



Trustees' Report and Financial Statements

For year ended 31 March 2019

Age Concern Wirral
Devonshire Resource Centre
141 Park Road North
Birkenhead
Wirral
CH41 0DD

Registered Company Number 2894067
Registered Charity Number 1034510

LEGAL AND ADMINISTRATIVE DETAILS

Name	Age UK Wirral (working name for Age Concern Wirral – adopted 20 th May 2011)
Status	Registered Charity (number 1034510). Company Limited by Guarantee (number 2894067)
Registered Office	Devonshire Resource Centre, 141 Park Road North, Wirral, CH41 0DD
Charity Objects	<i>Its object is to promote the wellbeing of the public and/or older people, particularly, but not exclusively in and around the Metropolitan Borough of Wirral.</i>
Charity Trustees & Company Directors	Mr Paul Smith (Chairman) Dr Frances Elizabeth White (Vice –Chairperson) Mr Russell Beddoe (Treasurer to December 2018) Mr Keith A. Bailey Dr George K. Rennie Mr Brian Williams Ms Ruth Rogers Professor Michael Jones Mr Malcolm Pimbley (Resigned 21/10/2019, Treasurer from December 2018) Mrs Patricia Crocker
Company Secretary	Mr Jamie Anderson
Chief Executive	Mr Jamie Anderson
Senior Leadership Team	Mr Jamie Anderson, <i>Chief Executive</i> Mrs Sue Sanford, <i>PA to the Chief Executive</i> Mrs Jenny Paton, <i>Deputy Chief Executive</i> Mrs Jane Arrowsmith, <i>Head of Finance (to August 2018)</i> Mrs Olivia Parkins, <i>Head of Finance (from September 2018)</i> Mrs Chriss Kenny, <i>Head of Care Services & Nominated Individual (to March 2019)</i> Mrs Barbara Cook, <i>Head of Health & Wellbeing</i> Mr Malcolm Mottershead, <i>Head of Business</i>
Bankers	Barclays Bank PLC, 182 - 184 Grange Road, Birkenhead CH41 6EA
Accountants	McEwan Wallace, 68 Argyle Street, Birkenhead, Wirral CH41 6AF
Auditors	McEwan Wallace, 68 Argyle Street, Birkenhead, Wirral CH41 6AF
Solicitors	Hillyer McKeown, 1 Hamilton Square, Birkenhead CH41 6AU

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is a charitable company limited by guarantee and was set up on 2nd February 1994. It is governed by a Memorandum and Articles of Association, which was last amended in October 2012. Its object is to promote the wellbeing of the public and/or older people, particularly, but not exclusively in and around the Metropolitan Borough of Wirral.

Election and Role of Trustees

The charity has adopted the "Trustee Model", whereby the charity's trustees are the voting members of the organisation and form the Board of Directors. The Trustee Committee embarked upon a structured process during the year to recruit a number of new Trustees to be recommended to the Board for appointment. Trustees are elected to serve for a three-year period at the Annual General Meeting, one third of the number retiring and being eligible for re-election each year.

New Trustees are supported through an induction process, which includes a presentation, planned visits to each department of the organisation, plus written material giving additional background information and outlining their responsibilities as a Trustee.

The Board of Trustees is responsible for the overall governance and direction of the charity, with day-to-day operational management delegated to the Chief Executive, Jamie Anderson.

The Trustees meet a minimum of six times a year; this includes a Forward Planning Day to review the organisation's strategy and performance and to set operating plans and budgets, plus a Half-year Review Day to monitor progress of these plans. The Board receives reports at each meeting from the Chief Executive, along with a schedule of reports from all areas of the organisation.

The Board of Trustees is supported and advised in its work by the following Sub-committees & Groups:

Finance	Premises, Health & Safety	Service Review
People Committee	Marketing	Trustee

Each of these groups is chaired by a Trustee, includes additional Trustees and other relevant individuals, and has its own specific terms of reference. Whilst certain functions and issues are delegated from the Trustee Board, each committee has its decisions ratified by the full Board.

No director / Trustee has any beneficial interest in the Company. The subscribing members of the Company undertook to contribute £1 each in the event of its winding up.

Internal Control

The Trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise. They are also responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reasonable assurance that:

- The charity is operating efficiently and effectively;
- Its assets are safeguarded against unauthorised use or disposition;
- Adequate records are maintained and financial information used is reliable;
- The charity complies with relevant laws and regulations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Internal Control (continued)

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. They include:

- A strategic plan and an annual budget approved by the trustees.
- Regular consideration by the Trustees of financial results, variance from budgets, non-financial performance indicators and benchmarking reviews.
- Delegation of authority and segregation of duties.
- Identification and management of risks.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing the Charity's aims and objectives and in planning its future activities.

Risk Assessment

The Trustees have a formal risk management process to assess business risks and implement risk management strategies. This involves identifying the types of risks the charity faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of mitigating the risks. As part of this process, the trustees review the adequacy of the charity's current internal controls.

Quality Assurance

From 20th May 2011 Age Concern Wirral adopted the working name of Age UK Wirral, having met the standards for and been accepted into Brand Partnership with Age UK, and membership of the Age England Association. On 2nd June 2015, the charity achieved the new Age UK Organisational Quality Standards – a national quality framework.

The charity continues to work to the "Investors in People" standard, relating to the involvement, training and development of its staff and volunteers, at the 'Silver Standard'.

The charity holds the Advice Quality Standard (previously Community Legal Service Quality Mark) for the provision of information and advice.

Key management remuneration

The Board consider the affordability of a cost of living increase for all employees when budgets are set annually. This would include Senior Managers. Senior Managers, including the CEO, are on fixed levels of pay, with no additional increments available at this time. The Board are committed to continue to review salary structures year on year.

OBJECTIVES AND ACTIVITIES



OUR VISION: TO MAKE WIRRAL A GREAT PLACE TO GROW OLDER

OUR VALUES:

- **Friendly** – we treat people with respect and courtesy
- **Professional** – we are experienced and skilled in what we do
- **Locally focussed** – our priority is the people of Wirral in their local communities
- **Changing lives** – we make a difference through what we do and how we do it
- **Person-centred** – we provide support tailored to each individual

Our Mission Statement

Age UK Wirral exists to promote the well-being of people throughout the Metropolitan Borough of Wirral, helping to make their later life a fulfilling and enjoyable experience

Each Department has set its own Mission Statement to highlight its contribution to the overall vision of the organisation and provide guidance when setting corporate objectives

Central Services exists...to provide the backbone to enable the rest of the organisation to function

Business Department exists...to maximise unrestricted income to support the activities and services of the organisation and benefit local people

Care Services exists...to deliver the best person-centred care possible, in a safe and positive environment, celebrating an individual's achievements and helping them to reach their full potential

Health & Activity Department exists...to empower people to live longer and healthier lives, promoting and developing life-long learning through socially, physically and mentally stimulating services and activities that maintain independence and allow people to live life to the full.

Services Department exists...to listen to what people want and ensure we offer support in a way that works for them, by improving social connections, physical and mental wellbeing, and their ability to cope with future challenges.

Ask Us Wirral exists...to provide a holistic advice service to the whole of the Wirral Community

Report of the Trustees for the year ended 31st March 2019

Charitable Objects

Age Concern Wirral's Memorandum and Articles of Association states that the organisation's object is to promote the wellbeing of the public and/or older people, particularly, but not exclusively, in and around the Metropolitan Borough of Wirral.

Achieving our objectives

Our approach to our work is characterised by the values and principles that underpin all our activities, as recorded above. In summary, our strategy for achieving our Aims & Objectives is to ensure that we:

- Work within a framework of regularly reviewed policies, informed decision making, and high quality, professional standards of service delivery
- Have a well-trained and informed workforce, actively involved in the organisation's development
- Listen to older people and provide services, activities, support and opportunities that are in direct response to their expressed or identified need
- Work in partnership with other agencies to secure the best response to the needs of older people

OBJECTIVES AND ACTIVITIES

What did we say we would do during 2018/19 and how well did we do?

The Difference We Make	Goal	Objectives	Progress Update
	<ul style="list-style-type: none"> To extend our work that creates social resilience and increases people's interaction with their local community To develop opportunities to support people's mental health and psychological wellbeing To maximise interventions which prevent people from needing statutory services To increase our support for and participation from family members and carers To help people to live well with Dementia at all stages of their life To help people plan better for later life To support people to avoid being admitted to hospital or to help them with a timely discharge To maximise opportunities to demonstrate our impact 	Central 1 - To secure external support to develop an understanding of social investment and SROI and to become investment ready	Partly Achieved – social accounting training held
		Business 1 To undertake a feasibility study to identify a location for an additional shop unit	Achieved
		Business 2 To increase net profit from existing retail estate by 5% compared to 2017-2018	Achieved
		Business 3 To generate an additional £500 per month income through sales of goods via EBay	Partly Achieved – some months only
		Care 1 – To ensure that all residential care senior staff are fully competent in using tele triage	Achieved
		Care 2 – To ensure that all mandatory training is up to date and future training needs are scheduled	Partly achieved - ongoing due to staff changes
		Care 3 – To establish options to increase activities at evenings and weekends	Not achieved
		Care 4 – to undertake a review of transport options for Devonshire Days and to present options appraisal to Board	Partly achieved – undertaken but not yet presented to Board
		Health and Activity 1 – To increase marketing of opportunities through doctors and social media	Achieved
		Health and Activity 2 – to market the impact of Health and Activity on promotion of wellness	Partly achieved
		Services 1 – to ensure the continued sustainability of the Community Counselling Service	Achieved
		Service 2 – to secure funding to continue to deliver cognitive stimulation therapy sessions	Achieved
		Services 3 - To ensure that the hospital based team are fully embedded in secondary care structures with appropriate working environments	Partly achieved
		Services 4 – Develop new intergenerational initiatives that involve older people as equal partners with recognition of the skills and qualities they can contribute	Achieved
		Services 5 – To increase the engagement of men in groups and activities which connect people and seek to combat loneliness	Not achieved
		Services 6 – To launch End of Life Pathfinder in a second GP Practice	Achieved

Report of the Trustees for the year ended 31st March 2019

Our People	Goal	Objectives	Progress Update
	<ul style="list-style-type: none"> To ensure that the mental and physical wellbeing of our staff and volunteers is paramount To understand the talent we have and to help people to realise their personal potential To provide people with an outstanding experience of working or volunteering with Age UK Wirral To create a culture where all colleagues have a shared sense of ownership of the organisation and its development 	Central 2 - To ensure the smooth transition from the outgoing to incoming Head of Finance	Not achieved – contingency plans in place
		Central 3 – To undertake a full training needs & skills analysis across Age UK Wirral	Not achieved
		Central 4 – To secure funding for a Volunteer Manager	Not achieved
		Central 5- To successfully complete the annual Investors in People Review	Achieved
		Business 4 – To establish NVQ training for all shop staff	Partly achieved
		Business 5 – To Ensure Shop Managers have completed supervisory management training	Not achieved
		Business 6 – To train all shop staff in identifying volunteers that require additional help or support	Not achieved
		Care 5 – to hold a series of practice and procedure training workshops for all staff	Achieved
		Care 6 – To undertake a salary review of care staff salaries and present a proposal to the board for implementing changes	Achieved
		Health and Activity 3 – to develop specific classes and activities which enable staff and volunteers to promote their own wellbeing	Achieved
		Services 7 – to improve social opportunities within each service	Achieved
		Service 8 – to develop and use a Counselling Volunteer Skills Matrix to maximise opportunities to share, develop and utilise knowledge	Achieved
		Services 9 – to develop and implement a Volunteer Recruitment Strategy for Community Counselling to increase the number of volunteer counsellors	Not achieved
		Services 10 – To increase co-production and co-development across the Department through departmental and team meetings	Achieved
		Ask Us Wirral 1 – to support and embed the new staff team within Ask Us Wirral following the Service Review	Achieved

Report of the Trustees for the year ended 31st March 2019

How we Do Things	Goal	Objectives	Progress Update
	<ul style="list-style-type: none"> To ensure that everything we do is professional and of a high quality To ensure that what we do is at the heart of place based care To continue to engage in partnership opportunities, where this will enhance what we do for local people To extend the choice we offer people to ensure that we are person centred in all aspects of our work To ensure that all of our ongoing development and review is co-produced with local people 	Central 6 - To increase the organisation's capacity to respond efficiently and effectively to the challenges and demands of a digital agenda	Achieved
		Central 7 – To provide regular coaching and training session to frontline staff and volunteers to ensure that they are fully connected to all of the organisations services and activities	Not achieved
		Business 7 - To implement digital information screens in all charity shop outlets	Not achieved
		Business 8 - To Review literature supplies in charity shop outlets to ensure relevance	Achieved
		Care 8 - To fully integrate care services with other departments to ensure that individuals and their families fully benefit from the organisation's holistic support package	Achieved
		Care 9 – To ensure that person centred plans and risk assessments are reviewed and fully understood by all individuals, staff and family members	Achieved
		Care 10 – To achieve CQC rating of Good in at least 4 Key Lines of Enquiry for Stanhope Court	Achieved
		Health and Activity 4 - To undertake a detailed analysis of the Community Conversations Report and to tailor activities according to people's wishes and preferences	Partly achieved
		Services 11 – To ensure that the Great Wirral Door Knock is undertaken at least once in each Neighbourhood area	Partly achieved
		Services 12 – To undertake a joint event with NWAS to increase partnership working	Achieved
		Services 13– To undertake Frequent Attenders pilot with A&E to reduce unplanned admissions	Achieved
		Service 14 – To increase efficiency by achieving a paperless service within Homes and Communities	Achieved
		Services 15 – To increase the use of social media to connect people	Achieved
		Ask Us Wirral 1 – to successfully achieve Age UK IAQP re accreditation	Not Achieved

Report of the Trustees for the year ended 31st March 2019

	Goal	Objectives	Progress Update
Future Proofing	<ul style="list-style-type: none"> To ensure that systems are embedded to maintain safe and appropriate buildings, services and activities. To understand existing capacity and current and future anticipated demand and to develop a strategy to address this To explore different ways to fund the existing costs of services and activities to allow for relevant salary reviews and capacity increases To create a structure which enables new opportunities to be explored and developed in a timely manner 	Central 8 – To undertake a complete review of Fire Safety Governance	Achieved
		Central 9 – To develop increased efficiencies through better use of Office 365	Partly achieved
		Central 10 – To pursue charitable trust and grants funding to overhaul ICT equipment across the organisation	Partly achieved
		Central 11 – To achieve a budget for 2019/20 which sets all salaries ahead of National Minimum Wage	Achieved
		Business 9 – To implement a cyclical programme of maintenance and refurbishment all charity shop outlets	Partly Achieved
		Business 10 – To review all leases and break clauses and ensure that Business Committee consider an updated schedule at least quarterly	Achieved
		Business 11 – To undertake a cost efficiency analysis of all retail units and present recommendations to Business Committee	Not achieved
		Care 11 – To commence succession planning for the Head of Care	Achieved
		Care 12 – To complete the building of additional bedroom at Stanhope Court	Not achieved
		Health & Activity 5 – To undertake a complete review of competitor charges to ensure value for money and present recommendations to Business Committee	Achieved
		Health & Activity 6 – To undertake a mapping exercise to ensure that Health & Activity offer does not duplicate what other organisations are delivering	Not Achieved
		Services 16 – To seek funding to secure the continuation of the End of Life Pathfinder	Achieved
		Services 17 – To secure long term funding for the development of an intergenerational services	Not Achieved
		Services 18 – To promote the health impact of all services	Partly achieved
		Services 19 – To successfully maintain APS Befriending Accreditation	Not achieved – APS no longer exists
		Services 20 – To develop and implement tools within each service that demonstrates outcomes and impacts such as reduced isolation, improved mental wellbeing and improved resilience	Not Achieved

ACHIEVEMENTS AND PERFORMANCE

Introduction from the Chief Executive

Despite a number of continued challenges in terms of trying to find sufficient resource to respond to ever increasing need and demand, it is testament to the organisation's volunteers and staff that such a wide and varied portfolio of services and activities has been maintained during the year. It is my absolute privilege to lead the organisation and to work with so many incredible volunteers and staff who make a huge impact on so many local people's lives on daily basis. As an organisation, we operate 24 hours a day, 7 days a week, 52 weeks a year, and as such it is essential that the organisation has a robust infrastructure to ensure good governance and excellent leadership. During the course of this year, we have embedded the newly created Deputy Chief Executive post within the organisation's management structure to ensure our future resilience.



Across the country, the voluntary and community sector is increasingly being recognised by its statutory colleagues for the role it plays in both early prevention and intervention and in supporting people to remain living independently at home for as long as possible. For our organisation, the year has had a specific focus on using new policy developments within the NHS, and particularly primary care, to build relationships which have helped to bridge the divide between traditional medical and social models. We have been heavily involved in the development of place-based care in Wirral, with me taking a system lead role on behalf of the third sector on the Senior Change Team, tasked with the development of Wirral's Neighbourhood model, and several senior staff contributing to all of the nine Neighbourhood Committees.

The foundations and relationships developed through our End of Life Pathfinder project in the previous year bore fruit when we were invited to roll out the Personal Independence Co-ordinator model in a number of GP Practices in the Borough. The initial outcomes of this work have been significant, not only in terms of substantially increasing relationships but also in supporting older people to live better lives, ultimately impacting on reducing people's dependency on primary care services.

The continued investment in the Grants and Trusts Bid Writer has once again been invaluable. A number of successful bids have added value to existing services – for example, funding to redevelop the Devonshire Resource Centre garden and monies to support outings for residents at Stanhope Court. A key highlight as the year came to an end was the National Lottery Award of over £200,000 to roll out the Reminder Finders Project across the Borough – this will ensure that our bespoke memory cognitive stimulation therapy programme is made available to many more people with a diagnosis of dementia over the coming years. A further funding success has been our involvement in the Wirral CCG IAPT (Improving Access to Psychological Therapies) tender, and we look forward to delivering, from April 2019, a new Emotional Health and Wellbeing Service (formerly Community Counselling Service) as part of a wider Talking Together partnership with Insight Healthcare, Involve North West, Cruse and The Open Door Centre.

Whilst there has been much to celebrate during the course of 2018/19, there have also been a number of challenges to overcome:

- **Changes in key personnel** – during the year we saw the retirement of both the Head of Finance and Head of Care, two critical roles within the organisation. We wish new colleagues joining us in these roles every success as they settle into the organisation during the forthcoming year.
- **Access to transport** – this once again remains a key issue, with the number of volunteer drivers now at an all-time low. Feedback we have received from former volunteers is that the increasing complexity of the support needs of the individuals we transport has become too great a responsibility for many people to take on. It is vital that we find a solution to this issue to ensure that people are able to continue to access vital day services and support.

Report of the Trustees for the year ended 31st March 2019

- **Staff and volunteer recruitment** – ensuring recruitment of the right calibre of staff has been an increasing issue for us, particularly as the size of Wirral's workforce is reducing. Recruitment of social care staff has proved particularly difficult, and we recognise that we need to ensure that our salaries are competitive if we are to attract the right people. We continue to experience the changing trends in volunteering, with fewer people attracted to permanent roles and more people wanting to volunteer on a flexible ad hoc basis.
- **Fundraising** – we are exceptionally grateful to those individuals, groups, organisations and businesses who support our work. Within the context of difficult economic times, and ever increasing competition locally for fundraising support, it is no longer financially viable for us to employ a paid Fundraiser, but this has meant that without a dedicated lead, staff and volunteers have been too busy focussing on supporting local people to invest sufficiently in planning and delivering fundraising events to bring in essential unrestricted income.

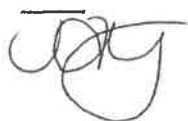
As we look to the year ahead, we are excited to continue to develop and embed the work we have undertaken this year. We are optimistic about some of the new opportunities that 2019/20 may present, and we will continue to work to responsively and flexibly to the needs of the local communities we exist to service.

I commend the annual report for the year to you for your reading. Following on from our focus on person centred leadership last year, we have taken a fresh approach to shaping our strategic plan for 2019/21. Using the information gathered through our Community Conversations in March 2018, we developed '12 Indicators for a Great Later Life', against which we now assess the impact of our services. Within this year's report, each Department has referenced the indicators that reflect the impact they have had:

• My sense of purpose	• Being connected to others
• My physical community	• My home life
• Feeling secure	• Getting out and about
• Having choice and independence	• Knowing what is going on
• Getting the right support	• My physical health
• My mental health	• Living life to the full

Finally, I must express my sincere thanks to all of our volunteers and staff – this is their report, not mine, and is a celebration of their work and their many successes. I would also extend my gratitude to the Board of Trustees for their ongoing commitment to the governance of the organisation, for their faith in me and their continued support!

With very best wishes,



Jamie Anderson, Chief Executive

Devonshire Days

Highlights of the year

- 456 sessions attended each week
- 11% of Day care clients have engaged in activities in the community through Time to Connect

Helping people to achieve a “Great Later Life” by:



Devonshire Days continues to operate 6 days a week. There are three types of day care available, across two sites - Devonshire Resource Centre and Meadowcroft Community Hub. Catering for people age 65+, people under 65 living with Dementia, and older people who are socially isolated, sessions operate predominantly 8am-6pm with the option of half days and a late session on a Thursday evening. All three services design their daily activities around those that attend to ensure they are fully engaged.

This year has seen the opening of the Devonshire Arms at the Devonshire Resource Centre - our handmade bar area, complete with optics and draft beer pumps, which has provided both entertainment and comfort to those that fondly remember their work in pubs across the Wirral. Services have supported a programme of cultural celebrations and activities, including Burns Night, Chinese New Year, Diwali Festival, St Patricks Day and Easter.



There has been an additional focus on bringing pre-school children into Devonshire Days at Meadowcroft Community Hub on a regular basis, furthering our focus on increasing intergenerational activity.

Individuals accessing Devonshire Days have the opportunity to share their skills and experience in the community through the Time to Connect Scheme (featured in the case study below). Both of these have proven welcome additions to our range of stimulating activities and receive lots of positive feedback from service users and their families.

A relative whose loved one attends Devonshire Days told us that ***“because of this service, I have my life back”***.

Report of the Trustees for the year ended 31st March 2019

Time to Connect Case Study

Time to Connect is a project organised by the National Development Team for Inclusion (NDTi). They are a non-profit organisation and this year have worked with Care Services Department to help enable people at risk of exclusion to live the life they choose.

As part of the project, one of our clients, Gigi, who has dementia, wanted to talk to young children about her story of growing up in Belgium during the war. She felt that children today have not experienced what it is like to live in a country at war. She thought it relevant, as a lot of children in other countries are leaving their home as refugees and going to 'safe' places due to war and oppression.

Jackie, a staff member at the Devonshire Days service, contacted the teachers at Devonshire Park School to arrange for Gigi to talk with the children, who were delighted at this opportunity as the school were focusing classes around Mental Health Week. Gigi was welcomed by the school, where she proceeded to discuss her life growing up and gave the pupils an insight into how difficult it was for her and her community in Belgium during a time of uncertainty and war. The children engaged by asking lots of questions and at the end all cheered and clapped. Gigi felt a sense of achievement as her 'story' will not be forgotten. Gigi received Thank You cards from year 6 at Devonshire Park School explaining how much they enjoyed listening to her stories and giving them insight to the difficulties people face.

Stanhope Court Residential EMI Care Home

Highlights of the year

- **Rated Good in all 5 areas in CQC inspection (July 2018)**
- **15% increase in occupancy, with an average of 13 people on waiting list**
- **96.6% occupancy**

Helping people to achieve a "Great Later Life" by:



Stanhope Court is the organisation's 13-bedroom residential dementia care and short stay facility, registered and regulated by the Care Quality Commission (CQC). We provide long term care for 12 people at a time, whilst retaining one bedroom for pre-bookable short stays. We were delighted this year to have been rated Good by CQC in all 5 key areas of inspection.

Report of the Trustees for the year ended 31st March 2019

"Everyone we spoke with was very happy with the staff team and with the way that support was provided."

CQC inspection July 2018

The quality care provided by our dedicated, and dynamic team of carers ensures that our residents feel safe, included and stimulated in a homely environment. We ensure that our communication with families and carers is maintained through our Carers' Forum, and receive regular feedback to develop the service.

At Stanhope Court, our residents are regular visitors to the local church and have a good relationship within their local community.

Mental and physical activities are a constant part of the day, and family members and friends are always welcome to participate as part of our open-door policy.

We have continued to develop our working relationship with The Orchard Surgery and remained involved with the nurse led Tele-Triage service, enabling us to provide the very best healthcare for people and reduce the need for GP appointments or hospital admissions. We have developed our End of Life programme, working alongside specialist professionals to enable us to care for individuals during their last days whilst remaining living in Stanhope Court.

The provision of short stays, which can be booked up to a year in advance, allows carers to benefit from valuable respite. This year we welcomed six new guests into our short stay room, along with our regular guests, and have seen an increase in the number of future bookings for this facility. There is a significant shortage of respite facilities for people with dementia across the Borough, and the feedback from carers is that our allocated short stay bedroom gives them a great deal of reassurance.



Health & Activity Department

Highlights of the year

- **Attendance has increased to 17,000 in 2018/2019**

The work of our Health and Activity Department is critical in providing opportunities for people in later life to socialise, enjoy themselves, take control of their health and wellbeing and overcome social isolation and loneliness.



Report of the Trustees for the year ended 31st March 2019

Co-ordinated from our dedicated Community Wellbeing Hub at Meadowcroft, Bromborough, an extensive programme of building based and outdoor classes, activities and groups are delivered both within the Hub, at a range of outreach venues and outdoor areas, making the most of Wirral's parks and beaches.

The activity programme now encompasses 60+ opportunities a week, including Line Dancing, Art, Crafts, Knitting, Musical Theatre, Tai Chi, Yoga, Pilates, Zumba Gold, Reading Group, Seated Exercise, Flower Arranging, Walking Football, Walking Groups, Travel Group, Computer Classes and much more. In addition, visiting Therapists offer Massage, Reiki healing, Reflexology and a Chiropody service.

The department supported by 16 staff and 74 volunteers, and continues to be driven to develop its extensive activity programme and its outdoor programme in a variety of locations. To ensure that our outdoor walking groups are accessible to a range of people, we have worked in partnership with Maggie's Centre at Clatterbridge, facilitating short walks for health around local Wirral areas. These walks benefit those who are going through cancer treatment, giving them the opportunity to benefit from fresh air with people that they feel comfortable with, without having to travel to unfamiliar locations.

The class is my "me time" - shared with good company

Joining Forces Aged Veterans Project

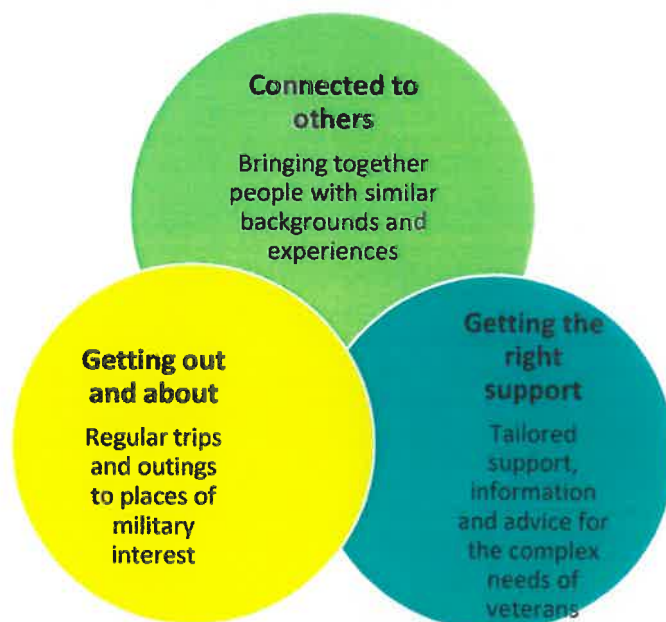
Highlights of the year

- **263 veterans have received advice**
- **293 guided conversations taken place with veterans**

Joining Forces is supported by a team of 5 staff and 5 volunteers, and has now completed its second year, funded by Age UK and the Ministry of Defence. The project has continued to deliver a range of engagement, support, coaching and practical interventions for older veterans.

The service has developed throughout the year to meet the needs of those veterans who come to the team for support, and as a consequence has developed a strong relationship with those that regularly attend and tell us that their life has vastly improved as result. Veterans benefit from information and advice support, including claiming additional benefits or grants to make life easier.

Helping people to achieve a "Great Later Life" by:



Report of the Trustees for the year ended 31st March 2019



At the request of the veterans, Joining Forces have organised numerous outings during the year, including an exclusive tour of the RFA Fort Austin, trips to numerous Regimental Museums and monthly trips for the Reminiscence Group. There are also weekly groups including Breakfast Clubs and Coffee Mornings held in Bromborough, West Kirby and Wallasey.

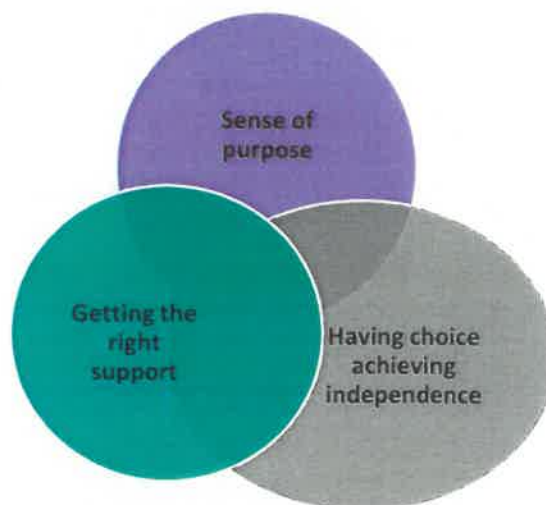
It is important to us that Veterans have the opportunity to tell their story, and share their recollections about military life. We were delighted to be involved in one of the first Great Wirral Conversations with Mosslands School, facilitated by the Peter Johnson Foundation. The conversation gave Veterans and Year 9 students the opportunity to debate the benefits and weaknesses of National Service, and to inform the younger generation about what a life in service really means.

Digital Inclusion/Include IT Mersey

Highlights of the year

- **Continuation funding secured until September 2021**
- **100% completion achieved**
- **Total of 13 courses completed**

**Helping people to achieve a
“Great Later Life” by:**



Our digital inclusion work, headed by a team of 8 volunteers, continues to be extremely popular, with a wide range of group and one-to-one sessions taking place each week, providing support for people at all levels of ability. We have continued our programme of drop-in Techy Tea Parties, which prove popular for people wanting to face their technology fears and access help and support with any technology problem or questions.



Report of the Trustees for the year ended 31st March 2019

In delivering our element of the Include-IT Mersey Digital Inclusion project, we offer IT skills training and employment support for local, unemployed people, focussing on those aged 30 and over. Jointly funded by the European Social Fund and the Big Lottery Fund as part of its 2017-2019 Building Better Opportunities Programme, the project employs 3 staff and provides a personalised package of support to digitally excluded residents of the Liverpool City Region that are out of work, in order to help improve their IT and online skills, confidence and practical access to digital technologies which, ultimately, supports them towards and into employment.

Led by Sefton CVS, this innovative multi-agency partnership is founded on partners that really care about their local communities. The course also includes employability and personal skills development to support people into or closer to employment. Our tutors are praised for their patience and warmth, which can build confidence for those accessing the course and help to improve many parts of their lives, as described in our case study below.

"I came to the UK from Sudan 29 years ago and arrived in London without being able to speak a word of English. It was hell!

I struggled to get work and decided I would give it 6 months and if it didn't work out for me I was going straight home. I started off working as a kitchen porter, then a chef, and then a Door Supervisor at a night club.

After a time of being unemployed, I realised that I was not going to get any work unless I learned how to use a computer. I knew I needed IT skills, I had never used a computer, but I didn't know how to go about it. My Job Coach told me about the Include IT Mersey course and I enrolled on the course at Birkenhead Library.

I couldn't sleep the night before. I was so scared I was shaking. I went along, and Lynne, the tutor calmed me down and put me at ease. She taught me how to concentrate on one thing at a time, not to be overwhelmed, to take small steps. She is a wonderful lady. I am enjoying the course very much. Lynne is very patient with me. It has opened my mind to different things; I have developed new skills and have a better chance of getting a job. I have had good support from Age UK Wirral. Moving forward I hope to go to the local college and continue to improve my IT skills. I will renew my Security Licence with SIA (some of this is done online) and go back to security work."

Sam is 53 and lives in Birkenhead.

He is a learner at Age UK Wirral. Sam is originally from Sudan and has lived in UK for 29 years.

This is Sam's story.



Mariners Park Men's Health Project

Highlights of the year

- **95% satisfaction with the range of activities provided**

Helping people to achieve a "Great Later Life" by:



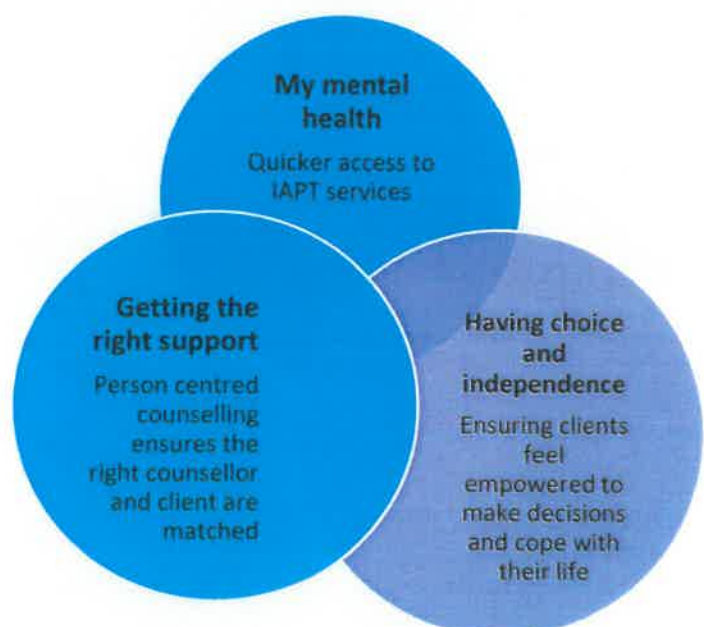
Through the generosity of the continued funding from Seafarers UK, we have been privileged to be able to deliver a fourth year of the Men's Health Project, to engage former male seafarers living at Mariners Park. Mariners Park is a retirement village for Merchant Seafarers and their families. The project's aims to provide activities that promote social inclusion and physical and mental health and wellbeing. The Men's' Health Co-ordinator has worked tirelessly to ensure an engaging and exciting timetable of activities is on offer, and during the year has increased the number of popular trips and outings as well as talks, presentations and lectures at the Park.

Community Counselling Service

Highlights of the year

- **98% of clients satisfied with their experience**
- **586 clients referred**
- **Increase to 6 days per week**

Helping people to achieve a "Great Later Life" by:



Report of the Trustees for the year ended 31st March 2019

The Community Counselling Service is funded as part of Wirral's IAPT (Improving Access to Psychological Therapies) provision. Supported by a small team of paid staff, over 90 volunteer counsellors provide one-to-one counselling for a wide range of mental health needs. Through our holistic, person-centred approach, we are able to reduce the stigma around mental health and counselling for many people. Clients consistently report a very high level of recovery – much of which is attributed to the added value of having the service sitting within a broader portfolio of Age UK Wirral's other services, thus enabling seamless access to step down community based support, including volunteering. During the course of the year, a small amount of additional funding from Inclusion Matters, the lead provider for IAPT, was secured which enabled us to expand the operation of the service to include access to counselling on Saturdays, which has proved very popular. Additionally, the Community Counselling service has also been able to offer support to the organisation's own staff and volunteers, providing access to the service quickly without a formal IAPT referral.

In addition to being an essential resource in the local community to support emotional health and wellbeing, the Community Counselling Service adds significant social value through offering placements for trainee counsellors to complete their qualification requirements. Although we do not provide formal supervision, trainee counsellors benefit from the mentoring support of staff and from a range of training opportunities to complete their placement hours in order to qualify as counsellors. We are grateful to those counsellors who chose to continue volunteering with the service once they have qualified, enabling the team to offer much needed support to more complex counselling referrals.

"I have really felt part of the team, they have supported me through my training with a deep understanding of the process and the challenges that learning brings. The team is understanding, approachable and most of all, fun!"

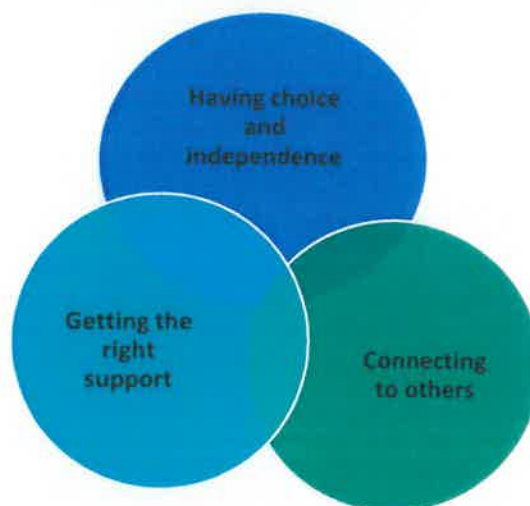
Trainee Counsellor

Support for Carers

Highlights of the year

- 167 new carers identified
- 1063 one-to-one interventions delivered during the year
- 5 social events per month
- 2 carers courses delivered

Helping people to achieve a "Great Later Life" by:



Whilst there are approximately 10,000 carers in the Wirral, only 1 in 25 are thought to be known to services. It is estimated that there are around 5,000 people in the Borough living with a diagnosis of Dementia, and emotional and practical support for their carers is essential, and ensuring that individuals have access to suitable groups is paramount so that they can develop peer support relationships. The Carer Support Service has seen a 260% increase in new referrals this year,

Report of the Trustees for the year ended 31st March 2019

demonstrating the need for this style of service that offers learning opportunities through Carers Courses, social interaction in different formats and one to one interventions to support carers through crisis.

This year, we introduced a Weekend Soup and Sandwich Social, which now has up to 20 people attending each session. Feedback from Carers has shown an increase in their sense of being part of the community, and many have reported that the development of friendships between carers has in turn increased their support mechanisms outside of Age UK Wirral. Our monthly Carers Lunch takes place in various pubs across the Wirral, and our coffee afternoons at both Meadowcroft Community Hub and Devonshire Resource Centre provide the opportunity to learn from other carers' experiences and create long lasting friendships.

This year we were delighted that the hard work and dedication of our Dementia Carer Connector, Lisa Cummings, was recognised when she was awarded the Margaret Butterworth Award from Dementia Pathfinders in June 2018. This award highlights the achievements of front line staff dedicated to improving the lives of people with dementia and their families. The nomination for the award was suggested and endorsed by carers who have benefitted from Lisa's support over the years.

Support for carers will continue to grow in 2019, with the added support of our newly commissioned Admiral Nurses, and the reintroduction of Reminder Finder groups from April 2019. The Carers Support Service will remain at the centre of our work, and it is hoped that it will continue to develop to meet the growing demand.



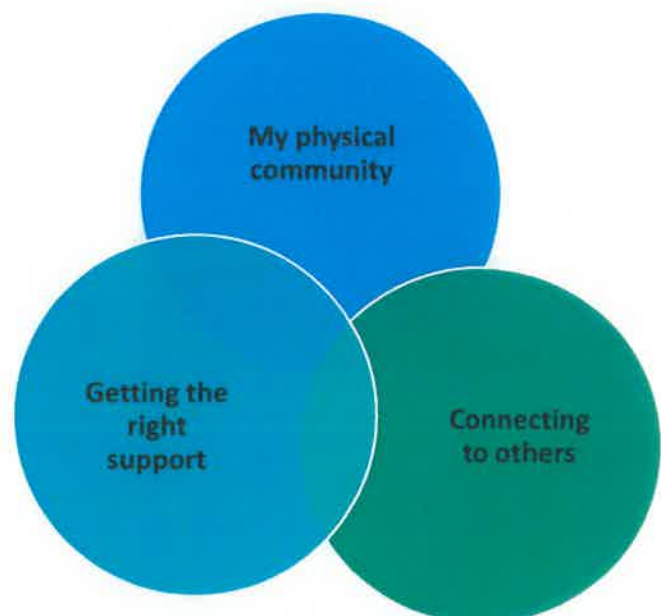
Community and Neighbourhood Engagement

Highlights of the year

- **Reached 1407 doors through Great Wirral Door Knock**
- **Participation in all 9 Neighbourhood Meetings**
- **Partnership Working opportunities developed with 3 GP Practices**

Following the success of our community engagement in previous years, Age UK Wirral continues to find ways to engage with people that do not come to our door but who may potentially benefit from the opportunity of being involved with our services.

Helping people to achieve a “Great Later Life” by:



Report of the Trustees for the year ended 31st March 2019

This year, there has been a borough-wide focus on Neighbourhood work within Health and Social Care, and due to our well documented engagement in previous years, Age UK Wirral were selected as the third sector representative to be involved in the 9 Neighbourhood meetings driven by Wirral CCG (Clinical Commissioning Group), with representatives from each GP Practice engaging to develop a neighbourhood approach to reducing hospital admissions and issues relating to frailty in older people.

As a consequence of our involvement in the Neighbourhood development, Age UK Wirral has delivered several projects this year in partnership with local GP practices and health organisations.

Personal Independence Coordinators

Our End of Life project finished in February 2018, having demonstrated to local commissioners and GP practices the impact of our integrated care model on patient health and wellbeing. As a consequence, in October 2018 Wirral CCG commissioned a pilot project between GP practices in Wirral South and Age UK Wirral to test the impact of the model on older, frail patients with high levels of GP appointments. As at the end of March 2019, the Personal Independence Coordinator had worked with 4 GP practices, provided support to 57 patients and, by encouraging them to join groups, promoting self-care and supporting people to use appropriate health services, achieved up to a 48% reduction in their GP appointments in 6 months following involvement in the project compared to previously. The results of this project have been noted by the CCG, a case study about the service has featured in the Wirral CCG Healthy Wirral Annual Report 2018- 2019, and the service was highlighted as an example of good practice at a recent Neighbourhood Summit.

Escape Pain

In partnership with NHS Innovation Agency, we delivered a series of workshops that helped people with osteoarthritis to manage their pain more effectively through learning new exercises and pain relief techniques. Running 2 courses from January to March 2019, with 21 participants in total, all reported positive changes in their pain management, with one participant losing more than a stone in weight, which helped reduce stress on joints and therefore reduce pain. Our thanks go to Natalie Johnson, who trained with Escape Pain and planned and delivered these courses for us at Meadowcroft Community Hub.

"Rather than staying in pain, I now manage my pain and I am finding what I have learnt has worked. I have lost weight and I feel more motivated and in charge of my own destiny. I realise I must stay as active as possible"

The Great Wirral Door Knock

The Great Wirral Door Knock is now an established partnership project. During 2018-2019 Door Knocks have taken place in West Kirby, Heswall and Cloughton, involving 20 different partner organisations including Citizen Advice, Wirral Change and Merseyside Fire and Rescue Service. Community Workers in West Kirby and Heswall requested Door knocks to help engage with local residents, which reflects the reputation and recognition this project has had a local level. The aim of the initiative is to reach people who are not engaging with services and prevent future crisis, and we are delighted only 1% of the people worked with were already known to Age UK Wirral and other partners involved. We are grateful to all of those organisations who have given staff time to participate in this worthwhile approach to identifying isolated people in our communities.



Report of the Trustees for the year ended 31st March 2019

Intergenerational Community Work

During our Community Conversations events, participants highlighted the importance of opportunities to connect with people of different ages, and to make a valuable contribution to their local community. Intergenerational interaction, therefore, featured heavily in our objectives for the year, and as a result we formed new partnerships between Daisy and Jake Nursery and Devonshire Days at Meadowcroft to create our own "Care Home for Four Year Olds".

Thanks to the support of the Peter Johnson Foundation, we have been able to pilot a number of new intergenerational projects, including Full Circle, which was facilitated in partnership with Homestart Wirral. Full Circle was a weekly tea party for older isolated women and new mothers at risk of postnatal depression



and took place throughout July and August 2018. This provided older women an opportunity to share their experience of motherhood, enjoy holding new born babies again and to build friendships some of which have lasted beyond the project. Evaluation demonstrated a great improvement in wellbeing for both sets of adults, and a renewed sense of community cohesion. All participants reported an improvement in feeling part of their community. Using this evidence, we will now apply for long term funding for intergenerational projects.

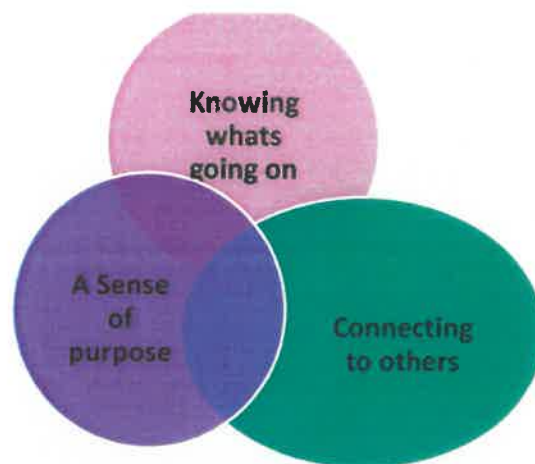
The support for intergenerational projects from the Peter Johnson Foundation continued with our quarterly Intergenerational Conversations. These themed conversations take place with a specific secondary school and a group of older people, and discussions are free flowing to allow debate and explanation of different viewpoints. This year conversations have taken place to discuss National Service with Veterans and Mosslands High School, "Can Women have it all?" with West Kirby Grammar School and "How to measure achievement" with Birkenhead High School. All three schools have emailed to express their enthusiasm about the sessions and to ask to be involved in future conversations as they can see the benefit it brings to their students.

Home & Communities

Highlights of the year

- **Improved efficiency by becoming paperless**
- **Falls Buddies improving balance by 50%**
- **327 people supported to find a care home**

Helping people to achieve a "Great Later Life" by:



Helping people to achieve a "Great Later Life" by:



Report of the Trustees for the year ended 31st March 2019

In the third year of operation for the delivery of services commissioned through Wirral Health and Wellbeing CIC, Home and Communities is now operating as a 7 day a week service with a range of activities to cater for the diversity of requests and aspirations identified with each referral.

With 19 members of staff supporting a team of over 100 volunteers, we provide expansive activities, support and guidance on a one to one basis, working to reduce isolation, increase resilience and prevent dependence on statutory health and social care services. Our support includes transport to activities and medical appointments, befriending, Coffee Corners, Lunch Corners, prescription collection, gardening and odd jobs, shopping and much more.

An increase in clients presenting with more complex needs corresponded with a 60% increase in clients under the age of 60 – most of whom report some form of dependency or addiction issue. The team works in a flexible and person-centered way, only refusing referrals where it would be unsafe to accept, and always ensuring that onward referrals are made to ensure the right support for everyone.

Right Time Right Place

The Right Time Right Place team, based within Arrowe Park Hospital, support people to find the most suitable care facilities and to leave hospital in a safe and timely manner. During the year, we were part of the Frequent Attenders Review Group at Arrowe Park Hospital, identifying solutions to reduce hospital admissions for patients who frequently present at A&E. By providing daily support, including referrals into other organisations, to support patients' medical and emotional needs, the team were able to reduce the number of attendances, in one instance by 75%.

Falls Buddies

To promote long-term independence at home, we support people at risk of falling, or who have fallen, to maintain or regain as much mobility, postural stability and confidence as possible. Although a number of building-based physical activity programmes are available for people, our project offers support to those who are housebound and unable to access rehabilitation classes.

Volunteer Falls Buddies are trained by the Falls Prevention Team to provide home-based support, encouragement and motivation to maintain prescribed exercise and therapy programmes. Participants during the year have reported up to a 50% increase in mobility within 6 weeks.

Third Sector Connectors

We continued to develop our relationship and integration with statutory services during the year, and now provide a 'community assessment' for those people who do not meet the criteria for statutory support. We have staff, known as Third Sector Connectors, based within the SPA (Single Point of Access) for health and social care. Working alongside health and social care professionals, the Third Sector Connectors work with statutory staff to enhance formal care packages through a wider circle of support from community activities and identify and support people who have complex social needs and who, as a result of not meeting eligibility criteria, have either become or are at risk of becoming 'stuck in the system'.

Going Home Project

Highlights of the year

- **90% of patients supported are not readmitted within 72 hours**
- **50% of patients wait less than 20 minutes for transport**
- **569 patients transported in 10 months**



The Going Home Team, a year-long pilot funded by Wirral CCG, provide an alternative and quicker method of transport for older people who are ready to come home from hospital, but who do not need the level of support offered by the Ambulance Service. In addition, the Going Home team spend time at the person's home, helping them to settle back in and ensuring they are fully connected to short-term interventions that provide support to prevent the likelihood of readmission to hospital.

During the year the team have become an integral part of the Hospital Discharge Team, with their quick response time reducing the amount of people waiting in the Discharge Lounge at any given time, and that their supportive service ensuring people are taken home safely with adequate follow up support. The team also assist with transport of forgotten clothing, or delayed medication, all of which makes sure that patients get home quicker and are less anxious.

"Thank you... you were all so good to us and I didn't know what to do but you made me feel better. Very glad he's home, thanks for bringing him home, it is very good of you"

In December 2018, Age UK, in partnership with NHS England, provided an opportunity for us to upscale the service for 3 months - this enabled us to increase staffing within the team, and therefore increase the number of patients transported home by almost double. This funding is not available long term, but we have been able to secure an additional 12-month funding from Wirral CCG's Transformation Fund so the project can continue in the next financial year at its original size and budget.

Christmas Support

Christmas remains a time of year that can increase a person's feelings of isolation. In order to help our loneliest clients through this period, Age UK Wirral host a variety of activities to bring some festive cheer to those that need it most.

For the third year running, 30 people were invited to attend a Christmas Tea Party facilitated by Hilbre High School. Clients were provided with Afternoon Tea, entertainment from the students while they ate and a small gift and card to take home. Our thanks go to the students and teachers at Hilbre High School for organising such a wonderful afternoon.

We have continued to host our own events on Christmas Day and Boxing Day to ensure that older people can eat in company if they want to. Following on from the success of last year, our Christmas Day lunch took place at the Devonshire

Report of the Trustees for the year ended 31st March 2019

Resource Centre, at the heart of communities that most needed the opportunity. A team of volunteers, comprising mainly of Age UK Wirral staff and volunteers, and staff from partner organisations, worked together to cater for 32 clients with more complex needs on Christmas Day, and also provided emergency support to people to stay warm and connected to services over the Christmas period. Plans were made for support to be provided at home to those that could not attend due to illness, and several volunteers provided follow up support to clients in the lead up to New Year to ensure they were well. Our thanks go to Wirral South Constituency for providing funding from their Christmas Together Fund to support our Boxing Day Lunch, which 17 people attended at Meadowcroft Community Wellbeing Hub.

We extend our sincere gratitude to all of the volunteers who gave their time over both days to prepare and serve food, and provide support with transport and general entertainment. We are also grateful to Argyle Satellite Cabs, who covered the cost of taxis for those attending on Christmas Day as a charitable donation.

Ask Us Wirral

Highlights of the year

- **30% increase in clients supported**
- **Increased support for people 50+ with complex issues**
- **Client income increased through benefit claims by up to 45%**




Age UK Wirral has continued to deliver information and advice as part of the Ask Us Wirral Partnership, with Citizen Advice Wirral, Wirral Mencap and Wirral Change. The service is delivered from Citizen Advice Wirral's office in Liscard, and from our own building at Wirral Point in Birkenhead. Age UK Wirral takes the lead role on primarily supporting people aged 50+ with later life issues, seeking to provide impartial information and advice to enable people to make informed choices and decisions and to retain control over their lives. Demand for the Ask Us Wirral Service has continued to escalate since the launch of the service, but funding restrictions have meant ongoing reductions in the staffing levels available. The small, knowledgeable team remain dedicated to their roles, and have contributed to helping the overall service deliver far in excess of the target of 32,000 contacts per annum. The Partnership is committed over the coming year to exploring opportunities to bring additional funding into the service to relieve some of the pressures experienced.

'Today, I feel like I made a difference'

Team Member

Case Study



'I will never be able to repay you for the help you have given me and the difference you have made to my life'

The team made contact with Mr C, an older gentleman with disabilities that made it difficult for him to get out of the house. He was reliant on carers, and a change in care provider had left him without adequate care – his medication was mismanaged and he was not having regular baths. Despite making complaints, Mr C did not feel he was being listened to and the situation was not improving. Ask Us Wirral arranged a home visit, listened to his concerns and wrote to his care providers on his behalf and continued to raise these issues until the company responded and addressed the issues. While supporting Mr C with this issue, Ask Us Wirral identified that he was not in receipt of the correct benefits and supported Mr C to successfully claim the correct amount. As a result of Ask Us Wirral's intervention, Mr C is now in a better place, emotionally, financially and physically.

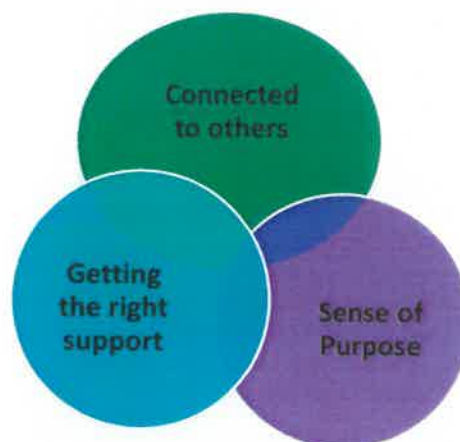
Volunteering

The charity is extremely grateful for the unstinting efforts of its volunteers, now totalling over 500, who are involved in service provision, charity shops and fund raising. It is estimated that over 75,000 volunteer hours were provided during the year. If this is conservatively valued at £8 an hour, the volunteer effort amounts to over £595,920.

The concept of volunteering is changing - the pool of available volunteers has reduced significantly as people use their spare time to keep working, provide child care or undertake their own informal caring roles for loved ones.

Increasingly, individuals who do come forward to volunteer see it as an opportunity to gain experience for career progression in a short period of time, which results in a significant number of volunteers staying with us for less than a year. Without a dedicated Volunteer Co-ordinator, it becomes increasingly challenging for departments to spend time recruiting the right people to support their services, whilst also ensuring that the services continue to run and make a difference to people's lives.

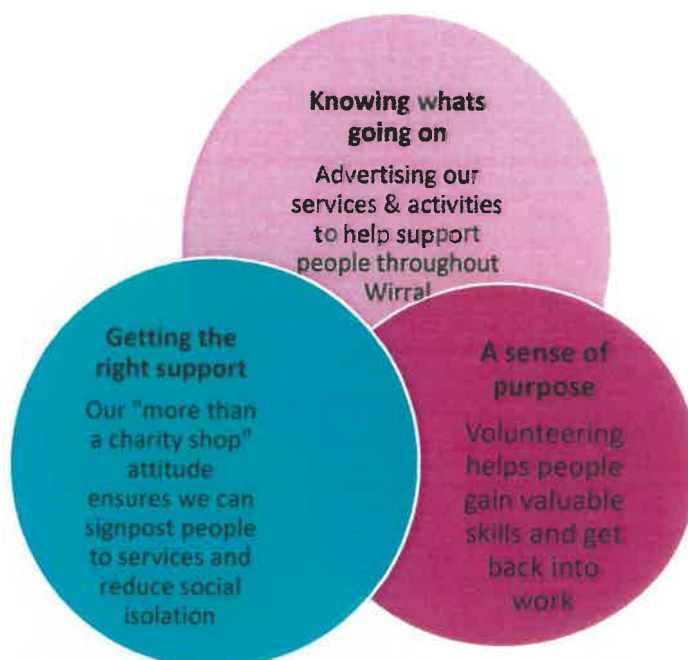
In response to these challenges, the organisation is developing strategies to think differently about volunteer recruitment and retention. Roles with a specific time limited purpose, such as Falls Buddies, are attracting a high calibre of volunteers who prefer a shorter time commitment, and this model of volunteering will be further explored in the forthcoming year.



Charity Shops

Highlights of the year

- **Sales up 4.76% on previous year**
- **2418 new Gift Aid donors**
- **Gift Aid Sale up 6.93% on previous year**



As at the end of the financial year, Age UK Wirral had 16 charity shops, located across the Wirral, and a large furniture recycling centre, based in Birkenhead. Our shops bring a much-needed source of unrestricted income but also, crucially, help to publicise our services throughout the Borough. As a local, independent charity, all money raised in the shops helps to support our services for local older people in Wirral.

Despite challenging financial times, and the negative impact of online shopping on retail, the shops have increased profit by 4.76% from last financial year. We continue to vary the ways in which we generate income, with gift aid and recycling complimenting the sale of donated goods.



Our driven and committed team of staff and volunteers deal with over a ton of goods every day, however they work hard to ensure we are more than just a charity shop. Staff have initiated ideas such as the "Caring Chair", which offers older shoppers the chance to sit and talk to staff about Age UK Wirral services. Many older people, especially those who live alone, like to stop off at one of our shops as part of their daily routine, which is why our charity shops play a big part in the Age UK Wirral commitment to tackling social isolation. All staff and volunteers are trained, through our

extensive corporate induction, and up-to-date with information about the range of services available across the organisation, and can signpost these vulnerable clients into appropriate services when they are ready.

Our Charity shops work in partnership with a number of organisations to ensure other members of our community can participate and learn from our charity. Working with Probation Services, our Preloved Furniture Warehouse offers opportunities for those on community service orders to complete their hours, and many continue to volunteer with the shop after they have completed their community service. We also support people who have been homeless or who are leaving the care system and setting up a new home.

"Volunteering helped me regain my confidence and get back in work."

Central Services

ICT

Highlights of the year

- **20,000 emails received each month**
- **13,000 emails sent each month**
- **Increased presence on Social Media to advertise services**



In order to ensure our numerous projects and activities are delivered and managed well, it is essential that our ICT systems can support colleagues to run their services efficiently, and that issues are dealt with quickly to avoid problems occurring. During the year, the implementation of a structured Helpdesk to maintain and manage all IT across the organisation has been very well received, and since its launch support has been provided for in excess of 1,000 items logged.

Due to the increased demand on the department, the team has expanded from 1 member of staff and 1 volunteer, to 2 members of staff and 2 volunteers. During the year an Apprentice secured through a Wirral Council employment scheme learned multiple new skills and quickly became a valued member of the team – as the year came to an end, we were delighted to be able to offer him permanent employment and he continues to grow and develop through ongoing training.

Our small ICT department supports 150 staff across 19 sites, and ensures the upkeep of 60 mobile phones, 80 computers, 2 servers, 5 internet connections, 2 data management websites, and our own social media and websites.

Funding

Highlights of the year

- **£255,215 in funding and grants secured**

In response to the increasing competition for funding and grants, the organisation appointed its first Grants and Trusts Bid Writer, Helen Pringle, during the year. Having a full time member of staff dedicated to obtaining funding has enabled the organisation to develop new projects and introduce



Report of the Trustees for the year ended 31st March 2019

a range of additional activity resources for existing services. Every department within the organisation has benefitted from extra funding this year.

The organisation has also enjoyed being able to develop new relationships with local organisations who have in turn supported our organisation, either by giving their staff time or via financial assistance. A new quarterly newsletter has given an opportunity to regularly thank our supporters and update them on how their help has had a positive impact.

We are exceptionally grateful to everyone who has supported us this year with grants, awards, donations, time and sponsorship – it makes a massive contribution to achieving our aim of supporting local people to live better lives.

Merseyside Trading Consortium

We have continued our partnership trading entity with Age UK Mid Mersey, Age UK Merseyside Trading Limited, operating across the entire Merseyside region as an appointed representative of Age UK Enterprises, authorised by the Financial Conduct Authority for general insurance, offering a range of products and services with the needs of the over 50's in mind, including Home, Motor and Travel insurance, Motor Breakdown services, Aid Call, Funeral plans and more.



Both charities are equal shareholders in the trading alliance, the profits of which are shared 50:50 between the two organisations to support their charitable work. The Board of Age UK Merseyside Trading Limited comprises the Chief Executives of both Age UK Wirral and Age UK Mid Mersey, along with two trustees from each organisation. Age UK Mid Mersey provides the HR function for the company, whilst Age UK Wirral retains responsibility for the financial management and payroll functions.

The operating environment for the trading company has continued to be challenging – increased competition from online providers is a major difficulty for a business model initially built upon a face-to-face sales environment. The Board of Age UK Merseyside will continue to exercise robust governance in the coming year to ensure that the company remains sustainable and generates the much-needed unrestricted funds for both charities.

Further information

A more detailed account of the services and activities offered by Age UK Wirral can be found on the organisation's website www.ageukwirral.org.uk or within the Guide to Services available at all Age UK Wirral venues.

Alternatively, why not follow us on Facebook or Twitter @AgeUKWirral or follow our CEO on Twitter @AgeUKWirralCEO.



Report of the Trustees for the year ended 31st March 2019

PLANS FOR FUTURE PERIODS

Area	Goal
The Difference We Make	<ul style="list-style-type: none"> To extend our work that creates social resilience and increases people's interaction with their local community To develop opportunities to support people's mental health and psychological wellbeing To maximise interventions which prevent people from needing statutory services To increase our support for and participation from family members and carers To help people to live well with dementia at all stages of their life To help people plan better for later life To support people to avoid being admitted to hospital or to help them with timely discharge To maximise opportunities to demonstrate our impact
Our People	<ul style="list-style-type: none"> To ensure that the mental and physical wellbeing of our staff and volunteers is paramount To understand the talent we have and to help people to realise their personal potential To provide people with an outstanding experience of working or volunteering for Age UK Wirral To create a culture where all colleagues have a shared sense of ownership of the organisation and its development
How We Do Things	<ul style="list-style-type: none"> To ensure that everything we do is professional and of a high quality To ensure that what we do is at the heart of place-based care To continue to engage in partnership opportunities, where this will enhance what we do for local people To extend the choice we offer people to ensure that we are person-centred in all aspects of our work To ensure that all of our ongoing development and review is co-produced with local people
Future proofing	<ul style="list-style-type: none"> To ensure that systems are embedded to maintain safe and appropriate buildings, services and activities. To understand existing capacity and current and future anticipated demand and to develop a strategy to address this To explore different ways to fund the existing costs of services and activities to allow for relevant salary reviews and capacity increases To create a structure which enables new opportunities to be explored and developed in a timely manner

FINANCIAL REVIEW

Income Generation

The charity's total income and endowments for the year was £3,098,678 compared with £2,839,111 the previous year (an increase of £259,567 / 9.1%)

The charity's regular income, ie excluding donations and legacies, was £2,968,329 compared with £2,785,047 (an increase of £183,282 / 6.6%).

The charity has seventeen shops across the Borough, generating much-needed funds for the support of the organisation's services, mainly through the sale of donated goods, but also from the sale of purchased giftware and household goods.

The charity has continued to benefit from the commissions earned by the associated trading company arising from the sale of Age UK insurance and other related products, and from the sale of holiday insurance, although this will cease to contribute following its cessation of trading in November 2019.

The charity participated in a number of fund-raising events throughout the year in order to support its annual expenditure programme together with the funds needed to support the development of the Meadowcroft Community Well-being Hub.

Resources Expended

The charity's total resources expended for the year was £3,117,581 compared with £2,832,599 the previous year (an increase of £284,982 / 10.1%).

The charity's net total deficit for the year was £18,903 compared with a net surplus of £6,512 in the prior year;

The provision of a range of care services for older people, together with the support of their carers and the provision of services to support the older person by provision of information, advice and advocacy continues to be the single largest category of expenditure at £2,354,654 compared with prior year £2,191,455 (an increase of £163,199 / 7.4%).

The mortgage loan, from the charity's bankers Barclays Bank plc, is anticipated to be repayable over twenty years and is secured on the freehold properties.

Wirral Age Concern Trading Ltd

The charity's wholly owned trading subsidiary used to carry out non-charitable trading activities for the charity. Having transferred its trading activities to the charity on 31 March 2016, it did not trade during the year ended 31 March 2019.

Age UK Merseyside Trading Ltd

The charity holds fifty per cent of the shares in its associated company, Age UK Merseyside Trading Limited. During the year, Age UK Wirral received its share of the surplus of £56,341 (2018: £ 81,187). At the year-end, Age UK Wirral was owed £ 15,064 (2018: £29,848) by Age UK Merseyside Trading Ltd.

The principal activities of Age UK Merseyside Trading Ltd are the arranging of insurance policies made available by Age UK England and of other related products together with the sale of goods specifically purchased for resale.

Report of the Trustees for the year ended 31st March 2019

Reserves

The Trustees have reviewed the reserves of the charity. This review encompassed the nature of the income and expenditure of the charity, and the need to match variable income with fixed commitments and the nature of the reserves. The review concluded that to allow the charity to be managed efficiently and to provide a buffer for uninterrupted services, a general reserve equivalent to £890,000 should be maintained. This equates to approximately three and a half months of annual expenditure.

At year end, the charity's unrestricted reserves totalled £965,870 compared with prior year end £1,056,224 (a decrease of £90,354 / 8.5%).

At the year end, the charity's restricted reserves totalled £1,940,170 compared with prior year end £1,868,719 (an increase of £71,451 / 3.8%).

Total reserves have fallen from £2,924,943 at 31.03.18 to £2,906,040 at 31.03.19 as an overall loss of £18,903 has been incurred in the year.

During the year the charity received donations and legacies of £130,349 (2018 £54,064); the trustees are extremely grateful to the Charity's benefactors.

Changes in Fixed Assets

The tangible fixed assets were depreciated by £15,746 (2018 £14,942) during the year.

Information to Auditors

So far as each of the directors is aware at the time the Report is approved there is no relevant audit information of which the Charity's auditors are unaware, the directors have taken 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.

Auditors

The Auditors, McEwan Wallace Ltd, remain in office.

This report incorporating a strategic report was approved by the Board on 20th December 2019 and signed by:



**PAUL SMITH
CHAIRMAN**

Charity Registration No. 1034510

Company Registration No. 02894067 (England and Wales)

**AGE CONCERN WIRRAL
AGE UK WIRRAL
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

**AGE CONCERN WIRRAL
AGE UK WIRRAL
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AGE CONCERN WIRRAL
AGE UK WIRRAL
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2019

The directors, who are also the trustees of the charity, present their report and the financial statements for the year ended 31 March 2019. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

Incorporation

The charitable company was incorporated on 2 February 1994 as a Company limited by guarantee and is a registered charity, with number 1034510. On 20 May 2011, it adopted the working name of Age UK Wirral.

Principal activity

The principal activity of the charitable company is to promote the wellbeing of older people in the Borough of Wirral and surrounding areas.

Objectives and activities

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The trustees, who are also directors of the company, none of whom holds any shares in the company, who served during the year are as follows:

P Smith (Chairman)

K A Bailey

R Rogers

R S Beddoe

Dr F E White

Dr G K Rennie

B L Williams

Prof M A Jones

P Crocker

M H Pimbley

(Resigned 21 October 2019)

No preference dividends were paid. The directors do not recommend payment of a final dividend.

**AGE CONCERN WIRRAL
AGE UK WIRRAL
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019**

Statement of trustees' responsibilities

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

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

In accordance with the company's articles, a resolution proposing that McEwan Wallace Limited be reappointed as auditor of the company will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



P Smith (Chairman)
Trustee

Dated: 20 December 2019

**AGE CONCERN WIRRAL
AGE UK WIRRAL
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF AGE CONCERN WIRRAL**

Opinion

We have audited the financial statements of Age Concern Wirral (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

**AGE CONCERN WIRRAL
AGE UK WIRRAL
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF AGE CONCERN WIRRAL**

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**AGE CONCERN WIRRAL
AGE UK WIRRAL
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF AGE CONCERN WIRRAL**

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Alastair Gould FCA (Senior Statutory Auditor)
for and on behalf of McEwan Wallace Limited**

20 December 2019

**Chartered Accountants
Statutory Auditor**

68 Argyle Street
Birkenhead
Wirral
CH41 6AF

McEwan Wallace Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

AGE CONCERN WIRRAL
AGE UK WIRRAL
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2019

Current financial year

	Notes	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £	Total 2018 £
<u>Income and endowments from:</u>					
Donations and legacies	3	122,146	8,203	130,349	54,064
Charitable activities	4	1,670,111	324,267	1,994,378	1,842,263
Other trading activities	5	873,092	-	873,092	842,176
Investments	6	26,264	-	26,264	19,421
Other income	7	74,595	-	74,595	81,187
Total income		2,766,208	332,470	3,098,678	2,839,111
<u>Expenditure on:</u>					
Raising funds	8	762,927	-	762,927	612,399
Charitable activities	9	2,093,635	261,019	2,354,654	2,191,455
Total resources expended		2,856,562	261,019	3,117,581	2,832,599
Net (expenditure)/income for the year/ Net movement in funds		(90,354)	71,451	(18,903)	6,512
Fund balances at 1 April 2018		1,056,224	1,868,719	2,924,943	2,918,431
Fund balances at 31 March 2019		965,870	1,940,170	2,906,040	2,924,943

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

All income and expenditure derive from continuing activities.

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

AGE CONCERN WIRRAL
AGE UK WIRRAL
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2019

Prior financial year

		Unrestricted funds 2018 £	Restricted funds 2018 £	Total 2018 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	3	48,690	5,374	54,064
Charitable activities	4	1,612,150	230,113	1,842,263
Other trading activities	5	842,176	-	842,176
Investments	6	19,421	-	19,421
Other income	7	81,187	-	81,187
Total income		2,603,624	235,487	2,839,111
<u>Expenditure on:</u>				
Raising funds	8	612,399	-	612,399
Charitable activities	9	1,976,575	214,880	2,191,455
Total resources expended		2,617,719	214,880	2,832,599
Net (expenditure)/income for the year/ Net movement in funds		(14,095)	20,607	6,512
Fund balances at 1 April 2017		1,070,319	1,848,112	2,918,431
Fund balances at 31 March 2018		1,056,224	1,868,719	2,924,943

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

All income and expenditure derive from continuing activities.

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

**AGE CONCERN WIRRAL
AGE UK WIRRAL
BALANCE SHEET
AS AT 31 MARCH 2019**

	Notes	2019 £	£	2018 £	£
Fixed assets					
Tangible assets	13	2,412,157		2,427,903	
Investments	14		4		4
		<u>2,412,161</u>		<u>2,427,907</u>	
Current assets					
Stocks	15	-		478	
Debtors	16	158,960		137,586	
Cash at bank and in hand		766,320		714,462	
		<u>925,280</u>		<u>852,526</u>	
Creditors: amounts falling due within one year	17	<u>(387,823)</u>		<u>(307,141)</u>	
Net current assets			537,457		545,385
Total assets less current liabilities			<u>2,949,618</u>		<u>2,973,292</u>
Creditors: amounts falling due after more than one year	18		(43,578)		(48,349)
Net assets			<u>2,906,040</u>		<u>2,924,943</u>
Income funds					
Restricted funds			1,940,170		1,868,719
Unrestricted funds			965,870		1,056,224
			<u>2,906,040</u>		<u>2,924,943</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2019. However, an audit is required under section 144 of the Charities Act 2011, therefore an audit has been carried out.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

**AGE CONCERN WIRRAL
AGE UK WIRRAL
BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2019**

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 20 December 2019



P Smith (Chairman)
Trustee

Company Registration No. 02894067

AGE CONCERN WIRRAL
AGE UK WIRRAL
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Cash flows from operating activities					
Cash generated from operations	22		30,542		197,150
Investing activities					
Purchase of tangible fixed assets		-		(11,650)	
Interest received		26,264		19,421	
Net cash generated from investing activities			26,264		7,771
Financing activities					
Repayment of bank loans		(4,948)		(4,877)	
Payment of obligations under finance leases		-		(8,685)	
Net cash used in financing activities			(4,948)		(13,562)
Net increase in cash and cash equivalents			51,858		191,359
Cash and cash equivalents at beginning of year			714,462		523,103
Cash and cash equivalents at end of year			766,320		714,462

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

Charity information

Age Concern Wirral is a private company limited by guarantee incorporated in England and Wales. The registered office is Devonshire Resource Centre, 141 Park Road North, Birkenhead, CH41 0DD.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Sales and trading activity is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Charitable activity costs are those which are directly attributable to the organisation's activity. Where costs cannot be directly attributed they have been allocated to charitable activities or governance costs on a basis consistent with the use of resources. In the year none were apportioned.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	See below
Plant and equipment	3 to 10 years straight line
Fixtures and fittings	5 to 10 years straight line
Motor vehicles	3 to 10 years straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Freehold property is not depreciated as the trustees consider that the properties have residual values in excess of their book values. This is due to the charity's policy of maintaining properties in such a condition that their values as a whole are not impaired. The trustees consider that this departure from statutory accounting principles is necessary in order that the financial statements may give a true and fair view.

The cost of such maintenance is charged to the Statement of Financial Activities each year.

The book values of the freehold properties are reviewed regularly by the trustees to ensure that they reflect their current use to the charity.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs. Any changes in carrying value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Any bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Key sources of estimation uncertainty

Useful economic lives of assets

Tangible assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of assets and the residual values are assessed annually and may vary depending on a number of factors.

Debtors provision

Trade debtors are recorded at their recoverable value. The recoverability of the debtors are subject to various external influences.

Dilapidation provision

Upon vacating the leasehold premises, the company is required to return the property to the original state. Due to the longevity of the leases, the actual cost of the dilapidation work has been estimated, and the provision will be reviewed annually.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2019 £	2019 £	2019 £	2018 £
Donations and gifts	81,146	8,203	89,349	51,398
Legacies receivable	41,000	-	41,000	2,666
	<u>122,146</u>	<u>8,203</u>	<u>130,349</u>	<u>54,064</u>
For the year ended 31 March 2018	<u>48,690</u>	<u>5,374</u>		<u>54,064</u>

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019

4 Charitable activities

	2019 £	2018 £
Sales within charitable activities	609,568	570,918
Services provided under contract	1,003,628	990,301
Performance related grants	381,182	281,044
	<u>1,994,378</u>	<u>1,842,263</u>
Analysis by fund		
Unrestricted funds	1,670,111	1,612,150
Restricted funds	324,267	230,113
	<u>1,994,378</u>	<u>1,842,263</u>

5 Other trading activities

	2019 £	2018 £
Fundraising events	3,657	62,422
Shop income	869,435	779,514
Trading activity income: other	-	240
	<u>873,092</u>	<u>842,176</u>

6 Investments

	2019 £	2018 £
Rental income	26,264	18,975
Interest receivable	-	446
	<u>26,264</u>	<u>19,421</u>

7 Other income

	2019 £	2018 £
Profit share from Age UK Merseyside Trading	56,341	81,187
Miscellaneous income	18,254	-
	<u>74,595</u>	<u>81,187</u>

AGE CONCERN WIRRAL
AGE UK WIRRAL
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019

8 Raising funds

	2019 £	2018 £
<u>Fundraising and publicity</u>		
Other fundraising costs	-	10,198
Staff costs	670,973	516,978
Support costs	91,954	85,223
Fundraising and publicity	<u>762,927</u>	<u>612,399</u>

9 Charitable activities

	Care services 2019 £	Supporting services 2019 £	Total 2019 £	Total 2018 £
Staff costs	1,117,169	510,899	1,628,068	1,424,502
Depreciation and impairment	10,708	5,039	15,747	14,942
Direct care expenditure	136,387	-	136,387	51,910
	<u>1,264,264</u>	<u>515,938</u>	<u>1,780,202</u>	<u>1,491,354</u>
Share of support costs (see note 10)	354,680	210,182	564,862	627,428
Share of governance costs (see note 10)	6,022	3,568	9,590	9,428
	<u>1,624,966</u>	<u>729,688</u>	<u>2,354,654</u>	<u>2,191,455</u>
Analysis by fund				
Unrestricted funds	1,363,947	729,688	2,093,635	1,976,575
Restricted funds	261,019	-	261,019	214,880
	<u>1,624,966</u>	<u>729,688</u>	<u>2,354,654</u>	<u>2,191,455</u>
For the year ended 31 March 2018				
Unrestricted funds	1,240,762	735,813		1,976,575
Restricted funds	214,880	-		214,880
	<u>1,455,642</u>	<u>735,813</u>		<u>2,191,455</u>

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10 Support costs	Support costs 2019 £	Governance costs 2019 £	Total 2019 £	Total 2018 £
Rent, rates and water	222,439	-	222,439	223,491
Light and heat	63,777	-	63,777	55,391
Bad and doubtful debts	18,438	-	18,438	-
Office costs	102,066	-	102,066	97,286
Advertising	13,634	-	13,634	41,345
Motor expenses	38,664	-	38,664	33,115
Repairs and renewals	114,456	-	114,456	55,271
Household and cleaning	31,723	-	31,723	33,065
Sundry expenses	48,857	-	48,857	66,062
Bank charges and interest	2,762	-	2,762	3,711
Audit and accountancy fees	-	9,590	9,590	9,428
	<u>656,816</u>	<u>9,590</u>	<u>666,406</u>	<u>618,165</u>
Analysed between				
Fundraising	91,954	-	91,954	85,223
Charitable activities	564,862	9,590	574,452	532,942
	<u>656,816</u>	<u>9,590</u>	<u>666,406</u>	<u>618,165</u>

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

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12 Employees

Number of employees

The average monthly number of employees during the year was:

	2019 Number	2018 Number
Raising funds (including shops)	27	19
Charitable activities	105	97
Governance and administration	12	13
	<u>144</u>	<u>129</u>

Employment costs

	2019 £	2018 £
Wages and salaries	2,133,769	1,806,635
Social security costs	123,510	107,971
Other pension costs	41,762	26,874
	<u>2,299,041</u>	<u>1,941,480</u>

The number of employees whose annual remuneration was £60,000 or more were:

	2019 Number	2018 Number
£60,000 - £70,000	1	-

Contributions totalling £2,887 (2018 - £nil) were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

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13 Tangible fixed assets

	Freehold properties £	Plant and equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost					
At 1 April 2018	2,397,717	57,444	168,301	157,526	2,780,988
At 31 March 2019	2,397,717	57,444	168,301	157,526	2,780,988
Depreciation and impairment					
At 1 April 2018	20,078	47,314	168,301	117,392	353,085
Depreciation charged in the year	-	5,066	-	10,680	15,746
At 31 March 2019	20,078	52,380	168,301	128,072	368,831
Carrying amount					
At 31 March 2019	2,377,639	5,064	-	29,454	2,412,157
At 31 March 2018	2,377,639	10,130	-	40,134	2,427,903

14 Fixed asset investments

	Unlisted investments £
Cost	
At 1 April 2018 & 31 March 2019	4
Carrying amount	
At 31 March 2019	4
At 31 March 2018	4

Please see the disclosure in note 21 for further details of the investments held and the returns received from them.

15 Stocks

	2019 £	2018 £
Finished goods and goods for resale	-	478

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16 Debtors

Amounts falling due within one year:	2019 £	2018 £
Trade debtors	80,098	38,898
Amounts owed by related parties	15,271	30,055
Other debtors	36,835	10
Prepayments and accrued income	26,756	68,623
	<u>158,960</u>	<u>137,586</u>

17 Creditors: amounts falling due within one year

	Notes	2019 £	2018 £
Bank loans	19	5,085	5,262
Other taxation and social security		82,017	72,695
Trade creditors		81,580	56,050
Other creditors		24,352	43,042
Accruals and deferred income		194,789	130,092
		<u>387,823</u>	<u>307,141</u>

18 Creditors: amounts falling due after more than one year

	Notes	2019 £	2018 £
Bank loans	19	43,578	48,349
		<u>43,578</u>	<u>48,349</u>

19 Loans and overdrafts

	2019 £	2018 £
Bank loans	48,663	53,611
	<u>48,663</u>	<u>53,611</u>
Payable within one year	5,085	5,262
Payable after one year	43,578	48,349
	<u>48,663</u>	<u>53,611</u>
Amounts included above which fall due after five years:		
Payable by instalments	20,938	25,362
	<u>20,938</u>	<u>25,362</u>

The long-term loans are secured by fixed charges over the freehold properties.

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20 Analysis of net assets between funds

	Unrestricted 2019 £	Restricted 2019 £	Total 2019 £	Total 2018 £
Fund balances at 31 March 2019 are represented by:				
Tangible assets	564,045	1,848,112	2,412,157	2,427,903
Investments	4	-	4	4
Current assets/(liabilities)	445,399	92,058	537,457	545,385
Long term liabilities	(43,578)	-	(43,578)	(48,349)
	<u>965,870</u>	<u>1,940,170</u>	<u>2,906,040</u>	<u>2,924,943</u>

21 Related party transactions

Age UK Merseyside Trading Ltd

Age UK Wirral (Age Concern Wirral) holds one and a half £1 ordinary shares in Age UK Merseyside Trading Ltd, a company registered in England & Wales, number 7726737, with an issued share capital of three £1 ordinary shares.

Age UK Mid Mersey (Age Concern Mid Mersey registered charity number 1003476, a company limited by guarantee, registered in England & Wales number 2625647) also holds one and a half £1 ordinary shares.

Age UK Merseyside Trading Ltd has covenanted its profits in equal proportions to its charity shareholders.

During the year, Age UK Wirral received from Age UK Merseyside Trading Ltd its share of the surplus at £56,341 (2018 - £81,187). At the year-end, Age UK Wirral was owed £15,064 (2018 - £29,858) by Age UK Merseyside Trading Ltd.

There have been no transactions with the Directors of Age UK Wirral and Age UK Merseyside Trading Ltd during the year.

The principal activities of Age UK Merseyside Trading Ltd are the arranging of insurance policies made available by Age UK England and of other related products together with the sale of goods specifically purchased for resale.

Wirral Health and Wellbeing CIC

During 2017/18, Age Concern Wirral was one of five founding partners that created and operated Wirral Health and Wellbeing CIC, a venture jointly controlled by the five parties that was established to deliver the Early Intervention and Prevention support for Vulnerable People/Young People and Carers contract.

The CIC was formed 4 August 2017, but was inactive until 1 October 2017. 2018/19 was the first full year of operation for the CIC.

Age Concern Wirral recharged £862,332 (2018 - £429,618) of operating costs and £7,500 (2018 - £3,750) of management costs to Wirral Health and Wellbeing CIC in the year. As at 31st March 2019, £nil (2018 - £nil) was outstanding in respect of these amounts.

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22 Cash generated from operations	2019 £	2018 £
Surplus/(Deficit) for the year	(18,903)	6,512
Adjustments for:		
Investment income recognised in statement of financial activities	(26,264)	(19,421)
Depreciation and impairment of tangible fixed assets	15,746	14,942
Movements in working capital:		
Decrease in stocks	478	382
(Increase)/decrease in debtors	(21,374)	58,540
Increase in creditors	80,859	136,195
Cash generated from operations	30,542	197,150