurred in connection with the specific objects of the charity is included under the heading of direct charitable expenditure; overheads are allocated to activities in proportion to their use of facilities. The irrecoverable element of VAT is included with the item of expense to which it relates.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and are stated at cost less depreciation. Donated assets are included at their current value at the time of donation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Office equipment and furniture	4 years straight line

1.5 Leasing and hire purchase commitments

Rentals payable under operating leases are charged against income on a straight line basis over the period of the lease.

1.6 Pensions

The Charity participates in the Age Concern UK Retirement Benefits Scheme, which with effect from 1 October 2001 has a defined contribution section and a defined benefit section. The scheme is a multi-employer scheme as defined by Financial Reporting Standard 17 - Retirement Benefits and it has not been possible to identify the charity's share of the underlying assets and liabilities.

The pension costs charged to the financial statements represent the amount of contributions payable to the scheme in respect of the accounting period.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2014

1 Accounting Policies (Continued)

1.7 Fund accounting

Restricted funds are funds which are to be used in accordance with the specific purposes specified by the donors. All other funds are unrestricted income funds.

Transfers are made between funds when adequate justification and supporting evidence is provided.

2 Investment income

	2014 £	2013 £
Interest receivable	5,747	7,633

3 Analysis of grants receivable

	Unrestrict funds £	Restricted funds £	Total 2014 £	Total 2013 £
Padwell Road Day Centre	-	151,417	151,417	151,417
Change of Heart	-	2,866	2,866	-
Life to the Full	-	-	-	5,000
Welfare grants	-	280	280	435
Active Friends	-	2,500	2,500	21,500
Money Matters	-	67,304	67,304	34,626
Lunch & Laughs	-	4,920	4,920	4,920
Memory Services	-	-	-	44,000
Grants from Age UK	43,619	-	43,619	86,865
Other unrestricted grants	2,328	-	2,328	20,952
	<u>45,947</u>	<u>229,287</u>	<u>275,234</u>	<u>369,715</u>

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2014**

4 Total resources expended

	Staff costs £	Other costs £	Total 2014 £	Total 2013 £
Padwell Road Day Centre	2,466	160,535	162,778	152,557
Change of Heart	-	685	685	1,082
BME Volunteer Coordinator	-	-	-	34
Life to the Full	30,510	-	30,510	22,087
BME Services	21,472	(5,635)	15,837	17,104
Active Friends	22,306	732	23,038	4,086
Money Matters	23,883	40,280	64,163	32,331
Lunch & Laughs	2,571	4,099	6,670	2,400
Memory Services	4,768	11,830	16,598	633
Other services	75,415	(3,593)	71,822	124,476
Fundraising costs	-	254	254	1,827
Governance	-	6,458	6,458	5,585
	<u>183,391</u>	<u>215,645</u>	<u>399,036</u>	<u>364,182</u>

Governance costs include £1,980 (2013 - £1,980) in respect of the cost of the independent examination.

Other management and administration costs are shown net of management and office space recharges to service departments totalling £49,030 (2013 - management recharges of £36,040).

Total resources expended include depreciation charges of £3,852 (2013 - £3,828).

5 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year and three trustees were reimbursed expenses of £524 (2013: £389 reimbursed to two trustees) in relation to travel and other costs.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2014**

6 Employees

Number of employees

The average monthly number of employees during the year was:

	2014	2013
	Number	Number
Management and administration	2	2
Other services	9	7
	<u>11</u>	<u>9</u>

Employment costs

	2014	2013
	£	£
Wages and salaries	166,967	154,059
Social security costs	10,877	11,243
Pension and other costs	5,547	7,389
	<u>183,391</u>	<u>172,691</u>

In addition, a great amount of time, the value of which has not been reflected in these financial statements, is donated by our many volunteers.

There were no employees whose annual remuneration was £60,000 or more.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2014

7 Tangible fixed assets

	Office equipment and furniture
	£
Cost	
At 1 April 2013 and at 31 March 2014	15,297
Depreciation	
At 1 April 2013	9,782
Charge for the year	3,852
At 31 March 2014	13,634
Net book value	
At 31 March 2014	1,663
At 31 March 2013	5,515

8 Debtors	2014	2013
	£	£
Accrued income	-	299
Prepayments	3,032	3,657
	<u>3,032</u>	<u>3,956</u>
9 Cash at bank and in hand	2014	2013
	£	£
Current account	58,199	81,921
Deposit accounts	254,158	310,285
Cash in hand	200	172
	<u>312,557</u>	<u>392,378</u>

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2014**

10 Creditors: amounts falling due within one year	2014	2013
	£	£
Accruals	2,132	6,840
Deferred income	30,344	-
	<u>32,476</u>	<u>6,840</u>

11 Pension and other post-retirement benefit commitments

Defined contribution

The charity participates in the Age Concern UK Retirement Benefits Scheme (formerly Age Concern) which with effect from 1st October 2001 has a defined contribution section and a defined benefit section. The Defined Benefit section was closed to future accrual on 30th November 2008. It is a multi- employer scheme as described by FRS 17-Retirement Benefits. The Scheme is accounted for as if it were a defined contribution scheme, on the grounds that each employer is unable to identify its share of the underlying assets and liabilities in the Scheme on a consistent and realistic basis. A full actuarial valuation of the Scheme was carried out as at 1 April 2013 and the results of this valuation have been updated to 31 March 2014 by a qualified independent actuary using current FRS 17 assumptions. As required by FRS 17, the defined benefit liabilities have been measured using the projected unit method. The results at 31 March 2014 indicated that the deficit for the defined benefit section of the Scheme was £10,084m (last year £9,251m). With effect from 1st July 2011 all employers have committed to a Deficit Recovery Plan with the aim being for each employer to repay their share of the Scheme funding deficit over a period of 10 years and 9 months. The charity pays £744 per annum under this agreement.

As at 31st March 2014, there were accrued contributions of £nil (2013: £nil).

	2014	2013
	£	£
Contributions payable by the charity for the year	<u>1,949</u>	<u>1,907</u>

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2014**

12 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2013	Incoming resources	Movement in funds Resources expended	Transfers	Balance at 31 March 2014
	£	£	£	£	£
Welfare Fund	6,465	280	-	-	6,745
Padwell Fund	12,424	151,417	(163,001)	-	840
BME Services	13,809	49	(15,837)	1,979	-
Life to the Full	1,931	-	(30,510)	28,579	-
Change of Heart	1,782	3,228	(685)	-	4,325
Active Friends	17,678	2,600	(23,038)	2,760	-
Money Matters	2,295	67,625	(64,163)	-	5,757
Lunch & Laughs	2,832	6,688	(6,670)	-	2,848
Memory Services	43,367	50	(16,598)	-	26,819
	<u>102,583</u>	<u>231,935</u>	<u>(320,502)</u>	<u>33,318</u>	<u>47,334</u>

Welfare Fund - This fund is designed to alleviate individual cases of hardship, where a small sum of money can provide an older person with something to make a considerable improvement to their quality of life.

Padwell Road - This fund was originally donated by local people to enable Age Concern Southampton to acquire a lease of the property now containing the Day Centre. Southampton City Council has contracted to purchase the services supplied by Age Concern Southampton to the users of the Day Centre.

BME Services - This project was originally funded by Southampton City Council and following the closure of the Suhana Asian Elders Centre in February 2012, the project was extended with the aim of improving the health and wellbeing of older people generally in the Asian, Chinese and Afro-Caribbean communities in Southampton.

Life to the Full - This is a series of projects funded by either Southampton City Council or Southampton City NHS Trust. The main aim of the Project is to support, encourage and motivate people aged 50+ to take steps to improve their health through diet and by becoming more physically active. The Project includes helping those who have suffered a stroke to recover and regain active life styles, in collaboration with other organisations.

Change of Heart - The Change of Heart Project is focussed on activities which would help prevent or reduce the risk of heart disease in specific groups or communities.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2014

12 Restricted funds (Continued)

Active Friends - This project is funded by Lloyds Bank Foundation for two years and aims to help reduce isolation and loneliness by supporting older people who lack the confidence to re-integrate into community life. Age UK Southampton provides 'Active Friends' volunteers who are matched with individuals and accompany them to local activities and groups until they feel able to participate independently. This project also helps to improve levels of physical and social activity and overall quality of life for vulnerable older people.

Money Matters - This is a three year project funded by Comic Relief which aims to ensure more elderly people access information, advice and support in order to help alleviate financial and fuel poverty, particularly those living in the more deprived areas of the city. Age UK Southampton, works in partnership with the Environment Centre to deliver this project. The team undertake home visits in order to assess individual circumstances and needs, and to help with welfare benefits applications, reducing fuel bills and improve living conditions generally.

Lunch & Laughs - This is a project funded by Thornhill Community Health group to set up Lunch & Laughs groups at four sheltered housing accommodation sites across Thornhill to help reduce isolation and loneliness among many of the residents and encourage them to participate more in their communities.

Memory Services - This is a two-year pilot project funded by Southampton City Council and NHS Southampton and aims to provide on-going support for those diagnosed with dementia and other mental health conditions. Age UK Southampton works in partnership with Southern Health NHS Foundation Trust to deliver this project. Specialist 'Memory Advisers', employed by Southern Health, provide the main contact and work with individuals to ensure they access appropriate information, advice and guidance to enable them to remain independent for as long as possible. Age UK Southampton provides trained volunteers who offer emotional and practical support in order to enhance the wellbeing and quality of life for those in the early stages of dementia.

Transfers are made between restricted and unrestricted funds when funds are no longer required to be held for specific purposes or where insufficient funds are held to meet specific purposes.

**AGE CONCERN SOUTHAMPTON
(OPERATING AS AGE UK SOUTHAMPTON)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2014**

13 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2014 are represented by:			
Tangible fixed assets	1,569	94	1,663
Current assets	253,849	61,740	315,589
Creditors: amounts falling due within one year	(17,976)	(14,500)	(32,476)
	<u>237,442</u>	<u>47,334</u>	<u>284,776</u>

14 Commitments under operating leases

At 31 March 2014 the company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings	
	2014	2013
	£	£
Expiry date:		
Between two and five years	<u>14,100</u>	<u>14,100</u>

The charity also has a 125 year lease at a peppercorn rent for the premises from which the Padwell Road day care centre is operated. It is considered impractical to assign a value to this lease as the charity is only able to use the property for the purposes of a day care centre.

15 Related parties

The charitable company is controlled by its trustees.

Every member undertakes to contribute £1 to the charitable company's assets if it should be wound up whilst he or she is a member, or within one year after he or she ceased to be a member, for payment of the charitable company's debts and liabilities contracted before he or she ceased to be a member.

Peter Bennie, the Chief Officer, is a director of Age UK Hampshire & IW Trading Company Limited. During the year the charity was reimbursed £6,951 (2013 - £nil) in respect of costs that it incurred on the above company's behalf.



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